



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint May 1, 2026, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information for Vaya Health network providers. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

PROVIDER TOUCHPOINT: MAY 1, 2026

Learning Summit 2026: Registration Now Open May 13-15, 2026

[Register today for Vaya's Learning Summit 2026](#), a virtual professional development opportunity for providers and Vaya staff. Presented in partnership with the Mountain Area Health Education Center (MAHEC), the summit offers courses designed to expand your knowledge, strengthen your skills, and provide up to 11.5 hours of contact hours.

This year's theme is "Partnerships in Practice – Mind, Body, and Systems." To view the full agenda, visit the [MAHEC registration webpage](#). Registration is \$50 through May 6, 2026, and \$65 thereafter. *Please note only those individuals who attend the summit will have access to event recordings, and live attendance is required to receive contact hours.*

If you have previously completed MAHEC training, you already have an account. For assistance creating an account or registering, call MAHEC at 828-257-4475 or email registration@mahec.net.

Scholarships Available

To support access to the summit, Vaya will offer a limited number of scholarships that fully cover the registration fee. Scholarships are intended for provider organizations with fewer than 10 employees, licensed independent practitioners, individuals or caregivers with lived experience, and providers who face other barriers to attending. Scholarships will be need- and criteria-based and awarded on a first-come, first-served basis. To apply, complete the online [Scholarship Application](#). Vaya will review applications on a rolling basis until we have awarded all scholarships.

Speaker Spotlight

We are pleased to announce one of this year's speakers will be Thao-Vi Dao, MD, Vaya's Medical Director of Integrated Care. Dr. Dao will share insights and clinical perspectives on reframing obesity care and supporting patients through effective, compassionate management strategies. This session will focus on understanding obesity as a chronic disease and its role in overall health and well-being, as well as explore why treating obesity is a critical strategy for preventing and managing other chronic conditions.

If you have questions about the Learning Summit, email training@vayahealth.com.

Provider Satisfaction Survey

Vaya values your feedback! Complete the [Vaya Health Provider Satisfaction Survey](#), available April 15-May 27, 2026, to share your experiences and suggestions. Your insights will help us improve processes and communication to better support you. If you have questions or need technical assistance, email provider.training@vayahealth.com.

Provider Contract Signatory Review

Vaya is conducting a review to ensure our records contain current provider contract signatory information. A contract signatory is someone within your organization who is authorized to sign contracts and other legal documents with Vaya.

A Systems Access Administrator for your organization should complete the [Provider Contract Signatory Confirmation Form](#) before April 30, 2026. This form will also be available through our Provider Portal. If you have questions, email provider.training@vayahealth.com.

Free Integrated Behavioral and Physical Health Care Consultation

The National Council for Mental Wellbeing's Center of Excellence for Integrated Health Solutions offers organizations a free integrated care consultation to learn more about integrating behavioral and physical health care. [Submit a request](#) to meet with an Integrated Care Expert.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Innovations Waiver Providers: National Accreditation Updates

Providers delivering Innovations Waiver services must be nationally accredited. NC Medicaid advises providers with an active 251S00000X (Community/Behavioral Health Agency) taxonomy to start the process of obtaining national accreditation if not already in process.

Beginning April 20, 2026, NCTracks will begin monitoring for national accreditation to verify compliance with N.C.G.S. § 122C-81 and NC Medicaid clinical coverage policy (CCP) requirements. For updated information, review the following NC Medicaid bulletins:

- [Innovations Waiver Providers – Updated Service and National Accreditation Requirements \(April 16, 2026\)](#)
 - [Post-Enrollment National Accreditation Update \(April 16, 2026\)](#)
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Update: S.L. 2025-37 Expanding Qualified Professional Status

NCDHHS has provided clarification on the status of Session Law 2025-37, which expands Qualified Professional (QP) status to include an associate degree. Before changes can be implemented, NCDHHS must align the following areas:

- **NC Medicaid CCPs** must be updated to reflect the new QP definition. Until then, providers must continue following the *existing QP criteria* to remain compliant and avoid audit risk.
- **State-funded service definitions** require parallel updates to align with the new statutory language.
- **Systems and oversight infrastructure** updates are needed to support associate-level QPs, including supervisory structures and credentialing processes.
- **Documentation and audit standards** are needed to reflect new qualifications.
- **Consistent interpretation and enforcement** by managed care entities and LME/MCOs must be ensured.

In the meantime, there are **no changes to billing standards, and providers should continue operating under the current QP criteria**. The Division of Mental Health, Developmental Disabilities, and Substance Use Services will share updates as they are available.

LEARNING AND PARTICIPATION OPPORTUNITIES

Child and Family Team (CFT) 1 Revised Training May 5-6, 2026, 9 a.m.-4 p.m.

This virtual course provides 11 contact hours of training on System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families. There is no cost to attend. To receive credit, participants must attend both full days and have their cameras on with audio capability.

This training is for members/recipients and providers in the Vaya region and provider network. Only three individuals from each provider organization may attend. Attendance is limited to 28 participants.

[Register online](#) by **April 28, 2026**. Participants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.

Save the Date: CWCN Virtual Workshop with NADD and Vaya May 22, 2026, 10 a.m.-3:30 p.m.

Vaya, in partnership with the National Association for the Dually Diagnosed (NADD), will host a free workshop for providers serving Children with Complex Needs (CWCN). This live, virtual event will include a training session on clinical assessments for youth with complex needs and an interactive conversation on applying NADD Clinical Certification in practice. For more information or to RSVP, email provider.training@vayahealth.com.

Relias Courses: Free CEUs on Integrated Care

The Center of Excellence for Integrated Health Solutions offers [free access](#) to 20 Relias online courses (with CEUs), including:

- Working with an Interdisciplinary Integrated Care Team
- Advanced Practice Interventions for People Living with Co-occurring Disorders
- Integrated Approach to Primary and Behavioral Health Care

Advancing Integrated Care Through Collaborative Partnerships: Hospitals, Health Systems, CMHCs, and CCBHCs

The Center of Excellence for Integrated Health Solutions and the American Hospital Association have made a September 2025 webinar available on demand. [Advancing Integrated Care Via Collaborative Partnerships](#) features an integrated spotlight with University Hospitals in Cleveland, which has a history of innovation in behavioral health spaces.

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

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