



# 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: Early Registration Ends May 6

[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 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.** Only 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 a 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](mailto:registration@mahec.net).

**Scholarship Available**

To support access to the summit, Vaya is offering 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 are need- and criteria-based and awarded on a first-come, first-served basis. To apply, complete the [Scholarship Application](#). Vaya is reviewing applications on a rolling basis until all scholarships have been awarded.

### Speaker Spotlight

We are pleased to announce Mary Mitchell, Family Caregiver Support Administrator, will present on “The Caregiver Crisis and Caregiver Burnout.” Caregivers play a vital role in supporting loved ones, yet the emotional, physical, and mental toll of caregiving often goes unseen. Mitchell will explore the scope and impact of the caregiver crisis and help participants identify common signs and risk factors of burnout. This session will include practical prevention and intervention strategies, empowering caregivers to prioritize their own well-being.

If you have questions about the Learning Summit, email [training@vayahealth.com](mailto:training@vayahealth.com).

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## Update: Pharmacy Benefit Administrator

Effective May 2, 2026, Prime Therapeutics will serve as the Pharmacy Benefit Administrator for NC Medicaid Direct point-of-sale (POS) pharmacy benefits. This transition impacts only beneficiaries enrolled in Medicaid Direct. There is no impact on individuals enrolled in NC Medicaid Managed Care health plans, including the Vaya Behavioral Health and I/DD Tailored Plan.

Pharmacies and prescribers may contact the Prime Therapeutics Pharmacy Call Center at 844-620-6116 for assistance beginning May 2, 2026. Providers can access the PBA Pharmacy Provider Portal by selecting the Pharmacy Benefit Administrator tile on the [Medicaid Enterprise System portal](#).

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## Provider Satisfaction Survey

Vaya values your feedback! Complete the [Vaya Health Provider Satisfaction Survey](#) by 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](mailto:provider.training@vayahealth.com).

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## Due Today: 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 (SAA) for your organization should complete the [Provider Contract Signatory Confirmation Form](#) by today, April 30, 2026. This form is also available through our Provider Portal. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

## PHYSICAL HEALTH PROVIDERS

### Telehealth Infrastructure Grant Wave 5: RFA Due May 15, 2026

NCDHHS is accepting applications for Wave 5 of the Telehealth Infrastructure Grant Request for Applications), which helps rural health providers across North Carolina expand telehealth services. Awards of up to \$250,000 per eligible organization are available to strengthen broadband connectivity, video conferencing systems, electronic medical records, and secure

communication tools. Priority will be given to independent primary care practices and independent obstetrics and gynecology practices. [Learn more or apply.](#)

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## Reminder: DME Claims Submission Guidance

Vaya manages Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DME/POS) Miscellaneous services for Tailored Plan Medicaid members. Claims for DME/POS services must include both the National DME Miscellaneous and corresponding local W codes to be eligible for reimbursement.

For more information, [read our provider memo](#) from Nov. 26, 2025.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### 2026 State of the Workforce Survey Is Underway

The 2026 State of the Workforce Survey has been distributed to all providers noted eligible by LME/MCOs. All provider organizations that employ Direct Support Professionals who deliver Medicaid-funded services to adults with I/DD are eligible to participate. If your organization needs a link to the online survey or has questions, email [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov). The survey deadline is June 30, 2026.

### Reminder: Information for TCM Providers

Tailored Care Management (TCM) providers can find resources on the [NCDHHS website](#), including the TCM Provider Manual and summary of updates, upcoming trainings, and links to collaborative meetings. For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Trauma-Focused CBT Certification Training Program

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) is an evidence-based model for treating children who have experienced trauma. Vaya, in partnership with Ashley Fiore, LCSW, will sponsor a free TF-CBT certification training program for providers who plan to seek national certification. **The application deadline is May 9, 2026.**

This virtual training series includes the following components:

- Phase 1: Getting Started with TF-CBT (*exclusive to this cohort via Zoom*), 9 a.m.-3 p.m., May 27, 2026. Focus areas include conducting trauma screening and standardized assessment, identifying appropriate TF-CBT cases, engaging challenging caregivers, and building the clinical foundation for effective implementation.
- Phase 2: TF-CBT Basic Training for National Certification with Consultation (*virtual via ashleyfiore.inreachce.com*), sessions take place 11 a.m.-5 p.m. June 9, June 11, and June 16, 2026.
- 12 biweekly group consultation calls (must attend at least nine of 12 to meet certification requirements)

Fiore, a nationally recognized, developer-endorsed TF-CBT trainer, has 30 years of experience treating and training clinicians in childhood trauma. Completing this training and consultation program prepares providers to apply for national TF-CBT certification and provides 13.5 CEs (ASWB or NBCC). Space is limited.

To apply or for more information, email Ashley Parks, Child and Family Treatment Continuum Director at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com).

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## 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](mailto:provider.training@vayahealth.com).

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## Diabetes Management and Training June 11, 2026, 9-11 a.m.

During this free, virtual session, Vaya trainers will provide participants with foundational knowledge about diabetes and essential self-management skills. The training is suitable for community stakeholders and aims to increase awareness and understanding of the condition, helping people take control of their health or better support those living with diabetes.

[Register online](#) by June 4, 2026. Each organization may sign up for two training slots. For more information, email [training@vayahealth.com](mailto:training@vayahealth.com).

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## QPR: Suicide Prevention Training June 16, 2026, 1-3 p.m.

Question, Persuade, Refer (QPR) is an emergency response to someone in crisis. In this free, virtual training, Vaya instructors will teach participants how to ask the right questions about suicide, persuade a person to get help, and refer them to the right resources.

[Register online](#) by June 9, 2026. Attendance is limited to 30 participants. For more information, email [beth.pfister@vayahealth.com](mailto:beth.pfister@vayahealth.com).

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## Darkness to Light: Stewards of Children Training in North Wilkesboro June 24, 2026, 1-3:30 p.m.

Stewards of Children is an evidence-informed, award-winning training that teaches adults to prevent, recognize, and react responsibly to child sexual abuse. [Register online](#) to attend an in-person training course in North Wilkesboro. Attendance is limited to 20 participants. For more information, email [beth.pfister@vayahealth.com](mailto:beth.pfister@vayahealth.com).

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## Person-Centered Thinking Training June 29-30, 2026, 9 a.m.-4 p.m.

This free, two-day, in-person, 12-hour workshop in Burlington introduces the principles and use of person-centered thinking. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking. [Register online](#) by June 22, 2026. Attendance is limited to 25 participants. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**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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