



VAYAHEALTH

PROVIDER TOUCHPOINT



VAYAHEALTH

Provider Touchpoint

**Friday, May 1,
2026**

Provider Touchpoint

Friday, May 1, 2026

- Welcome
- Foster Care Awareness Month
- Provider Announcements and Updates
- Learning Summit 2026: Speaker Spotlights and Scholarship Application information
- Provider Spotlight
- Learning and Participation Opportunities
- Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email provider.info@vayahealth.com.

Where Can I Find...



Provider Touchpoint
Recordings and Resources

[Provider Central](#) > [Resources](#) > [Provider Touchpoint](#)



**Provider Communication
Bulletin**
Sign-up and Archive

[Provider Central](#) > [Resources](#) > [Communication Bulletins](#)

Vaya Participants

- **Ashley Parks**, Child and Family Continuum Director (**Host**)
- **Breonna Martin**, Provider Educator (**Co-Producer**)
- **George Ingram**, VP of Physical Health Network Operations
- **Dr. Jay Vora**, Pharmacy Director of NC Managed Care Medicaid
- **Jessie Dancy**, Innovations CM Manager
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)



Welcome

Foster Care Awareness Month

Did You Know?

- Over **390,000 children** are in foster care in the U.S.
- Many youth experience multiple placements
- The primary goal is safe reunification with families

Why It Matters

- Stability improves education, health, and emotional well-being
- Supportive relationships can change a child's life trajectory

How You Can Help

- Become a foster or adoptive parent
- Support foster families in your community
- Volunteer, advocate, or donate
- Small actions create lifelong impact



On Your Radar: Provider Announcements



Provider Satisfaction Survey

- Vaya values your feedback. Please complete our [Vaya Health Provider Satisfaction Survey](#), available from **April 15, to May 27, 2026**.
- Each year we use results from this survey to develop ways to be a better partner with you to serve Vaya members and recipients, and your input helps strengthen how we support and partner with providers.



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 have completed the [Provider Contract Signatory Confirmation Form](#) by **yesterday, April 30, 2026**.
- This form is **also available through our Provider Portal**. If you have questions, email provider.training@vayahealth.com.

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."**



Learning Summit 2026: Early Registration Ends May 6

- 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.



Learning Summit 2026: 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.

Learning Summit 2026: Scholarship Application

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.

Vaya Health Provider Award Nominations



It's that time of year when we **recognize the individuals whose work makes a meaningful difference every day.**

- This year's awards nominations are officially open, and we're inviting *you* to help spotlight the outstanding work happening across the Vaya region.
- We are pleased to accept nominations for Office Manager of the Year, Primary Care Physician of the Year, Provider Innovation Award, and Quality Champion Award.
- We encourage you to **submit at least one nomination from each category by Tuesday, May 5, 2026**, using the [Vaya Health Provider Award Nominations form](#).

Let's make this our most engaging and inspiring awards season yet!

Q&A Check-in



Physical Health Provider Announcements



Telehealth Infrastructure Grant Wave 5

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.](#)

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**.

A person wearing a white lab coat is shown from the chest down, holding a small white rectangular box. They are standing behind a counter with several larger white boxes, some of which have barcodes. The background is a brightly lit pharmacy or laboratory setting with shelves and equipment.

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.



Update: Pharmacy Benefit Administrator

- 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**.

Behavioral Health, I/DD, and TBI Provider Announcements



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 | NC Medicaid](#)
 - [Post-Enrollment National Accreditation Update | NC Medicaid](#)

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.

S.L. 2025-37 Expanding Qualified Professional Status

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.

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.
- 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.



Provider Spotlight:

Nazareth Child & Family Connection

Founded in 1906, Nazareth Child & Family Connection is committed to providing a safe and nurturing environment for every child, individual, and family.

Nazareth has an array of services which are provided in their continuum of care including:

- Family Foster Care
- Adoptions
- Transitional Living Services for Young Adults, Level II Therapeutic Residential, Short-Term Care, Individual and Group Outpatient Therapy, Psychiatric Services, and Outpatient Substance Abuse Therapy

Located in:

- Rockwell, Salisbury, and Lexington



NAZARETH
Child & Family Connection

For more information, visit www.nazcfc.org.

Learning and Participation Opportunities



QPR: Suicide Prevention Training

- 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.



CWCN Virtual Workshop with NADD and Vaya

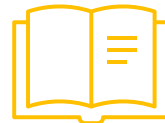
May 22, 2026, 10 a.m.-3:30 p.m.

- 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.

Trauma-Focused Cognitive Behavioral Therapy 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.**

Trauma-Focused Cognitive Behavioral Therapy Certification Training Program

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)

Trauma-Focused Cognitive Behavioral Therapy Certification Training Program

- **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.

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.

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.

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.

Q&A Check-in



Thank You

Join us again on Friday, May 29, 2026

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

