



PROVIDER COMMUNICATION BULLETIN

MAY 7, 2026 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 55

IN THIS ISSUE: Provider Touchpoint | Coming Next Week: Learning Summit 2026 | Provider Satisfaction Survey | Provider Portal Weekend Maintenance | Important Information for 1915(i) Providers | NCTracks May Trainings | CWCN Virtual Workshop with NADD and Vaya | 2026 Summer Medical Interpreter Series

ALL NETWORK PROVIDERS

Provider Touchpoint May 29, 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 29, 2026

Please note this Provider Touchpoint, originally scheduled for May 15, 2026, has been rescheduled due to the Vaya Learning Summit 2026.

Coming Next Week: Learning Summit 2026 May 13-15, 2026

[Registration is still open 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. The early registration period has expired, and **registration is \$65**. 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.

Scholarships 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

This week, we are highlighting the Learning Summit session on Galvgwodiyyu: “It Is Sacred,” a culturally grounded model of care rooted in the traditions and values of the Eastern Band of Cherokee Indians. Formerly known as Beauty for Ashes, Galvgwodiyyu centers healing as a sacred, relational, and community-driven process that honors culture, identity, and resilience.

Join Dr. Freida Saylor and Michelle Frerich with the Cherokee Indian Hospital Authority’s Analenisgi Recovery Center as they share the meaning and purpose of Galvgwodiyyu, explore how it differs from more traditional approaches to care, and discuss an expansion pilot. This session will offer a meaningful opportunity to learn how culturally centered practices can strengthen healing, connection, and wellness within communities.

For more information, email training@vayahealth.com.

Provider Satisfaction Survey

Vaya values your feedback. Please 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.

Provider Portal Weekend Maintenance

Due to system maintenance, the Vaya [Provider Portal](#) will be unavailable from 10 p.m. Saturday, May 9, to 6 a.m. Sunday, May 10, 2026. Please do not plan to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Important Information for 1915(i) Providers

1915(i) Individual and Transitional Support (ITS) Guidance

Vaya has determined ITS does not allow delivery of services telephonically. There are no modifiers to allow this delivery method.

1915(i) Respite Guidance

As a reminder, providers are responsible for tracking unit/hour usage for 1915(i) Respite to ensure compliance with the [NC Medicaid clinical coverage policy](#) and limit of 1,200 units/300 hours per plan year. In addition, the assigned Care Manager or 1915(i) Care Coordinator will review Respite utilization during quarterly monitoring for the service.

1915(i) Training Reminder

NCDHHS, in collaboration with the state’s LME/MCOs, has created a training about the alignment of the 1915(i) process with the member’s birth month. The 1915(i) Birth Month Rhythm training is for plan- and provider-based Care Managers and will be held virtually via Microsoft Teams on the following dates and times:

- [Option 1 – May 18, 2026, 10 a.m.](#)
- [Option 2 – May 20, 2026, 2 p.m.](#)

If you have questions about 1915(i) services or the guidance above, please email 1915i@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

NCTracks May Trainings for Medicaid Direct Physical Health Providers

Registration is open for NCTracks [May 2026 trainings](#). All courses are offered virtually through Zoom. Courses available this month are:

- Submitting a NEMT Claim
- Medicare Lite Enrollment
- Prior Approval Institutional
- Recipient Eligibility Verification
- Dental Helpful Hints
- Enrollment Specialist User Role Abbreviated MCR/Upload Doc

Space is limited. Review the [May Training Schedule](#) for registration information.

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 training 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.**

Session Spotlight: “Clinical Assessments in Youth with Complex Needs”

Join Brian Tallant, LPC, NADD-CC, who has more than 35 years of experience supporting individuals with I/DD, primarily in community mental health settings. Tallant is a contributing member of the National Child Traumatic Stress Network Trauma and served on the NADD Board of Directors from 2006 to 2013 and again from 2019 to 2025.

This training provides an overview of best practices for conducting clinical assessments with youth who have I/DD and co-occurring mental health needs. Participants will explore the purpose and process of assessment, including gathering comprehensive histories, evaluating changes in functioning, and identifying contributing biological, psychological, and social factors. The session highlights common challenges in accurate diagnosis and introduces tools, screening measures, and strategies tailored for this population. Participants will leave with a practical, person-centered approach to assessment that supports more accurate understanding and effective intervention for youth with complex needs.

2026 Summer Medical Interpreter Series

This in-person MAHEC training series aims to improve the skills of individuals who provide or wish to provide interpreter services in any language in health or human services settings. The two-day, foundational Level 1 class takes place July 1-2, 2026, and is the first class in the series. Participants will learn the primary roles, ethics, and techniques of professional interpreting and the importance of confidentiality issues. For more information, [visit the MAHEC website](#) or email registration@mahec.net.

providers.vayahealth.com



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!