



PROVIDER COMMUNICATION BULLETIN

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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.

Quicker Response Times to Prior Authorization Requests

In July 2026, Vaya will implement same-day approval for a limited number of services that require prior authorization. Our goal is to provide faster access to care and improve the member and provider experience with the prior authorization process.

Providers of these services will submit authorization requests through the Vaya [Provider Portal](#) as they do today and will be prompted to answer a few questions about the request that support medical necessity. Same-day approval will be available only for requests submitted via the portal.

While this process will apply to only a few services in July, providers can expect same-day approval to become available for more services throughout the year. Future Provider Communication Bulletins will include information about specific services eligible for this process,

Non-UCR Invoice Submission Deadlines

Please note the following deadlines for non-UCR invoice submission for the end of State Fiscal Year 2025-26:

- All non-UCR invoices for federal allocations and State Special Categorical allocations for expenses incurred through **May 31, 2026**, are due **June 1, 2026**.
- All non-UCR invoices for State Special Categorical June expenses incurred through **June 3, 2026**, are due **June 3, 2026**.

For all other invoices and services rendered, Vaya requests providers submit final non-UCR invoices by July 6, 2026, with an absolute deadline of July 20, 2026.

Per provider contracts with Vaya, providers must submit invoices for all non-UCR expenses within 45 days after the month in which the expenses were paid, except for services rendered in June of each year. **Providers must submit non-UCR invoices for services rendered in June no later than July 20 of the same year, except for invoices paid using non-UCR State Special Categorical Funds.**

Please use the current Vaya [Non-UCR Invoice](#) template for your submissions.

If you have questions, contact your Provider Network Contract Manager. You also may contact Senior Staff Accountant Jamie Brendle at jamie.brendle@vayahealth.com or Special Projects Manager Chad Swicegood at chad.swicegood@vayahealth.com.

Recent Changes to Utilization Management Peer-to-Peer Process

Please note Vaya has made changes to our peer-to-peer discussion process. When Vaya issues a medical necessity denial of a service authorization request, the ordering or attending provider may request a peer-to-peer discussion within three business days of the denial notice. We prioritize scheduling these discussions with the Peer Reviewer who made the denial decision. If that Peer Reviewer is not available, Vaya will schedule the discussion with an equally qualified Peer Reviewer.

Peer-to-peer discussions are not appeals. Rather, they provide an opportunity to discuss the decision and reasons for the denial. The member or their legally responsible person still has appeal rights and must file a formal appeal with Vaya to request that we overturn a denial. The provider may request an appeal on the member's behalf if Vaya has the member's written consent for the provider to do so.

What do providers need to know?

Peer-to-peer discussions are collaborative conversations meant to clarify the reason for the decision and allow the provider to share additional clinical information. These discussions are also an opportunity to provide education on applicable policies or clinical criteria. Guidelines for discussions include:

- Verbal discussion alone will not overturn a decision.
- Any additional clinical information intended to support an overturn must be submitted through a member appeal or a new service authorization request.
- Appeal rights and prior authorization requirements remain unchanged.

For more information, please refer to our [Provider Operations Manual](#), call the Provider Support Service Line at 1-866-990-9712, or email Vaya's Utilization Management Team at um@vayahealth.com.

Provider Satisfaction Survey

Every day, you and your teams show up for your communities in ways that are often unseen but deeply felt. The work you do changes lives, strengthens families, and fills gaps that would otherwise leave people without support.

Because your work is so important, your voice is equally important. We value your feedback and ask that you **complete the [Vaya Health Provider Satisfaction Survey](#) by May 27, 2026, to share your experiences and suggestions.**

A strong sample size will help us ensure the results truly reflect the realities, challenges, and innovations happening across our network. Without your input, we risk making decisions based on an incomplete picture. With your input, we can advocate more effectively, plan more intelligently, and support you more meaningfully.

If you have already completed the survey, thank you! If you have questions or need technical assistance, email provider.training@vayahealth.com.

Provider Advisory Council Monthly Meeting and Participation Opportunities May 20, 2026, 10 a.m.-12 p.m.

The Provider Advisory Council (PAC) advises Vaya on issues important to network providers and facilitates an open exchange of ideas, shared values, goals, and vision. The PAC meets virtually from 10 a.m.-12 p.m. on the third Wednesday of the month. Meetings are open to all Vaya network providers.

Currently, the PAC maintains the following committees focused on specific practice areas and opportunities for improvement:

- Systemic Barriers Committee (to report a barrier, any network provider may submit the [PAC Barrier Submission Form](#))
- I/DD Committee
- Employer of Record Committee
- Workforce Committee
- Physical Health Committee
- Substance Use Treatment Committee

To get more information or learn how to participate in the PAC or a committee, visit our [Provider Advisory Council](#) webpage or email ProviderAdvisoryCouncil@vayahealth.com.

Money Follows the Person Transition Coordination Program

Did you know Vaya operates the Money Follows the Person (MFP) Transition Coordination Program in all of North Carolina's 100 counties? This statewide program offers personalized support to help older adults and people with physical disabilities who live in facilities successfully transition back into the community.

Participants do not have to be Vaya members. They must receive Medicaid (or be eligible for Medicaid in North Carolina) and have lived in a Skilled Nursing Facility or qualified hospital setting for at least 60 consecutive days. Participants must have a diagnosed physical disability (age 18 and older) or be above age 55, as well as have the desire and ability to live independently in the community with appropriate supports.

For more information, including application materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage. If you have questions, email MFP@vayahealth.com.

Integrated Care Quality Series for Local Health Departments

Wake Forest University School of Medicine and Northwest AHEC have launched the Integrated Care Quality Series, a four-part educational series to help providers, care teams, and partners improve outcomes across maternal, preventive, and pediatric care. *These courses are available to North Carolina Local Health Department employees only.*

Aligned with NC Medicaid's 2026 Withhold Program, this free virtual series will provide practical strategies, updated guidance, and actionable tools to strengthen high-quality, equitable care across the care continuum. Sessions will address screening for health-related resource needs, women's preventive health, and more. [Learn more](#) or share this information with your Local Health Department partners.

LEARNING AND PARTICIPATION OPPORTUNITIES

Care Manager/Provider Training on Alignment of 1915(i) Eligibility, Care Plan to Member Birth Month

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.](#)

Training for 1915(i) service providers will be held at 10 a.m. May 28, 2026. [Join online.](#)

The new approach to align 1915(i) eligibility timelines and the care plan/Individual Support Plan (ISP) with members' birth months will help Care Managers effectively plan for and manage deadlines across multiple members. The member's birth month will determine when their care plans/ISPs and assessments expire, providing greater predictability for health plans and 1915(i) providers. Under this model, each care plan/ISP becomes effective the month after the member's birth month, and the end date is always the last day of the member's birth month.

Quarterly Substance Use Roundtable Meeting May 20, 2026, 2-3 p.m.

Join us for Vaya's next quarterly Substance Use Roundtable virtual meeting. We strongly encourage all network providers of substance use disorder services to attend to get important updates and share information with other providers. To register, email provider.training@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 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.

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