



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

Closing Soon: Provider Satisfaction Survey

We value your feedback! Please 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 reflect the realities, challenges, and innovations happening across our network. With your input, we can advocate more effectively, plan more intelligently, and support you more meaningfully.

For more information or technical assistance, email provider.training@vayahealth.com.

Member Rights and Responsibilities – Annual Notification Reminder

Network providers must respect member and recipient rights, educate individuals on their rights, and support them in fully exercising their rights. To ensure you stay up to date on requirements, please review Section 8, Member Rights and Responsibilities, of Vaya's [Provider Operations Manual](#). If you have questions, contact your assigned Provider Network Contract Manager or email provider.info@vayahealth.com.

Vaya Holiday Closing

In observance of the Memorial Day holiday, Vaya offices will be closed Monday, May 25, 2026. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) continue to operate 7 a.m.-6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 24/7, every day of the year.

2026 Employer Demand Workforce Survey

The [NC Center on the Workforce for Health](#) is conducting the [2026 NC Health Talent Alliance Healthcare Employer Demand Workforce survey](#) as part of a partnership with the NC Chamber Foundation and NC Area Health Education Centers. The survey collects workforce data on crucial health care professions that employers struggle to recruit and retain, and participation helps inform statewide workforce planning and strengthens North Carolina's health care talent pipeline. The submission deadline is May 22, 2026.

PHYSICAL HEALTH PROVIDERS

NC AHEC Primary Care Fellowship

The NC AHEC Advanced Practice Provider Primary Care Fellowship, a distance-based program that includes two in-person days, will take place from Oct. 1, 2026, to Sept. 30, 2027.

Preference will be given to applicants working in family medicine or adult primary care settings who are recent graduates of an accredited physician assistant or family nurse practitioner program in their first year of practice. Applicants must be employed in North Carolina. [Learn more](#).

The curriculum includes complex care management, primary care topics, in-person workshops for hands-on skills development, and more. [Applications](#) will be accepted until Sept. 1, 2026.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Reminder: Upcoming Claims Billing Change for NC Innovations Waiver ATES Providers

Vaya is changing the way we pay for Innovations Waiver Assistive Technology Equipment and Supplies (ATES). These changes will reduce the time needed to approve service authorization requests, deliver services to members, and pay ATES providers.

Effective June 1, 2026, providers supplying ATES to Innovations Waiver participants must bill claims through Vaya's electronic claims system. We will no longer accept invoices for payment of ATES after this date. Current ATES providers must sign new network provider agreements, eliminating the need for member-specific contracts for each ATES request.

Providers must enroll in NCTracks to use Vaya's electronic claims system and notify Vaya when they have completed enrollment by emailing provider.info@vayahealth.com. Learn more about enrolling in NCTracks on the Visit the [Getting Started With NCTracks](#) page.

LEARNING AND PARTICIPATION OPPORTUNITIES

Tomorrow: 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.

Brain Injury Association of North Carolina Social Club: For Adults Living with Brain Injury May 28, 2026, 11 a.m.-2 p.m.

This free, in-person event at the Jackson County Public Library in Sylva will bring together the community for a social club for adults living with brain injury. Connect with others, enjoy activities, build community, share a provided lunch, and learn more about the Brain Injury Association of North Carolina and Hinds' Feet Farm. Stay the whole time or stop by as time allows.

[Register online](#). For more information, email mhastings@bianc.net.

North Carolina's Disability Benefits Webinar June 3, 2026, 10-11:30 a.m.

The North Carolina Division of Employment and Independence for People with Disabilities will host a webinar on Disability Benefits 101 (DB101), a comprehensive and user-friendly online resource designed to help individuals with disabilities make informed decisions about working while receiving benefits.

This training will include:

- An overview of DB101 and its intended users
- How the Work and Benefits Estimator helps individuals explore employment options while maintaining essential benefits
- How service providers can use DB101 to facilitate informed decision-making for individuals interested in returning to work

- A live demonstration of the website and its key features

[Register](#) for the webinar. If you have questions, email Scott.Pokorny@dhhs.nc.gov.

Save The Date: North Carolina Providers Council 2026 Regional Forum June 8, 2026

The North Carolina Providers Council (NCPC), in collaboration with Vaya and Partners Health Management, will host the first NCPC Regional Forum of 2026 in Hickory. Presenters will provide updates on regulatory, contractual, operational, and clinical topics. Member agency executives, managers, and frontline staff are encouraged to attend.

The registration fee is \$25 and includes a catered lunch. [Register for the forum](#).

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](#).

providers.vayahealth.com



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