



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

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Reminder and Clarification: Back-up Staffing Reporting Form Enhancements

Several providers had questions during our most recent Provider Touchpoint webinar about back-up staffing reports. Please note Vaya has updated our form to report back-up staffing. [Learn more](#) about due dates and other requirements.

NC Innovations Waiver Provider Services Updates

Recent updates have impacted Innovations Waiver providers enrolled with taxonomy 251S00000X. On April 20, 2027, the Innovations Waiver Community/Behavioral Health service under this taxonomy will be end-dated on provider records. At that time, any provider who has not enrolled in a new Innovations Waiver service and reported their national accreditation (if required) will no longer be eligible to receive reimbursement for Innovations Waiver services.

For more information, review the [NC Medicaid Bulletin](#).

Resources for Resilience Continues Helene Recovery Events, CEUs Available

In partnership with Vaya and NCDHHS' GROW NC Project for Helene Recovery, [Resources for Resilience](#) (RFR) will offer trainings and workshops for western North Carolina residents and professionals through June 2026. CEUs are available for select trainings through Area L AHEC.

RFR, an Asheville-based nonprofit, provides practical tools and research-based resources to help individuals and teams manage stress, prevent burnout, and build resilience in themselves and others. For more information about upcoming virtual and in-person trainings, visit RFR's general [Calendar of Events](#) and [CEU Eligible Events](#) webpages.

Diabetes Management 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.

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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