



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, May 29,
2026**

Provider Touchpoint

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- Welcome
- Mental Health Awareness Month
- Provider Announcements and Updates
- Utilization Management Announcements
- Claims Updates
- 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

- **Angela Evans**, Utilization Management BH Clinical Director
- **Cryss McMillan**, Provider Educator (**Co-Producer**)
- **David Boyd**, Behavioral Health Provider Network Director (**Host**)
- **Jamie Brendle**, Senior Staff Accountant
- **Kate Glance**, Regulatory Reporting Director
- **Dr. Melissa Hamm**, Utilization Management BH/IDD/TBI Clinical Director
- **Monae Davis**, Customer Service Quality Manager
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Rhonda Cox**, Executive Vice President & Chief Operating Officer



Welcome

Mental Health Awareness Month

- As [Governor Josh Stein proclaims May as Mental Health Awareness Month](#), the North Carolina Department of Health and Human Services reaffirms its commitment to increasing access to care and highlights mental health services available across the state.
- Nearly **1.5** million North Carolinians struggle with mental health issues.
- NCDHHS is leading several initiatives to support a system of care for mental health that works.
- These includes investing in crisis care and community-based services like walk-in clinics and urgent care centers focused on mental health while enhancing coordination between [988](#) and [mobile crisis teams](#).



Mental Health Awareness Month

- It is important to remember, when it comes to mental health, help is available and no one is alone.
- **Call or text 988** or use the chat function at [988Lifeline.org](https://www.988lifeline.org). *Spanish-speaking crisis counselors* can be reached by calling **988** and pressing option **2**, by texting "AYUDA" to **988**, or by chatting online at [LineA 988](https://www.LineA988.org) or [988 Lifeline.org](https://www.988lifeline.org). Trained counselors are also available for *veterans*.
- Get support for social/family situations, depression, anxiety, thoughts of suicide, alcohol or drug use, or to just talk to someone who understands.
- To connect or review options for care: [NCDHHS mental health crisis services web page](#). You may also visit [a new interactive map for open access and walk-in clinics](#) that are available for care.



Mental Health Awareness Month

- We hear often that it is connection that supports wellness and recovery, not just services. Relationships, stability, and continuity make care feel safe and meaningful.
- Pooja Mehta, Asian American and Pacific Islander (AAPI) Community Lead at DMH/DD/SUS, created [Tarang](#), a culturally rooted, community-led effort that supports AAPI communities through open dialogue, education, and connection.
- By partnering directly with community voices, Tarang helps reduce stigma and expand access to support that feels culturally safe and relevant. [Read Pooja's mental health story.](#)
- This is wonderful example of fostering connection that supports wellness and recovery.



Data Dig

With Kate Glance



NCDHHS Child Behavioral Health Dashboard

<https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/child-behavioral-health/child-behavioral-health-dashboard>

“The Child Behavioral Health Dashboard was developed to give service providers, policy makers and stakeholders the information they need to make more data-informed decisions about child behavioral health in North Carolina. The dashboard brings together data from multiple sources and includes key metrics on behavioral health diagnoses among children and adolescents, risk factors and utilization of Emergency Departments, mobile crisis services and Psychiatric Residential Treatment Facilities (PRTFs) for behavioral health care.

The dashboard features several tools to break down the data to focus on specific populations, including geography, race, ethnicity, age and gender. This function gives dashboard users the ability to better identify disparities and trends in child behavioral health among individual population groups.

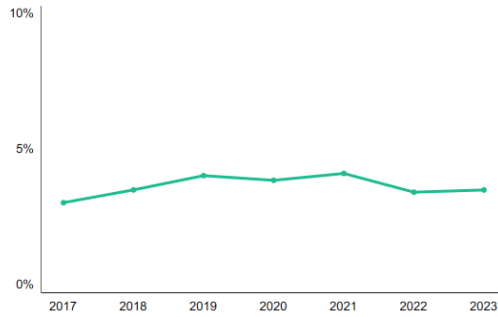
The dashboard is user-friendly and accessible to the public. With this new resource, NCDHHS and its partners will be better able to track progress in the child behavioral health space and help ensure all children in North Carolina have access to the services they need to thrive.”

NCDHHS Child Behavioral Health Dashboard

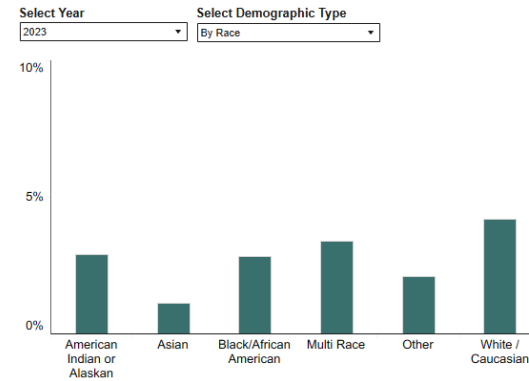
<https://www.ncdhhs.gov/divisions/child-and-family-well-being/whole-child-health-section/child-behavioral-health/child-behavioral-health-dashboard>

29,285 Medicaid-Insured Children Ages 5 - 17 Diagnosed with Clinical Depression in 2023

Percent of Medicaid-Insured Children Ages 5 - 17 Diagnosed with Clinical Depression

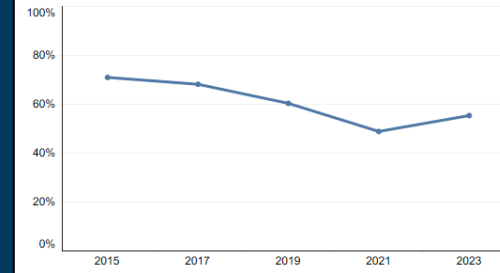


Percent of Medicaid-Insured Children Diagnosed with Clinical Depression By Race in 2023



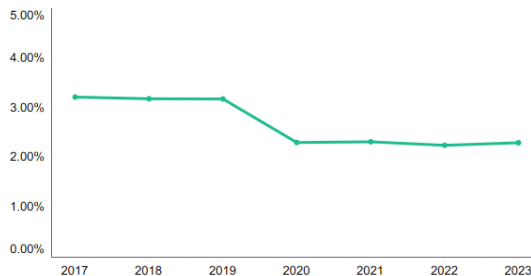
55% High School Students Who Strongly Agree or Agree That They Feel Good About Themselves in 2023

Percent of High School Students Who Strongly Agree or Agree That They Feel Good About Themselves

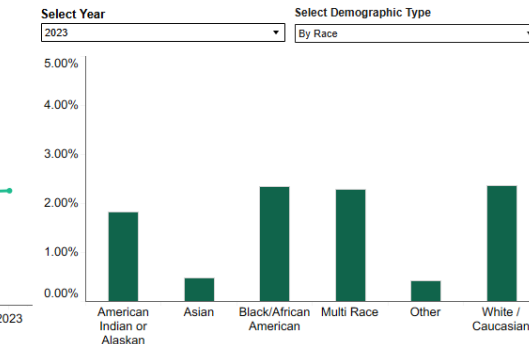


18,791 Medicaid-Insured Children Ages 5 - 17 that Used the Emergency Department for Behavioral Health Needs in 2023

Percent of Medicaid-Insured Children Ages 5 - 17 that Used the Emergency Department for Behavioral Health Needs

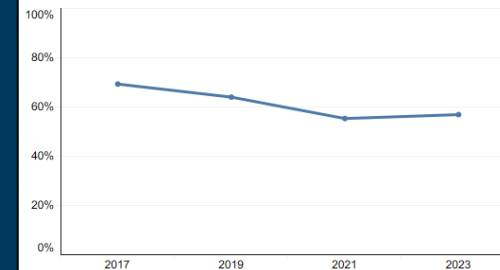


Percent of Medicaid-Insured Children That Used the Emergency Department By Race in 2023



57% Middle School Students Who Strongly Agree or Agree That They Feel Good About Themselves in 2023

Percent of Middle School Students Who Strongly Agree or Agree That They Feel Good About Themselves



On Your Radar: Provider Announcements



Better Together: Vaya Partners Merger

Vaya is committed to keeping network providers informed about the latest updates in the merger process.

- **Effective Date: Oct. 1, 2026**
- **Goal of Merger:** To strengthen and stabilize the NC public healthcare system and position the combined organization for long-term success
- **Vaya Partners Leadership:** Combined executive team from both Vaya and Partners
 - **Tracy Hayes** - Area Director & Chief Executive Officer
 - **Libby McGraw** - Senior Deputy CEO (*current Partners CEO*)
 - **Rachel Porter** - Deputy CEO (*current Partners Deputy CEO*)
 - **Board of Directors** - **28** members from each organization's existing Boards



Non-UCR Invoice Submission Deadlines

Important deadlines for non-UCR invoice submissions for the end of State Fiscal Year **2025-26**:

- **June 1, 2026**: Non-UCR invoices for federal allocations and State Special Categorical allocations for expenses incurred through **May 31, 2026**.
- **June 3, 2026**: Non-UCR invoices for State Special Categorical June expenses incurred through **June 3, 2026**.
- **July 6, 2026**: All other invoices, absolute deadline of **July 20, 2026**.

Non-UCR Invoice Submission Deadlines

Reminder: Providers must submit invoices for all non-UCR expenses within **45** days after the month in which expenses were paid, except for services in June of each year.

- Services rendered in June, should be submitted by **July 20th** of the same year.
- Providers use the current Vaya Non-UCR Invoice template for all submissions

Questions? Please contact:

- Provider Network Contract Manager
- Jamie Brendle, Senior Staff Accountant, email Jamie.brendle@vayahealth.com.
- Chad Swicegood, Special Projects Manager, email Chad.Swicegood@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.

SECTION 8

Member Rights and Responsibilities

Member Rights

Network providers must respect member rights, educate individuals on their rights, and support them in fully exercising their rights. Under the federal and state constitutions; N.C.G.S. Chapter 122C, Article 3; DMHDDSUS APSM 95-2: Client Rights Rules in Community Mental Health, Developmental Disabilities, and Substance Abuse Services; and other applicable federal and state laws, rules, and regulations, Vaya members have the right to:

- Be cared for with respect and with consideration for their dignity and privacy without regard for health status, sex, race, color, religion, national origin, age, marital status, sexual orientation, or gender identity
- Be told what services are available to them
- Be told where, when, and how to get the services they need from Vaya
- Be told of their options when getting services so they or their guardian can make an informed choice.
- Be told by their PCP what health issues they may have, what can be done for them, and what will likely be the result, in a way they understand. This includes additional languages.
- Get information about their health care
- Get a second opinion about their care
- Get information about Vaya, available services, Vaya network practitioners and providers, and member rights and responsibilities
- Participate with their practitioners in making decisions about their health care
- Participate in a candid discussion about appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage
- Give their approval of any treatment and any plan for their care after that plan has been fully explained to them
- Refuse care and be told what they may risk if they do
- Get a copy of their medical record and talk about it with their PCP
- Ask, if needed, that their medical record be amended or corrected
- Be sure that their medical record is private and will not be shared with anyone except as required by law, by contract, or with their approval
- Use the Vaya grievance or complaint process to voice complaints about Vaya or the care they receive
- Contact the NC Medicaid Ombudsman if they feel they were not treated fairly (*for Medicaid members*)
- Request an appeal of an adverse decision by Vaya or one of our subcontractors
- Use the State Fair Hearing system (*for Medicaid members*)

Utilization Management Provider Announcements



Recent Changes to Utilization Management Peer-to-Peer Process

- Providers may request peer-to-peer discussion within **3** business days of the denial notice
- Discussions will be scheduled with **Peer Reviewers** who made the denial decisions or an equally qualified Peer Reviewer
- These are not appeals, but an **opportunity** to discuss decisions and reasons for denials
- Member or legally responsible person still has appeal rights and must file a formal appeal with Vaya to request that we overturn a denial.
- Providers may request an appeal on the member's behalf if Vaya has the member's **written consent** for the provider to do so

Recent Changes to Utilization Management Peer-to-Peer Process

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.

Quicker Response Times to Prior Authorization Requests

- Vaya's goal is to provide **faster access to care** and improve the member and provider experience with the prior authorization process.
- **Same-day approval** for a limited number of services that will require prior authorization.
- Providers will submit authorization requests through the Provider Portal and answer a few questions that support medical necessity.
- Only requests submitted via the **portal** will be approved.
- We are hoping to **expand** same-day approval for more services throughout the year.

Claims Provider Announcements



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](#) or call:

- NCTracks Call Center: **800-688-6696**
- Provider Ombudsman: **866-304-7062**



Q&A Check-in



Physical Health Provider Announcements



Integrated Quality Care Series for Local Health Departments

Launched by Wake Forest University School of Medicine and Northwest AHEC

- Four-part educational series held as virtual live webinars to help providers, care teams, and partners improve outcomes across maternal, preventive, and pediatric care.
- Aligned with NC Medicaid priorities and the **2026** Withhold Program
- Programs for NC Health Department employees only

Sessions will cover:

- Practical strategies
- Updated guidance
- Actionable tools to strengthen high-quality, equitable care across the care continuum.
- Screening for health-related resource needs
- Women's preventive health and more



Registration: [Integrated Care Quality Series](#)

NC AHEC Primary Care Fellowship

A distance-based program, with two (2) in-person days.

- Fellowship program co-directors are experienced FNP, PA, and MD faculty clinicians and educators.
- Program runs from **Oct. 1, 2026, to Sept. 30, 2027.**
- Participation in two-hour meetings every other week from **8-10 a.m.**, on Thursdays, which will include didactics and case reviews.
- AAPA and ANCC category **1** credits, minimum of between **48-60** available credits.

To apply visit [NC AHEC Advanced Practice Provider \(APP\) Primary Care Fellowship Application](#)

- Applications will be accepted from **May 1 - Sept. 1, 2026**
- Notifications of acceptance will be made on a rolling basis

Behavioral Health, I/DD, and TBI Provider Announcements



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.
- **Moving forward, Back-up Staffing (BUS) reports are due twice per month.**
- **When should I submit a report?**

Reporting Period	Due Date
1 st -15 th of the month	No later than the last day of the month
16 th through the end of the month	No later than the 15 th of the following month

- For example, BUS reports for **May 1-15, 2026**, are due **May 31, 2026**, and BUS reports for **May 16-31, 2026**, are due **June 15, 2026**.

Reminder and Clarification: Back-up Staffing Reporting Form Enhancements

What's new?

- Providers and EORs are required to use Vaya's updated [Back-up Staffing Form](#). This Microsoft form is responsive to your answers and populates questions based on your responses.
- Providers and EORs must complete the form when back-up staffing was not available for members.
- Providers and EORs must provide an explanation for the primary staff being unavailable.
- The Back-up Staffing Form allows providers and EORs to enter a date range (e.g., **1st-15th** of the month, **16th**-end of the month) for the hours missed during the reporting period.
- Providers and EORs must provide the number of hours scheduled, authorized, and missed during the reporting period.

Reminder and Clarification: Back-up Staffing Reporting Form Enhancements

- [The Back-up Staffing Form](#) is available on the Forms page of Vaya's Provider Central website under "Incident Reporting".
- If you have difficulty accessing the form, try using a different internet browser (e.g., Google Chrome).
- For further assistance, email backup.staffing@vayahealth.com.

Learning and Participation Opportunities



2026 Summer Medical Interpreter Series

July 1-2, 2026, 8:30 a.m.-4:45 p.m. (*must register by June 17*)

In-person MAHEC training

Foundational Level **1** Class, first class in the series
Participants will learn:

- Primary roles of Medical Interpreters
- Ethics
- Techniques of professional interpreting
- Importance of confidentiality issues

For more information, [visit the MAHEC website](#) or email registration@mahec.net.

North Carolina 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 (DB101), a comprehensive and user-friendly online resource designed to help individuals with disabilities make informed decisions about working which receiving benefits.
- [Register](#) for the webinar. If you have questions, email Scott.Pokorny@dhhs.nc.gov.

The training will include:

- An **overview of DB101** and its intended users
- **How to 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.

Save the Date: NC Providers Council Regional Forum

June 8, 2026, 10 a.m. – 2 p.m.

- 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 [here](#).



Diabetes Management Training

June 11, 2026, 9-11:00 a.m.

During this free, virtual session, Vaya trainers will provide participants with foundational knowledge about diabetes and essential self-management skills.

- [Register](#) online by **June 4, 2026**.
- Each organization may register for two slots.

If you have questions, email training@vayahealth.com

The training will include:

- A foundational knowledge about diabetes and essential self-management skills
- Ways to increase awareness and understanding of the condition
- How to empower individuals to take control of their health or better support those living with diabetes.

This training is suitable for community stakeholders wanting to expand their knowledge of diabetes care and management.

Q&A Check-in



Thank You

Join us again on Friday, June 12, 2026

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

