



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint June 12, 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.

Please note the Provider Touchpoint slides from May 29, 2026, are posted online; however, the recording is unavailable due to technical issues.

PROVIDER TOUCHPOINT: JUNE 12, 2026

Same-day Prior Authorization for Select Services Starting July 1

To enable faster access to care and improve the member and provider experience with the prior authorization process, Vaya is implementing same-day approval for a limited number of services that require prior authorization. Effective July 1, 2026, requests for the following services will be eligible for same-day approval:

- Research-Based Behavioral Health Treatment (RB-BHT)
- Acute Inpatient Physical Health Services
- Hospice

Providers of these services will continue to submit authorization requests through the Vaya [Provider Portal](#) and will answer a few questions to support medical necessity. Same-day approval will not be available for requests submitted outside of the portal.

Vaya expects to expand the number of services eligible for same-day approval throughout the year. Future Provider Communication Bulletins will include information about training and support resources. For more information, email provider.info@vayahealth.com.

Provider Advisory Council Monthly Meeting and Participation Opportunities

June 17, 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.

Provider Portal Weekend Maintenance

Due to system maintenance, the Vaya [Provider Portal](#) will be unavailable from 10 p.m. Saturday, June 6, through 6 a.m. Sunday, June 7, 2026. Please do not plan to use the portal during this time.

Provider Portal Job Aids and Training Videos

For help navigating the Vaya Provider Portal, visit the [Resources](#) page of our Provider Central website to review job aids and training videos. This information corrects the website location given in Provider Communication Bulletin 2025-26, Issue 58 (May 21, 2026).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated Vaya Standard Rate Schedules

Vaya has updated the following Standard Rate Schedules on the [Rate and Checkwrite Schedules](#) page of our Provider Central website: Medicaid 1915(c) NC Innovations Waiver, Non-Medicaid Non-Clinician, and Tailored Plan/Medicaid Direct Non-Clinician. The new schedules are effective June 1, 2026, and reflect the changes described below:

- **Innovations Waiver:** Updated the Assistive Technology Equipment and Supplies (ATES) rate from invoice-based to \$1.00 per billing policy change
- **Non-Medicaid Non-Clinician:** Updated rates for Substance Abuse Intensive Outpatient Program (SAIOP) and Substance Abuse Comprehensive Outpatient Treatment (SACOT) that were increased effective Jan. 1, 2026, in Vaya's claims processing system and paying correctly but were not posted online
- **Tailored Plan/Medicaid Direct Non-Clinician:** Updated an incorrect rate for H0032 (Tailored Care Management) that was posted Feb. 23, 2026, when rates cuts were reversed

Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement. If you have questions, email provider.info@vayahealth.com.

1915(i) Birth Month Alignment and Assessment Trainings

1915(i) Birth Month Alignment Training Opportunities

NCDHHS has published a [recording of a recent training](#) on the new 1915(i) Birth Month alignment process. Additional information is available under “1915(i) Material” on the NC Medicaid [Information for Tailored Care Management Providers](#) webpage. NCDHHS will hold a virtual 1915(i) Birth Month Training **for service providers** at 10 a.m. June 11, 2026 (rescheduled from May 28).

1915(i) Assessment Training

NCDHHS will offer the new 1915(i) Assessment Training at 11 a.m. June 16 and 2 p.m. June 18, 2026. Stay tuned for details in an upcoming Provider Communication Bulletin.

For more information, email 1915i@vayahealth.com.

Update for Organizational Providers with an Active 251200000X Taxonomy

The following information applies to organizational providers with an active or (newly enrolling) **251S00000X** Community/Behavioral Health Agency taxonomy.

North Carolina requires national accreditation per N.C.G.S. § 122C-81, NC Medicaid clinical coverage policies, and the North Carolina Medicaid State Plan. This requirement is considered post-enrollment accreditation, meaning it must be obtained within one or three years of the provider’s initial enrollment with the selected service. NCTracks has begun monitoring for national accreditation under the 251S00000X taxonomy. In addition, the Community/Behavioral Health Agency taxonomy now requires that organizations select a Service Type and Service as outlined in the [Provider Permission Matrix \(PPM\)](#).

Required Actions

Providers with an active 251S00000X taxonomy must:

- Begin or confirm the process of obtaining national accreditation, if not already active or in progress
- Ensure enrollment in at least one appropriate Service Type (PPM column AE) and Service (PPM column AF) by Aug. 1, 2026
- Submit a Manage Change Request (MCR) in NCTracks, if needed, to add services

Note: There is no fee. Processing may take two weeks or longer.

Failure to complete these steps may result in termination of the taxonomy and potentially the service location and provider record. For more information, review the following NC Medicaid Bulletins:

- [Post Enrollment National Accreditation Update](#)
- [Innovations Waiver Providers – Updated Service and National Accreditation Requirements](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Permanent Supportive Housing Training
June 22-23, 2026, 9 a.m.-4:30 p.m.

This free virtual training enhances Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing model. The training prioritizes ACT and CST providers, but other attendees are welcome.

To receive training credit, providers must attend and participate (via camera and audio) both days. Providers in the Vaya, Alliance Health, and Partners Health Management regions may register up to three staff each. Attendance is limited to 25 participants.

[Register online](#) by **June 18, 2026**. Please note registration on behalf of another participant is not permitted, as this may lead to gaps in communication.

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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