



# 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.

PROVIDER TOUCHPOINT: JUNE 12, 2026

### Provider Contract Signatory Review Submissions Due June 30

Vaya is conducting a review to ensure our records contain current provider contract signatory information. A contract signatory is someone within your organization who is authorized to sign contracts and other legal documents with Vaya.

**As part of the review, a member of your organization's leadership or a Systems Access Administrator (SAA) should complete the [Provider Contract Signatory Confirmation Form](#) by June 30, 2026.** This form is also available through our [Provider Portal](#).

*If you submitted updates using this form following the April 2026 announcement in the Vaya Provider Communication Bulletin, please disregard this request. For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).*

### Upcoming Trainings for Same-Day Prior Authorization Requests

Beginning July 1, 2026, Vaya will implement same-day prior authorization approval for the following services: Research-Based Behavioral Health Treatment (RB-BHT), Acute Inpatient Physical Health Services, and Hospice. Providers requesting authorization for these services will continue to submit requests through the Vaya [Provider Portal](#).

As part of the submission process, providers will be prompted to answer a few questions to support medical necessity. MCG Health, the Vaya-contracted company that operates the auto-authorization platform, will offer the following initial virtual training opportunities:

- July 1, 1-2 p.m. [Join online](#).
- July 2, 11 a.m.-12 p.m. [Join online](#).

MCG will hold additional sessions from 1-2 p.m. July 7, 14, 21, and 28 and from 11 a.m.-12 p.m. July 9, 16, 23, and 30. Providers are not required to participate in a training for requests to be eligible for same-day approval. For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## 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](mailto:MFP@vayahealth.com).

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### Suspension of LTCS Transition to Long-term Residential and Day Supports Service (LTRDS)

NCDHHS has announced it will place on hold the implementation of LTRDS, previously scheduled for July 1, 2026, as part of the transition from Long-term Community Supports (LTCS). The Department has been actively coordinating with the Centers for Medicare & Medicaid Services (CMS) on the LTRDS service definition, and CMS has requested additional details related to both the service definition and the associated payment methodology, particularly concerning bundled services.

At this time, LTCS will continue to operate under its current structure for NC Medicaid beneficiaries.

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### NC Innovations Provider Self-Review of Member Record Submission Deadline

The NC Innovations Provider Quarterly Self-Review of Member Record is due on the 10th of each month following the end of the quarter. Providers must submit reviews on the [current form](#). Please ensure you:

- Use the correct version.
- Include the member's correct birth date.
- Note the coverage quarter.

- Select all checkboxes (or check the box at the top stating the entire section is not applicable).
- Complete the grid if your organization has an authorization to provide a service during any portion of the quarter.
- Include your signature and the date.

Vaya will return the form if corrections are needed.

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## 1915(i) Assessment Training Update

NCDHHS has announced it will reschedule the 1915(i) Assessment Trainings planned for June 16 and 18, 2026. Stay tuned for details in an upcoming Vaya Provider Communication Bulletin. For more information, email [1915i@vayahealth.com](mailto:1915i@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### HR Training Series Final Session June 18, 2026, 10-11 a.m.

Vaya had the opportunity this past year to partner with Western Carolina Institute (WCI), a local consulting group, to provide a free, targeted HR training series for providers. Each session was accompanied with a resource toolkit to help implement strategies outside of the sessions.

**The series, which began in January 2026, will hold its last session in June: [Session 5 - HR Training Series: Retention and Creating a Workforce that Lasts](#). Registration is not required.**

Attendees who completed four out of the seven sessions will receive a certificate of completion from WCI after completing a post-series survey. The survey will be available after the June session. If you have any questions, email Gabrielle Cuffee, Workforce Development Coordinator, at [gabrielle.cuffee@vayahealth.com](mailto:gabrielle.cuffee@vayahealth.com).

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### Post.Connect.Hire. – Powered by 3RNET June 18, 2026, 1 p.m.

NCDHHS is sharing a new opportunity for employers to post healthcare job openings directly through 3RNET, which connects organizations with qualified professionals interested in serving rural and underserved communities.

[Join an informational session](#) to learn how to access the 3RNET system, post and manage job openings, and maximize recruitment opportunities for your organization. For more information, email [Lisa.McKeithan@dhhs.nc.gov](mailto:Lisa.McKeithan@dhhs.nc.gov).

**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](https://providers.vayahealth.com)





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