



PROVIDER COMMUNICATION BULLETIN

JUNE 18, 2026 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 64

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ALL NETWORK PROVIDERS

Provider Touchpoint June 26, 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 26, 2026

Upcoming Security Enhancements to Vaya's Managed File Transfer Platform

Vaya is implementing important updates to our managed file transfer (MFT) platform to strengthen data security and continue to comply with industry best practices. Upcoming changes include strengthening the security of the connection between the client's browser and Vaya's MFT web portal and hardening the encryption algorithms used by the Secure File Transfer Protocol (SFTP).

Affected services include:

- Vaya MFT Web portal at <https://sftp.vayahealth.com>
- Vaya MFT SFTP connections at sftp.vayahealth.com

Please review the following updates and associated deadlines:

- By **July 1, 2026**, ensure web browsers used to access Vaya's MFT platform are updated to the latest stable version. All modern browsers should continue to function normally.
- By **July 1, 2026**, ensure SFTP client applications used to connect to Vaya's MFT platform are updated to the latest stable version and conform to the requirements described in the [Technical Connectivity Requirements to Vaya MFT](#) memo.

Vaya Holiday Closing

In observance of the Juneteenth holiday, Vaya offices will be closed Friday, June 19, 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.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

2026 State of the Workforce Survey Deadline

Earlier this year, eligible providers received a link to complete the 2026 State of the Workforce Survey. Providers are eligible to participate in the survey if they employ direct support professionals (DSPs) who deliver Medicaid-funded services to adults with I/DD.

The information collected through the survey will be used to better understand DSP workforce needs and support system improvements. We encourage your participation. **The deadline is June 30, 2026.** If you need your survey link or have questions, please email NCISurvey@dhhs.nc.gov.

LEARNING AND PARTICIPATION OPPORTUNITIES

Addiction Professionals of North Carolina's Emerging Leaders Institute 2026 Cohort

Addiction Professionals of North Carolina (APNC) will offer a fully funded, 10-week leadership development experience for emerging prevention, behavioral health, and public health professionals across North Carolina. Apply to build your leadership identity, complete a real applied learning project, and join a statewide cohort of emerging leaders.

Applications close on June 20, 2026, with a cohort kickoff on July 1. For more information and to apply, visit the [APNC](#) website.

Tailored Care Management and NC HealthConnex Trainings

NC Medicaid will host two upcoming trainings related to NC HealthConnex Direct Secure Messaging (DSM).

NC HealthConnex has confirmed all certified Tailored Care Management (TCM) providers have DSM functionality. Each TCM provider has at least one Participant Account Administrator (PAA) responsible for managing DSM access and permissions for their Care Managers. NC Medicaid will host a PAA-focused session from **2-3 p.m. June 22, 2026**, to provide guidance on DSM permissions, role assignments, and common questions PAAs may encounter when setting up Care Manager access. Because Care Managers' ability to use DSM depends on PAAs assigning the correct permissions and roles, this session is designed to ensure PAAs have the information they need to enable full functionality for their teams.

The Learning Collaborative, a training session focused on the value of NC HealthConnex DSM and how it enhances communication between Care Managers and primary care providers, will be held **July 14, 2026**. Sharing Care Management Comprehensive Assessments and care plans/Individual Support Plans with primary care providers is a care management requirement, and NC HealthConnex DSM is one option Care Managers can use to securely share these documents.

NC Medicaid will send email invitations with meeting details directly to the PAAs. If you have questions, email medicaid.tailoredcaregmt@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](#).

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