



PROVIDER COMMUNICATION BULLETIN

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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

Starting Next Week: Trainings for Same-Day Prior Authorization Requests

Beginning July 1, 2026, Vaya will implement same-day prior authorization for the following services that meet approval criteria: 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](#).
- July 7, 1-2 p.m. [Join online](#).
- July 9, 11 a.m.-12 p.m. [Join online](#).

MCG will hold additional sessions from 1-2 p.m. July 14, 21, and 28 and from 11 a.m.-12 p.m. July 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.

Extended Provider Portal Weekend Maintenance

Due to system maintenance, the [Provider Portal](#) will be unavailable from 10 p.m. Friday, June 26, through 12 a.m. Monday, June 29, 2026. Please do not plan to use the portal during this time.

NC Medicaid Pharmacy Updates

Aspirin Coverage

Beginning July 1, 2026, NC Medicaid will begin covering aspirin 81 mg via prescription for beneficiaries at risk of preeclampsia. Vaya is leveraging medical claims and enrollment information to reduce administrative burden, but prior authorization may be required to support the diagnosis. Aspirin will remain not covered for primary or secondary prophylaxis for cardiovascular disease.

Guidance for Fewer Prior Authorizations

Vaya is striving to reduce the administrative burden on prescribers for pharmacy prior authorizations. Many non-preferred medications have clinically similar alternatives that are available without prior authorization. Some prescribers have found it helpful to include language in the notes of a prescription asking the pharmacy to fill the brand name or generic version, whichever is preferred by Medicaid, to expedite care and prevent the pharmacy from needing to request prior authorization.

Switching your patient to a preferred alternative, if clinically appropriate, may mean fewer prior authorizations for you and your staff and is more cost-effective for NC Medicaid.

Beginning July 1, 2026, prescribers may receive a letter encouraging them to review their patients' medication profiles and consider a preferred alternative. Examples of recommended changes include Humalog to Novolog insulin, fluoxetine tablets to fluoxetine capsules, and generic lisdexamfetamine capsules to brand name Vyvanse.

For more information on either topic, call the Pharmacy Service Line at 1-800-540-6083.

Draft Updated Provider Manual Available for Comment

Vaya has published a [draft updated version of our Provider Operations Manual](#) for a 30-day comment period. For a list of revisions, see Appendix B. The updated manual is scheduled to take effect July 25, 2026, or upon approval by the NCDHHS.

To submit comments, email manuals@vayahealth.com. The manual and all requirements outlined within it are a binding part of network providers' contracts with Vaya. As always, please refer to the [Vaya website](#) for the current manual.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

1915(i) Updates and Reminders

Carelon Email for 1915(i) Questions

NCDHHS, with its vendor, Carelon, has created a new email address for questions about 1915(i) assessments. This new email does not replace the current email used to submit 1915(i) assessments for eligibility review. Continue to submit 1915(i) assessments and reassessments to NCMedicaid1915irequests@carelon.com.

Effective July 19, 2026, email all inquiries to Carelon about 1915(i) assessments, including status updates and follow-up questions in response to requests for additional information, to Questions.NCMC1915i@carelon.com.

Carelon will respond only to the original submitter of the assessment. If Carelon sends a request for additional information, please respond directly to the original email thread that contains the subject line "1915(i) Waiver Outreach – Information Requested." Please do not start a new email when responding.

1915(i) ITS Place of Service Reminder

Per [NC Medicaid Clinical Coverage Policy 8H-3, 1915\(i\) Individual and Transitional Support \(ITS\)](#), ITS may be provided in the beneficiary's private primary residence, a shelter, a licensed group home, an Adult Care Home, a mental health and substance use disorder residential setting, the community, or an office setting. It may not be provided in the residence of provider staff. 1915(i) ITS should not be provided in an Alternative Family Living setting.

Please note 1915(i) ITS is intended to be a time-limited service to promote increased independence, skill-building, and community engagement through structured, scheduled interventions. It is not designed to be long-term funding for residential placement. For more information, email 1915i@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Institute for Best Practices In-person Training June 26, 2026, 12:15-3:45 p.m.

[Promise Resource Network](#), in partnership with the Technical Assistance Collaborative and the University of North Carolina School of Medicine, will offer an in-person interactive, recovery-focused training, "Centering Lived Experience in CST Services: Compassionate Approaches to Crisis, Risk, and Recovery," in Charlotte. The training will include two sessions, "Dignity of Risk" and "Validate Curiosity, Vulnerability, and Community."

[Register online](#). For more information, call Promise Resource Network at 704-390-7709.

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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