



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, June 26,
2026**

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- Welcome
- PTSD Awareness Month
- Provider Announcements and 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

- **Celeste Ordiway**, VP of BH and IDD Network Operations (**Host**)
- **David Boyd**, BH Provider Network Director
- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **Levi Tylek**, State Funded BH Care Management Coordinator
- **Mark Vandermolen**, Systems Analyst
- **Jennifer Tatum**, Provider Educator (**Co-Producer**)
- **Kate Glance**, Regulatory Reporting Director
- **Shamika Howard**, Provider Education and Communications Manager (**Q&A Moderator**)

A full-page background image showing a woman with blonde hair in a ponytail, wearing a black tank top and leggings, hugging a young girl with brown hair in a ponytail. The girl is wearing a blue t-shirt and pink leggings and has her mouth open in a joyful shout. They are standing on a dirt path in a grassy field with rolling green hills and a large mountain in the background under a blue sky with white clouds. The lighting suggests late afternoon or early morning.

Welcome

PTSD Awareness Month

Vaya supports and celebrates efforts to improve awareness about Post Traumatic Stress Disorder (PTSD), reduce stigma, and encourage people to seek needed care and treatment.

You can take immediate action this month to join efforts in supporting those with PTSD, like:

- **Attend local events or virtual discussions** focused on PTSD education and support.
- **Share facts, stories, and resources on social media** using hashtags like #PTSDAwarenessMonth and #EndTheStigma.
- **Donate or volunteer** with organizations that support trauma survivors and veterans.



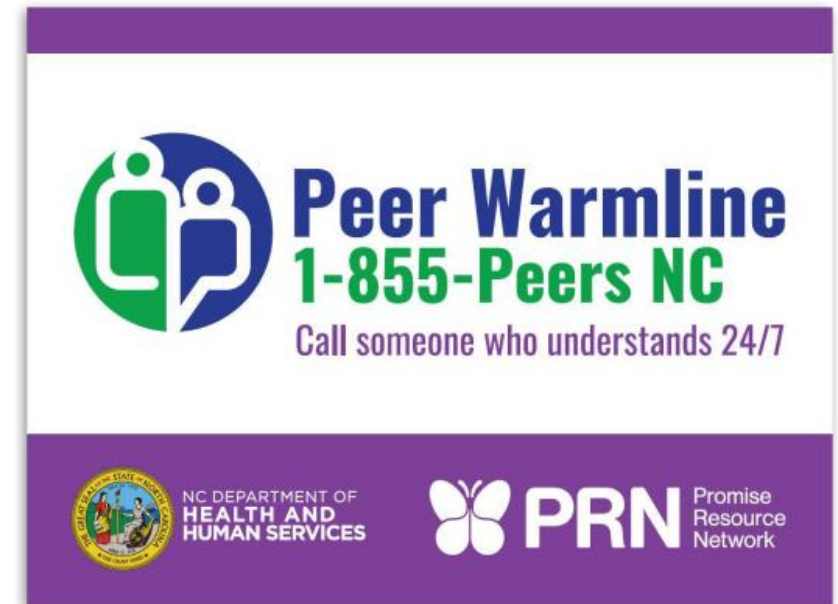
PTSD Awareness Month

Peer Warmline Text and Chat Features Now Available

The North Carolina Department of Health and Human Services today announced **text** and **chat** options are now available on the North Carolina Peer Warmline, a **24/7** crisis response service operated by Promise Resource Network.

“Text and chat options will increase access to the Peer Warmline and allow more people to receive support during critical moments in their lives. The Peer Warmline is an important part of our efforts to support brain health and build a mental health care system in North Carolina that works for everyone, connecting people with peer support specialists who understand what they are going through and directly referring them to the care they need.”

-NCDHHS Secretary Dev Sangvai



For more information, visit the [Peer Warmline Performance Dashboard](#) or the recent [Press Release](#) from NCDHHS.

Data Dig

With Kate Glance



Post Traumatic Stress Disorder in the United States

An estimated 6.8% of U.S. adults will experience PTSD at some point in their lives, with 3.6% affected in any given year.

A significant treatment gap exists, as only about 45% of U.S. adults diagnosed with PTSD received any form of treatment in the past year.

Women are nearly twice as likely as men to develop PTSD, with a lifetime prevalence of approximately 9.7% for women compared to 3.6% for men.

Among children and adolescents exposed to trauma, approximately one in four (25%) develops PTSD.

PTSD has a high rate of comorbidity, with over 90% of individuals with the condition also having at least one other lifetime mental disorder.

Veterans are a high-risk group, with recent combat veterans having PTSD rates as high as 20%. Homeless veterans face an even greater burden, with a prevalence of around 50%.

On Your Radar: Provider Announcements



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.



NC Medicaid Pharmacy Updates

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.



NC Medicaid Pharmacy Updates

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.



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

Upcoming Security Enhancements to Vaya's Managed File Transfer Platform

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.

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.

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.



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
- Hospice

Providers requesting authorization for these services will continue to submit requests through the Vaya [Provider Portal](#).

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

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.

Provider Advisory Council Monthly Meeting and Participation Opportunities

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.

Q&A Check-in



Behavioral Health, I/DD, and TBI Provider Announcements



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.

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) Updates and Reminders

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 Training

[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**.



NC HealthConnex Training

July 14, 2026

Join **The Learning Collaborative**, for a training session focused on the value of NC HealthConnex Direct Secure Messaging (DSM) , which is a secure, HIPPA-compliant way to send health information electronically and how it enhances communication between Care Managers and primary care providers.

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.tailoredcaremgmt@dhhs.nc.gov.

Q&A Check-in



Thank You

Join us again on Friday, July 10th, 2026

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

