



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, July 10,
2026**

Provider Touchpoint, Town hall Kickoff

Friday, July 10, 2026

- Welcome
- National Minority Mental Health Month
- Merger Update
- Provider Announcements and Updates
- Physical and Behavioral Health Network Needs
- 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 two 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

- **Angela Evans**, Utilization Management Behavior Health Clinical Director
- **David Boyd**, Behavioral Health Provider Network Director
- **George Ingram**, VP of Physical Health Network Operations and VB
- **Kate Glance**, Regulatory Reporting Director
- **Kelly Fitzwater**, Behavioral Health UM Manager
- **Kurt Bolt**, Assistant VP of Provider Network (**Host**)
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Olivia Wilson**, Provider Educator (**Co-Producer**)

Welcome



Bebe Moore Campbell National Minority Mental Health Awareness Month

“Named in honor of teacher, author, advocate, and journalist [Bebe Moore Campbell](#), this month is a time to focus on the unique strengths and challenges that Black, Indigenous, and people of color (BIPOC) face when it comes to mental health.”

– Mental Health America

BIPOC Mental Health toolkit available in English and Spanish:

[BIPOC Mental Health Month | Mental Health America](#)



Bebe Moore Campbell National Minority Mental Health Awareness Month

- The implicit bias and lack of diversity in healthcare can mean that the values of BIPOC patients are neglected in the Western medical model.
- BIPOC communities are underrepresented in research used to guide treatment.
- “Integrating the strengths of Western treatments with BIPOC cultural and community practices can help people living with mental health conditions to recover.”

Source: [BIPOC communities and the Western medical model | Mental Health America](#)



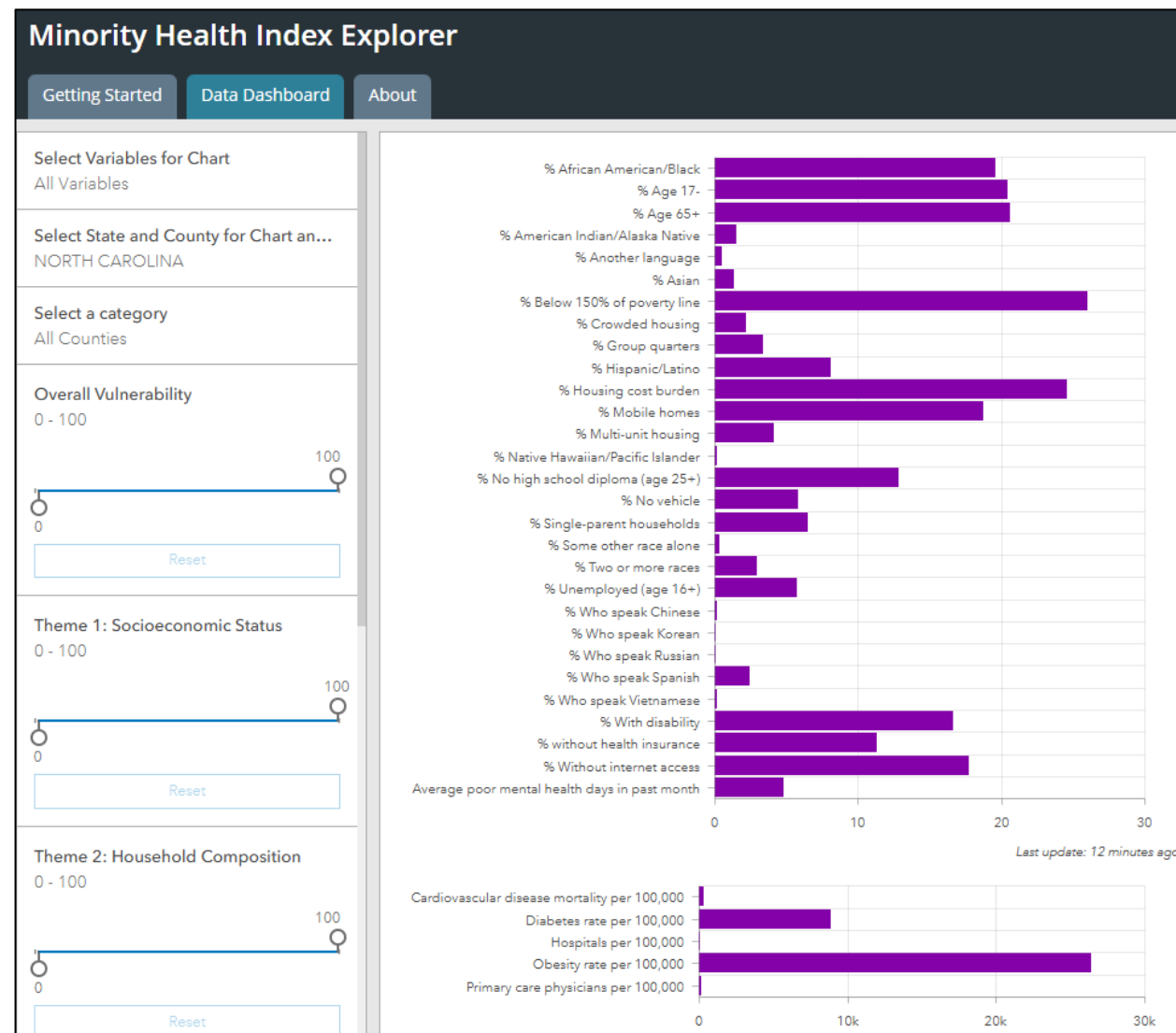
Data Dig

With Kate Glance



Minority Health Index Explorer

- The Minority Health Index Explorer is an interactive, county-level mapping dashboard created by the U.S. Department of Health and Human Services and the CDC.
- It helps public health officials and emergency planners visualize systemic health inequities, combining over 15 medical and non-medical variables to identify vulnerable communities.
- The index uses data organized into six core themes:
 - Socioeconomic Status
 - Household Composition & Disability
 - Racial, Ethnic Minority Status & Language
 - Health Care Access & Infrastructure
 - Health Risks, such as chronic disease prevalence



Vaya Partners Health, Merger Update



Vaya Partners Merger Updates



Contracting



Rates



Authorizations



Claims



Vendors



Merger Provider Sessions



PCB Updates



On Your Radar: Provider Announcements



Letters of Support Guidance

This guidance is to help providers understand the different processes for requesting a Letter of Support from Vaya.

Licensure Letter of Support

- The North Carolina Division of Health Service Regulation (DHSR) requires facilities submitting an initial license application to include a Letter of Support from the LME/MCO in the county where the facility will be located.
- To request a letter in writing from Vaya, submit a completed [Letter of Support Request Form](#).

Licensure Waiver Letter of Support

- To request a Letter of Support for a licensure waiver, email the request to QMTeam@vayahealth.com. To help streamline requests and ensure delivery to the correct team, enter “Waiver Request” in the subject line.
- Please note a Letter of Support is required for each service for which you intend to request a waiver. For more information, [see the DHSR website](#).

Letters of Support Guidance

Grant Letters of Support

- To request a Letter of Support for a grant, email your Vaya Provider Network Contract Manager with the request and grant details.
- Requests must be submitted at least two weeks prior to the letter due date to ensure Vaya has enough time for processing.

If you have questions, please email provider.info@vayahealth.com

Small Health Care Provider Quality Improvement Program

The U.S. Health Resources & Services Administration's (HRSA's) Small Health Care Provider Quality Improvement Program aims to strengthen rural healthcare facilities by building capacity to effectively collect and use clinical data and implement evidence-based approaches to improve care quality and chronic disease outcomes.

- HRSA will offer \$5 million for up to 20 awards, and recipients may receive up to \$250,000 per year over a four-year period. Applicants must be nonprofit or public entities located in a [rural area](#).

Applications are due by **Aug. 6, 2026**. Review the [Tips for Preparing Grant Proposals](#) or [apply online](#).

Same-Day Prior Authorization for Select Services Starting Tomorrow

Beginning **July 10, 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](#).

Same-Day Prior Authorization for Select Services Starting Tomorrow

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 upcoming virtual training opportunities:

- **July 14, 1-2 p.m.** [Join online.](#)
- **July 16, 11- a.m.-12 p.m.** [Join online.](#)
- MCG will hold additional sessions from **1-2 p.m. July 21 and 28** and from **11 a.m.-12 p.m. July 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.

Questions from the June 26 Touchpoint

Questions:

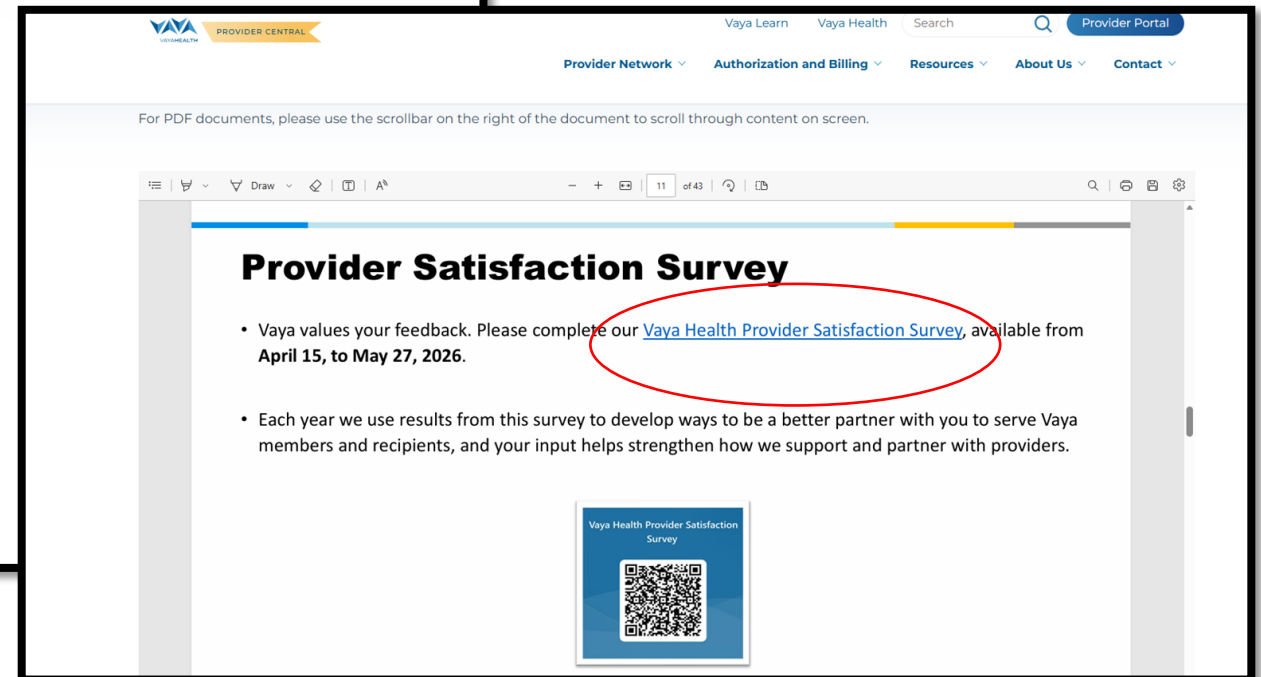
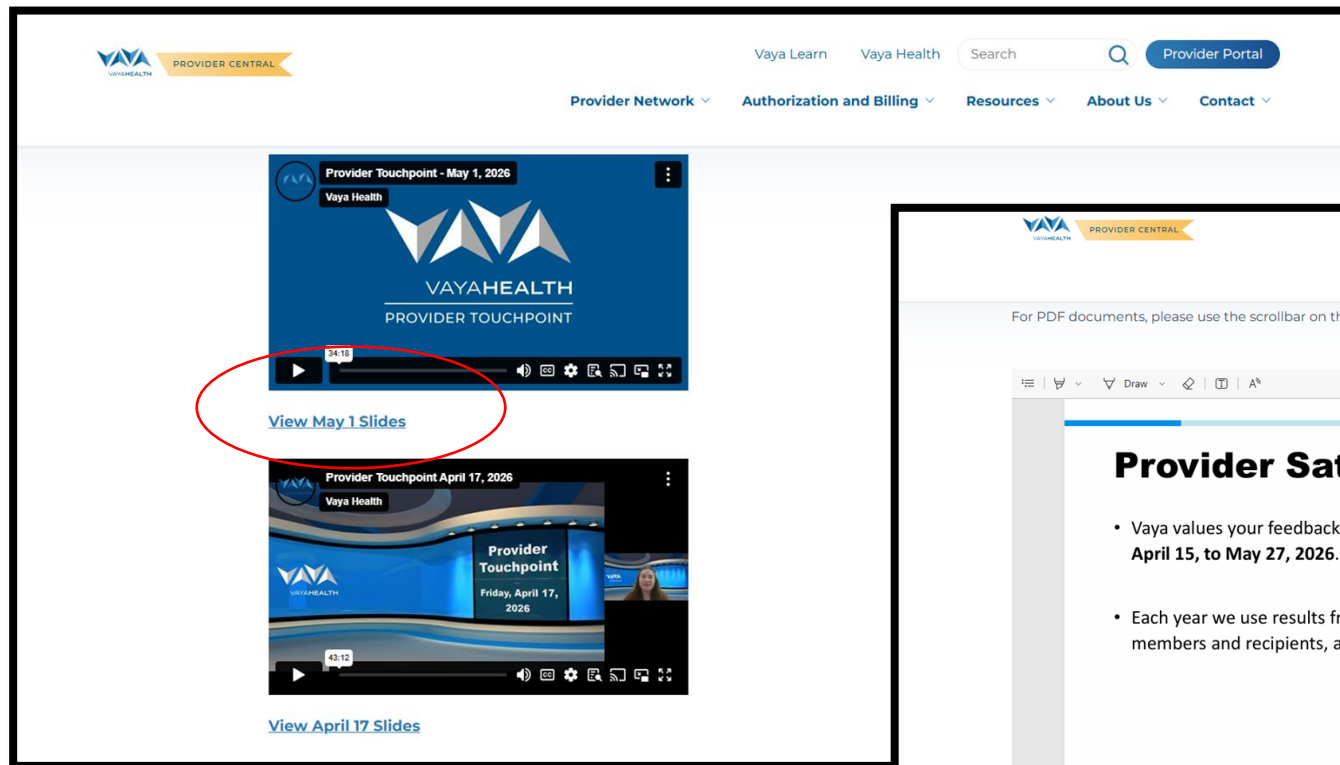
1. The presenters keep saying to click on the link, but you are not able to. Why is this?
2. Request for clarification on accreditation changes affecting taxonomy 251S00000X Community/Behavioral Health.
3. Is the **10/1** merger with Partners still on schedule, and can you advise when there will be more information available for providers regarding how authorizations will be transferred/handled? Are there any other changes providers need to be prepared for in advance of **10/1**?
4. How will telehealth exceptions for rural clients be determined?

Touchpoint Links

- Please note that links are not clickable during the live event. You can access Touchpoint videos and presentation slides on Provider Central under the **Resources** tab.
- Once you select the **View Slides** link beneath the video, you'll be able to view the presentation slides and access any embedded links.
- We appreciate this feedback and will do our best to include important links in the Q&A during live events whenever possible to improve accessibility for everyone.
- Please see the screenshots on the next slide for additional clarification.

Touchpoint Links

Vaya Website → Provider Central → Provider Touchpoint → View Slides



Questions from the June 26 Touchpoint

Questions:

1. The presenters keep saying to click on the link, but you are not able to. Why is this?
2. Request for clarification on accreditation changes affecting taxonomy 251S00000X Community/Behavioral Health.
 - Information on accreditation changes affecting taxonomy 251S00000X can be found in the [June 6, 2026 Provider Communication Bulletin](#).
3. Is the 10/1 merger with Partners still on schedule, and can you advise when there will be more information available for providers in regard to how authorizations will be transferred/handled? Are there any other changes providers need to be prepared for in advance of 10/1?
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3. Is the 10/1 merger with Partners still on schedule, and can you advise when there will be more information available for providers in regard to how authorizations will be transferred/handled? Are there any other changes providers need to be prepared for in advance of 10/1?
 - The merger is still slated for 10/1 and we will provide that information on this as soon as we can but currently do not have a date.
4. How will telehealth exceptions for rural clients be determined?

Questions from 6/26 Touchpoint

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 - Information on accreditation changes affecting taxonomy 251S00000X can be found in the [June 6, 2026 Provider Communication Bulletin](#).
3. Is the 10/1 merger with Partners still on schedule, and can you advise when there will be more information available for providers in regard to how authorizations will be transferred/handled? Are there any other changes providers need to be prepared for in advance of 10/1?
 - The merger is still slated for 10/1 and we will provide that information ASAP but currently do not have a date.
4. How will telehealth exceptions for rural clients be determined?

Q&A Check-in



Physical Health Provider Announcements



Current Physical Health Network Needs

SERVICE	REGION
Skilled Nursing Facilities	All Counties
Pediatric Specialists	All Counties
Private Duty Nurses	All Counties
Personal Care Services	All Counties
Long Term Support Services	All Counties
Primary Care Providers	All Counties



Behavioral Health, I/DD, and TBI Provider Announcements



Current Behavioral Health Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All Counties
Therapeutic Foster Care	All Counties
Adolescent Substance Use Services	All Counties
Emergency Respite (child and adolescent)	All Counties
Emergency Respite (adult I/DD overnight)	All Counties
Partial Hospital Program (PHP)	All Counties

SERVICE	REGION
Forensic Evaluators AND Multidisciplinary Evaluations	All Counties
Psychosocial Rehabilitation Program (PSR)	Rural Counties
Research Based-Behavioral Health Treatment	Rural Counties
Child Residential Treatment Services	All Counties

1915(i) Assessment Publication

Publication of the new **1915(i)** Assessment has been delayed and was not made available on **July 1, 2026**.

- We will share a link to the new assessment in a future Provider Communication Bulletin.
- As a reminder, individuals who receive NC Innovations Waiver services are not eligible for **1915(i)** services, as outlined in the clinical coverage policies for **1915(i)** services.

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

Important Changes to RB-BHT and Peer Support Services

As directed by the recently enacted North Carolina state budget (S.L. **2026-41**), Vaya Health will transition Research-based Behavioral Health Treatment (RB-BHT) and Peer Support Services (PSS) to closed network services.

- Effective **July 7, 2026**, only contracted providers within the approved closed network may deliver RB-BHT and PSS. The transition to a closed network structure is intended to support service quality, network adequacy, and ongoing management of provider capacity across the continuum of care.
- ***Providers currently delivering RB-BHT and/or PSS should continue operating as contracted and approved.*** Vaya will evaluate new requests to provide RB-BHT and PSS on a case-by-case basis against our selection criteria, which includes a network need.

For more information on closed network services, visit the [Behavioral Health, I/DD, and TBI Network](#) page of our Provider Central website. If you have questions, email provider.info@vayahealth.com.

Updated Mental Health/Substance Use Disorder and IDD/TBI Authorization Guidelines Available

Vaya's Utilization Management (UM) Team has updated the following authorization guidelines on the Authorization Guidelines page of our Provider Central website.

- The new guidelines are effective **July 8, 2026**. These updates remove some services that have sun-setted, adjust codes that have changed, and reorganize services for clarity.

If you have questions, email UM@vayahealth.com or call **1-800-893-6246**, ext. **1515**.

Medicaid and Non-Medicaid Acute Services	Non-Medicaid Mental Health Services-Child
Medicaid Mental Health Services – Adult	Medicaid and Non-Medicaid Substance Use Services
Medicaid Mental Health Services – Child	Non-Medicaid I/DD and TBI Services
Non-Medicaid Mental Health Services – Adult	Medicaid In Lieu of Services

Learning and Participation Opportunities



Windmills: The Story Training

July 14, 11 a.m.

Join the North Carolina Division of Employment and Independence for People with Disabilities to celebrate the **36th** anniversary of the Americans with Disabilities Act with an online Windmills Disability Awareness training.

The curriculum focuses on changing perceptions, biases, and stereotypes and providing businesses with the knowledge and tools to build a workplace where every employee can thrive.

[Learn more](#) or [register](#). For more information, email Kristy.Brinson@dhhs.nc.gov.

NCTracks July 2026 Trainings

Registration is open for the following NCTracks virtual training courses:

- Prior Approval Institutional
- Submitting a NEMT Claim
- Medicare Lite Enrollment
- Submitting a Professional Claim
- Indicating a Referring and/or Ordering Provider on a Professional Claim
- Dental Helpful Hints

For more information, review the [July 2026 Provider Training Schedule](#).



Steps to Building a Stronger Brain

July 22, 2-3 p.m.

Join the National Academies of Sciences, Engineering, and Medicine Forum on Traumatic Brain Injury, in partnership with the Brain Injury Association of America, the American Academy of Neurology, and the AARP, for a [public webinar](#) exploring long-term recovery and resilience following a brain injury.

- Discussions will center on the science of neuroplasticity, practical approaches to promoting brain health through healthy habits and supportive environments, and opportunities to improve outcomes for people living with brain injury.

[Register online](#). For more information and other learning opportunities, visit the [Brain Injury Association of America learning center](#).



Child and Family Team (CFT) 1 Revised Training

August 5-6, 9 a.m. – 4 p.m.

This free, virtual course provides **11** contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.

- To receive credit for the training, participants must attend both full days and have their camera on with audio capability.
- This training is intended for members/recipients and providers within the Vaya region.
- Only three people from each provider organization may register. Get more information and [register online](#) on by **July 29, 2026**.

Registration is limited to **28**. Participants will receive a link to the training a few days before the event. For more information, email provider.training@vayahealth.com.

PRTF Discharge Training

August 7, 2026, 3-4 p.m.

Join this free, virtual event to review and discuss current trends and barriers with the Psychiatric Residential Treatment Facility (PRTF) discharge process.

- This training will include a review of discharge policies, data on recent trends, care management's role in discharge planning, and the Care Management Extender role.
- While this learning opportunity is intended for PRTF providers, the content is relevant to all residential providers.
- The event will include an opportunity to provide feedback to Vaya about collaborating with providers to reduce barriers preventing youth from discharging from PRTF settings in a timely manner.

To learn more or register, email provider.info@vayahealth.com.

Peer Centered FIRST Training

Peer Centered FIRST will host its third I/DD Peer Mentor education course beginning in **September 2026**.

- This virtual class meets for **10** weeks and is for adults with I/DD who want to use their lived experience to support others.

[Applications](#) are due by **10 a.m. August 24, 2026**.

To learn more, email sammi@firstwnc.org.



District 9 Juvenile Justice CFT1 Revised Training

August 19–20, 2026, 9 a.m.- 4 p.m.

This free, in-person course is intended for providers in **District 9** of the [North Carolina Division of Juvenile Justice and Delinquency Prevention](#) (DJJ), as well as non-DJJ community partners.

- The training provides **11** contact hours of training related to System of Care and the CFT process; gives professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days at Vance-Granville Community College in Henderson. [Learn more or register.](#)

PAC Meeting Reminder

The main PAC meeting for the month of July has been canceled.

- The next meeting will occur on Wednesday, August 19th from 10:00 a.m. – 12:00 p.m.

If you have any questions, please feel free to contact the provideradvisorycouncil@vayahealth.com.



Q&A Check-in



Thank You

Join us again on Friday, July 24, 2026

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

