



PROVIDER COMMUNICATION BULLETIN

JULY 16, 2026 | PROVIDER COMMUNICATION BULLETIN 2026-27, ISSUE 5

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ALL NETWORK PROVIDERS

Provider Touchpoint July 24, 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: JULY 24, 2026

Claims, Billing, and Payments Reminder

Please continue to monitor Vaya's [rate schedules](#) to ensure you are billing at our published rates or at your contracted rate, whichever is greater.

Per Vaya's [Provider Operations Manual](#), Section 13 (Claims, Billing, and Payments), subsection "Rates" (page 97), "Vaya reimburses network providers at the lesser of the Vaya published rates for the service provided on your usual and customary charge for the service, unless otherwise stated in your contract or identified in the Provider Portal. ... Providers may submit claims for more than the published rates, but Vaya will pay only the published or contracted rate. If you submit a claim for less than the published or contracted rate, the lower rate will be paid. It is your responsibility to monitor the publishing of rates and to make the necessary changes to your billing systems."

Vaya announces rate schedule updates in our Provider Communication Bulletin. If you have questions, email provider.info@vayahealth.com.

Recent NC Medicaid Bulletins

Vaya encourages network providers to review the following recent NC Medicaid bulletins:

- [Transition to American Medical Association Maternity Current Procedural Terminology 2027 Code Changes Effective Jan. 1, 2027](#): Beginning Jan. 1, 2027, all current maternity service codes, including global billing, will be deleted from the fee schedule.
- [Key Updates to NC Medicaid Clinical Coverage Policy 10A, Outpatient Specialized Therapy Services](#): Effective July 1, 2026, NC Medicaid has amended Clinical Coverage Policy 10A, Outpatient Specialized Therapy Services.
- [Deadline Extended to Oct. 1, 2026, for 251S00000X Providers With No Services Selected](#): The deadlines stated in this bulletin replace those previously published in the Post-Enrollment National Accreditation Update bulletin April 16, 2026.
- [Change to Hearing Office Fax Number and a Copy of Provider's Adverse Action Now Required](#): Adverse determination letters generated through NCTracks have been updated to reflect these changes.

All bulletins are available on the [NC Medicaid website](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated ILOS Authorization Guidelines Posted

Vaya's Utilization Management Team has published updated authorization guidelines for in lieu of services (ILOS) specific to Long-Term Community Supports (LTCS) Levels 2-5 on our [Authorization Guidelines](#) webpage.

The guidelines are effective July 8, 2026, and have been updated to reflect up to 365 units annually (or 366 units for leap years) for both initial and concurrent requests for LTCS Levels 2-5. If you have questions, email UM@vayahealth.com or call 1-800-893-6246, ext. 1513.

LEARNING AND PARTICIPATION OPPORTUNITIES

NC Medicaid Provider Enrollment Webinar July 23, 2026, 12-1 p.m.

This session is the first in a multi-part series and reviews the processes and requirements for eligible providers to participate in NC Medicaid. [Register online](#).

Initial Local Certified Forensic Evaluator Training Application Aug. 21, 2026, 9 a.m.-5 p.m.

Providers interested in becoming certified to complete forensic evaluations must attend an approved initial training course, which is offered twice per calendar year. To apply for consideration to attend, email a completed [Local Certified Forensic Evaluator Training Registration Form](#) in Microsoft Word format to provider.training@vayahealth.com by 5 p.m. Aug. 3, 2026.

If you are a forensic evaluator but did not attend the mandatory annual training in June 2026, your certification has lapsed. You will need to apply to take the initial Local Certified Forensic Evaluator Training again.

Separate forms are required for each person who wishes to attend. For more information, email provider.training@vayahealth.com.

Person-Centered Thinking Training in Asheville

Sept. 1-2, 9 a.m.-4 p.m.

This free, in-person training is a two-day, 12-hour workshop in Asheville that introduces the principles and use of person-centered thinking. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.

Participants must attend and participate on both days to receive a certificate of completion. Each day will include a 30-minute lunch break. Each organization may secure up to three training slots. If someone who registers can no longer attend, please send another staff member, if possible.

[Register online](#) by Aug. 24, 2026. If you register on behalf of someone else, enter the attending staff member's name. Registration is limited to 25 attendees. If you have questions, email provider.training@vayahealth.com.

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



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