



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint July 10, 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 10, 2026

### Letter 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](mailto: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](#).

#### 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](mailto:provider.info@vayahealth.com).

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## Vaya Holiday Closing

In observance of the Independence Day holiday, Vaya offices will be closed Friday, July 3, 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.

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## Provider Portal Weekend Maintenance

Due to system maintenance, the Vaya [Provider Portal](#) will be unavailable from 10 p.m. Saturday, July 4, through 6 a.m. Sunday, July 5, 2026. Please do not plan to use the portal during this time.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### 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](mailto:1915i@vayahealth.com).

## 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](mailto:Kristy.Brinson@dhhs.nc.gov).

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### SMART Recovery Training for the Latino-Hispanic Community July 16-17, 9 a.m.-4:30 p.m.

SMART Recovery, El Futuro, and Vecinos are partnering to train individuals to lead SMART Recovery meetings for people recovering from substances, gambling, gaming, and other addictive behaviors. This in-person training, which focuses on strengths, skills, and choice, will be presented in Spanish at Vecinos Community Health Hub in Franklin.

The training is appropriate for healthcare professionals, educators, students, community organizers, clergy, community health workers, and other interested community members. [Register online.](#)

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## Steps to Building a Stronger Brain: Brain Health after Injury Webinar

### 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.](#)

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## Child and Family Team (CFT) 1 Revised Training

### Aug. 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](mailto:provider.training@vayahealth.com).

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## 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. Aug. 24, 2026. To learn more, email [sammi@firstwnc.org](mailto:sammi@firstwnc.org).

**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](https://providers.vayahealth.com)





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