



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

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, 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 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.

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](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated Behavioral Health, I/DD, and 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:

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

The new guidelines are effective July 8, 2026. These updates remove some services that have sunsetted, 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.

LEARNING AND PARTICIPATION OPPORTUNITIES

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](#).

UNC Institute for Best Practices Trainings

Get more information about [upcoming learning opportunities](#) from the UNC Institute for Best Practices.

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.

This training is intended for members/recipients and providers in the Vaya region. Only three staff from each provider organization may register. Get more information and [register online](#) by July 29, 2026. For more information or registration assistance, email provider.training@vayahealth.com.

PRTF Discharge Training Aug. 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.

District 9 Juvenile Justice CFT 1 Revised Training Aug. 19-20, 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](#).

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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