



PROVIDER COMMUNICATION BULLETIN

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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 from Vaya. We encourage all providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

This week, our Claims Department will provide helpful information on navigating the Vaya [Provider Portal](#), including how to complete the Coordination of Benefits (COB) section. Additionally, we will offer two open office hours sessions next week for providers to ask questions and connect directly with subject matter experts. See below for more information.

PROVIDER TOUCHPOINT: JULY 24, 2026

Provider Portal Claims Questions? Join Open Office Hours

Join Vaya's virtual open office hours for answers to your questions about navigating the Claims section of our [Provider Portal](#), including how to complete the COB section.

Registration is not required. Drop in at any time during an upcoming session:

- July 28, 2026, 11 a.m.-12 p.m. [Join on Microsoft Teams](#).
- July 30, 2026, 2-3 p.m. [Join on Microsoft Teams](#).

Reminder: Providers may not discuss member/recipient protected health information during these calls due to the presence of multiple Vaya staff and other providers. Breakout rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.

Provider Portal Weekend Maintenance

Due to system maintenance, the Authorization section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. Friday, July 24, to 6 a.m. Saturday, July 25, 2026. Please do not plan to submit authorization requests during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Direct Care Worker Wage and Rate Analysis

NCDHHS and the [North Carolina Center on the Workforce for Health](#) are launching a statewide analysis to better understand direct care workforce challenges, evaluate reimbursement rates, and inform future workforce and rate-setting strategies. The analysis will include a confidential provider survey from July 29-Aug. 26, 2026. All provider data will be published only in aggregated, de-identified form.

Learn more about the survey during an optional webinar:

- [July 31, 2026, 10 a.m.-12 p.m.](#) TES

State Plan Aims to Improve Access to Services, Supports for People with TBI

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services has released the [2026–2029 Traumatic Brain Injury \(TBI\) State Action Plan](#). Developed through collaboration with people with lived experience, caregivers, providers, advocates, community partners, and the Brain Injury Advisory Council, the plan outlines a strategic roadmap to improve services, supports, and outcomes for people with TBI and their families. For more information, [review the news release](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

Strategic Hiring, Leadership, and Workforce Development in Behavioral Health July 28, 2026, 10 a.m.-4 p.m.

This Addiction Professionals of North Carolina training, held in person in Raleigh, is designed for professionals seeking career advancement and leaders responsible for hiring and developing talent in their organizations. For supervisors, managers, and hiring professionals, the session offers evidence-based strategies to improve recruitment practices, conduct effective interviews, reduce bias in hiring, and build a stronger, more sustainable workforce. [Learn more and register](#).

NC-H.O.P.E. Virtual Lunch & Learn: Understanding H.R. 1 and Medicaid Changes July 30, 2026, 12 p.m.

Learn about H.R. 1, Medicaid eligibility changes, NC Medicaid updates, and resources available to North Carolinians in this session presented by Shadonna Headen, Senior Engagement Manager with NC Medicaid. Get an overview of the new law and clarification on what is known, what is still evolving, and what may be misunderstood, as well as how to access information and materials. [Learn more and register](#).

Initial Local Certified Forensic Evaluation 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.

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