



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Aug. 7, 2026, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information from Vaya Health. We encourage all providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

During the Aug. 7 Provider Touchpoint, our Utilization Management Team will provide helpful information on navigating the Vaya [Provider Portal](#) and requesting same-day authorizations. Additionally, we will offer two Open Office Hours sessions the following week for providers to ask questions and connect directly with subject matter experts. See below for more information.

PROVIDER TOUCHPOINT: AUG. 7, 2026

Open Office Hours for Same-day Prior Authorization

Same-day approval of authorization requests submitted through the Vaya [Provider Portal](#) is available for the following services if they meet approval criteria:

- Acute Inpatient Physical Health Services
- Research-Based Behavioral Health Treatment
- Hospice

If you experience technical issues, please submit a ticket using the [Provider Service Desk Request Form](#).

Vaya will host a brief training on same-day authorization during the Aug. 7 Provider Touchpoint, with Open Office Hours available the following week. Registration is not required. Drop in at any time during these sessions:

- Aug. 11, 2026, 10-11 a.m. [Join on Microsoft Teams](#)
- Aug. 13, 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.

Better Together: Vaya Partners Merger Updates

Provider Contracting

Vaya and Partners Health Management are preparing to merge effective Oct. 1, 2026. All Partners network providers not currently contracted with Vaya and who are in good standing with both organizations will receive a new contract by July 31, 2026. The contract will cover all sites and Medicaid services the provider currently contracts with Partners to deliver.

All primary care providers (PCPs) and Tailored Care Management providers must execute contracts by July 31 to ensure PCP assignments continue without disruption. If you have not received a contract by Aug. 5, 2026, email contracts@partnersbhm.org and include the provider's legal name, NPI, signatory full name, title, email, and phone number.

Providers currently contracted with Vaya who have additional sites and services with Partners will receive contract amendments in August.

New Website, Provider FAQ Available

Vaya and Partners are launching a new website in advance of the two organizations merging on Oct. 1, 2026. The combined LME/MCO will operate under the name Vaya Partners.

To learn more, visit our new [Vaya Partners](#) webpage and [Provider FAQ](#). If you have questions, email provider.info@vayahealth.com.

Preferred Drug List (PDL) Updates

NCDHHS uses a uniform PDL across all NC Medicaid Managed Care plans to ensure access to cost-efficient, medically appropriate drug therapies that maximize patient health outcomes.

NC Medicaid updates the PDL quarterly. For key changes, visit our [Pharmacy](#) webpage. This page also features a full list of covered pharmaceuticals and pharmaceutical management procedures, including copay information, prior authorization requirements, use of generic substitutions, and limits on refills, doses, or prescriptions.

For more information about medication coverage, call Vaya's Pharmacy Service Line at 1-800-540-6083, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.

Provider Contract Signatory Review Submissions Due

Vaya is conducting a review to ensure our records contain current provider contract signatory information. A contract signatory is someone within your organization who is authorized to sign contracts and other legal documents with Vaya.

As part of the review, a member of your organization's leadership or a Systems Access Administrator (SAA) should complete the [Provider Contract Signatory Form](#) by Aug. 14, 2026.

If you submitted updates using this form following announcements earlier this year in the Vaya Provider Communication Bulletin, please disregard this request. For more information, email provider.info@vayahealth.com.

1915(i) Assessment Tool Update

The 1915(i) Assessment Tool and Companion Guide will be published on Aug. 1, 2026, and become effective Oct. 1, 2026. This will allow the 1915(i) birth month alignment to begin with members who have October birthdays.

NCDHHS will host two training sessions on using the 1915(i) Assessment Tool and Companion Guide:

- Aug. 10, 2026, 1 p.m. [Join on Microsoft Teams](#)
- Aug. 12, 2026, 11 a.m. [Join on Microsoft Teams](#)

We will provide a link to the 1915(i) Assessment Tool and Companion Guide in a future Provider Communication Bulletin once published by NCDHHS. For more information, email 1915i@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

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.](#)

Rural Health Transformation Program Digital Health Survey

NCDHHS is seeking input from rural healthcare providers to ensure funding and technical assistance opportunities are responsive to the real needs of rural practices. By participating in this survey, you will help shape a future where every rural North Carolinian can access high-quality, integrated, and resilient care. [Learn more and complete the survey.](#)

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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