



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, August 7,
2026**

Provider Touchpoint

Friday, Aug. 21, 2026

- Welcome
- National Senior Citizens Day
- Better Together: Vaya Partners Merger Update
- Provider Announcements and Updates
- PH and BH Network Needs
- Provider Mini-Training: MCG Auto Authorizations
- Learning and Participation Opportunities
- Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take two breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email provider.info@vayahealth.com.

Where Can I Find...



Provider Touchpoint
Recordings and Resources

[Provider Central](#) > [Resources](#) > [Provider Touchpoint](#)



**Provider Communication
Bulletin**
Sign-up and Archive

[Provider Central](#) > [Resources](#) > [Communication Bulletins](#)



Vaya Participants

- **Bryan Hardie**, Behavioral Health UM Manager
- **Celeste Ordiway**, VP of BH & IDD Network Operation
- **Christina Wells**, Quality Management Operations Director
- **George Ingram**, VP of Physical Health Network Operations and VB (Host)
- **Kate Glance**, Regulatory Reporting Director
- **Levi Tylek**, State Funded BH Care Management Coordinator
- **Monica Thomas**, Administrative Support Professional (Q&A Moderator)
- **Olivia Wilson**, Provider Educator (**Co-Producer**)



Welcome

National Senior Citizens Day

August 21st is National Senior Citizens Day, marking a day to **reflect on the contributions of our elders** and how we can support them through care and services that meet the growing needs of the aging population.

Vaya Health's Health Education and Aging Resource Team ([HEART](#)):

- Education, support, and consultation to agencies and care providers of individuals age 55 and older who are experiencing mental health, substance use, dementia, or other emotional/behavioral concerns.
- Services and trainings are offered at no cost to participants through funding from Vaya and the state of North Carolina.
- Complete the [HEART Referral Form](#) and send it to Vaya by confidential fax at **1-877-355-2436** or by secure email to HEART@vayahealth.com.



National Senior Citizens Day

Health Education and Aging Resource Team ([HEART](#)) Upcoming Trainings:

Brain Health in Aging – W-HEART:

- **August 13 @ 2:00 pm – 3:00 pm.** [Register Here.](#)

Anxiety: Managing Nervous Energy E-HEART:

- 11 trainings both virtual and in person throughout August. [Calendar Here.](#)

Balance and Beyond: Preventing Falls Before They Happen:

- **August 27 @ 10:00 am – 12:00 pm.** [Register Here.](#)

Unseen Losses: Aging, Grief, and Change W-HEART:

- 6 trainings both virtual and in person throughout September. [Calendar Here.](#)



Data Dig

With Kate Glance



Senior Citizens in North Carolina – 2025 Snapshot

Key Findings

- Drug deaths increased 116% from 4.4 to 9.5 deaths per 100,000 adults age 65 and older between 2013-2015 and 2021-2023.
- High-speed internet access increased 34% from 63.7% to 85.4% of households with adults age 65 and older between 2015 and 2023.
- Geriatric clinicians increased 32% from 31.6 to 41.7 per 100,000 adults age 65 and older between September 2020 and September 2024.

Strengths

- Low prevalence of excessive drinking
- Low prevalence of avoiding care due to cost
- High pneumonia vaccination rates

Challenges

- High prevalence of smoking
- Low prevalence of exercise
- Low percentage of four- or five- star rated nursing home beds

Disparities

- Frequent physical distress was 8.8 times higher among adults age 65 and older who have independent living difficulty (50.8%) than those without a disability (5.8%) in 2023.
- Suicide deaths per 100,000 adults age 65 and older were 6.2 times higher among men (34.1) than women (5.5) in 2021-2023.
- Preventable hospitalization discharges per 100,000 Medicare beneficiaries ages 65-74 were 5.2 times higher among American Indian/Alaska Native (3,575) than Asian/Pacific Islander (685) older adults in 2023.

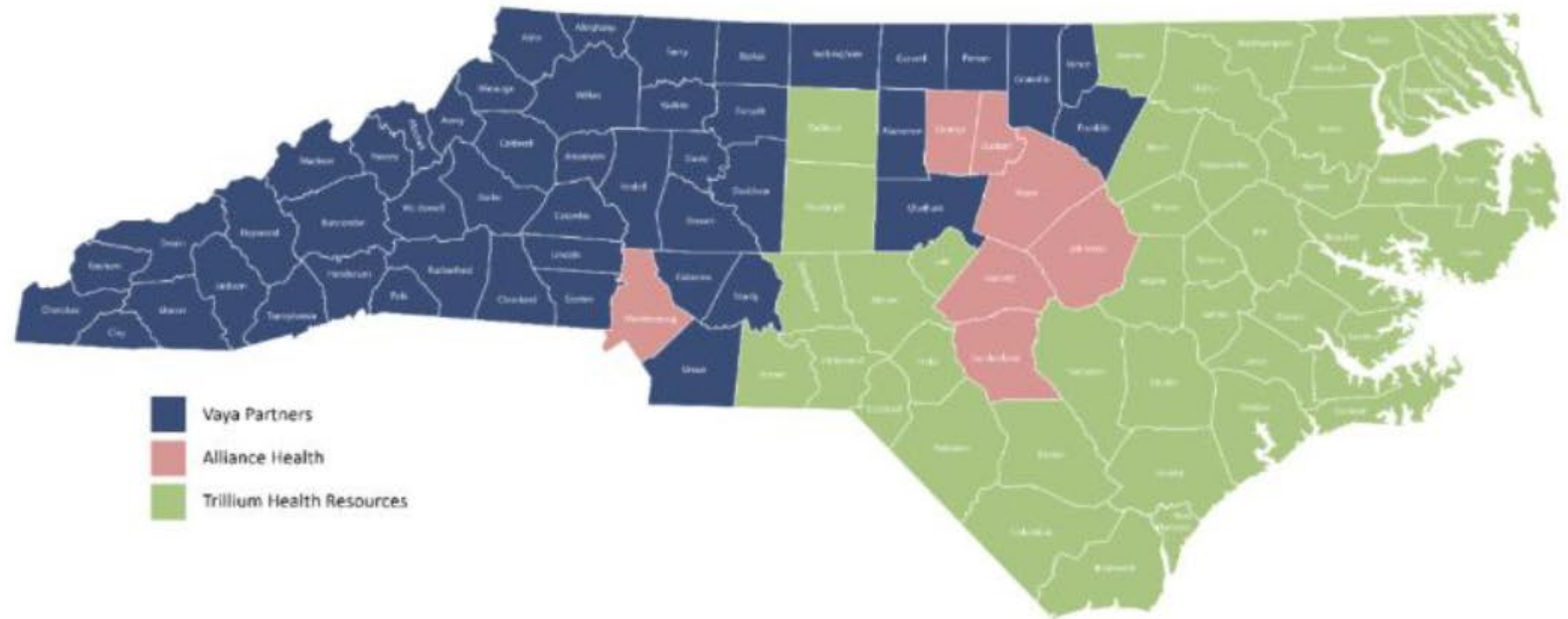


Better Together: Vaya Partners Merger Updates



Better Together: Vaya Partners

- ▶ Largest LME/MCO
- ▶ Serving 222,000+ Members
- ▶ In 47 Counties
- ▶ NC DHHS Approved
- ▶ Long-term stability



Vaya Partners Provider Support

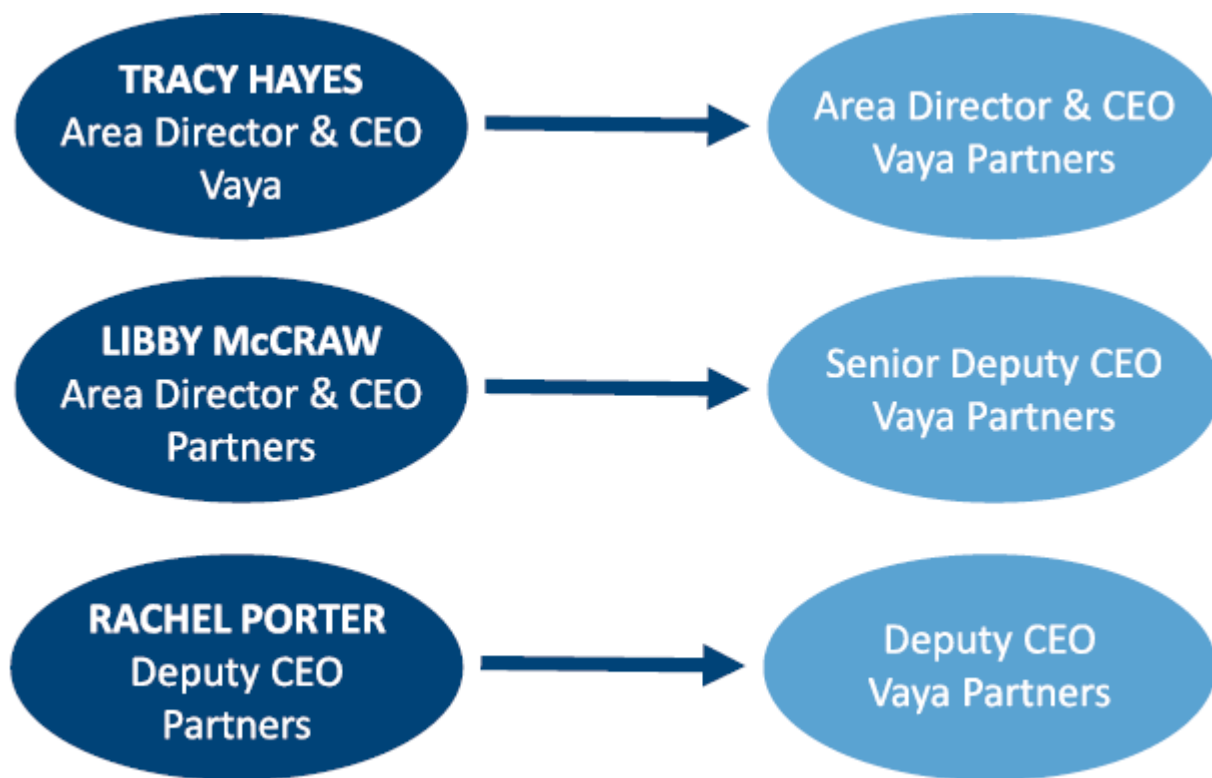
Primary Goals

- Ensuring Stability and Sustainability across the networks
- Minimize disruption to members and providers
- Ensure Member and Provider continuity of Care
- 97% of Partners' and Vaya's Networks overlap



Leadership and Governance

Vaya Partners will be led by a combined executive leadership team from both Vaya and Partners.



- Vaya Partners will be governed by a 26-member Board of Directors that will include members from each organization's existing Boards.
- Four Board members will be Consumer and Family Advisory Committee representatives.
- Comprehensive Provider Advisory Council

Vendors

Vaya Partners will retain Vaya Vendors for DOS on or after 10/1/26

Service	Vendor	Portal
Radiology, Cardiology, DME, Specialized Therapies	EviCore	Provider's Hub EviCore by Evernorth
NEMT	Modivcare	Login - TripCare
Pharmacy	Navitus	Navitus - FFS Prescriber
Vision	Avesis	Avēsis

Provider Contracting Update

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 received a new contract **July 31, 2026**.
- The contract cover all sites and Medicaid services the provider currently contracts with Partners to deliver.
- All primary care providers (PCPs) and Tailored Care Management providers should have executed contracts by **July 31** to ensure PCP assignments continue without disruption.

**Partners only providers who have not received a contract should 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 will receive contract amendments in mid to late August.

Overlapping Providers: Providers currently Contracted with Vaya and Partners

- All claims will be through Conduent HSP on **October 1, 2026**, for dates of service, **October 1, 2026**, forward.
- Until then, business as usual Watch for Vaya Partners shared FAQs, Alerts, Bulletins, Council Meetings, Touchpoints, Merger info Session, etc.
- Complete Amendment via DocuSign

Partners' Providers Currently not Contracted with Vaya

- Complete Vaya Partners Contract via DocuSign now!
- Training on Vaya systems Coming Soon.
- Welcome Packet will be forthcoming to providers.
- For questions, please contact contracts@partnersbhm.org

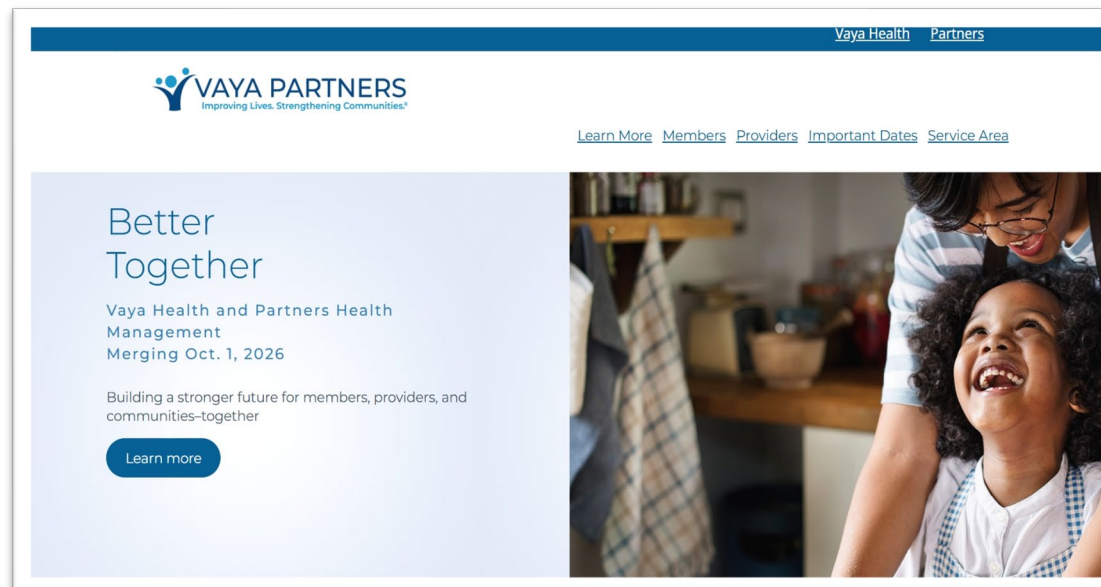


New Website and Provider FAQ

Visit our new website in advance of the Vaya Partners merger on **Oct. 1, 2026**.

www.vayapartners.org

- Providers and members can learn more, view important dates, access FAQ documents, and find important resources.
- To get answers to your questions, submit our [Provider FAQ form](#).



Vaya Partners Merger Updates, Information Sessions

Stay connected and informed throughout the merger transition by attending our weekly Provider Merger Information Sessions.

- Sessions will be held on **Mondays** from **2-3 p.m.** and will rotate between our departments: Provider Network Operations (PNO) Contracting, Utilization Management (UM), and Claims & Billing.

These sessions offer providers direct access to subject matter experts, important updates, and answers to common questions.

- **Join the first session from 2-3 p.m. Aug. 10, 2026, [on Microsoft Teams](#).**

***Registration is not required. Weekly links will be posted in the Provider Communication Bulletin.*

August 10 – PNO/Contracting

August 17 –Utilization Management

August 24- Claims and Billing

August 31– PNO/Contracting

September 14- Utilization Management

September 21 – Claims and Billing

Sessions will continue through October

On Your Radar: Provider Announcements



Reminder: Provider 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

Provider Portal Weekend Maintenance



Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from:



10 p.m. Saturday, Aug. 8, to **6 a.m.** Sunday, Aug. 9, 2026.



Please do not attempt to use the portal during that time.

Physical Health Provider Announcements



Current Physical Health Network Needs

SERVICE	REGION
Skilled Nursing Facilities	All Counties
Pediatric Specialists	All Counties
Private Duty Nurses	All Counties
Personal Care Services	All Counties
Long Term Support Services	All Counties
Primary Care Providers	All Counties



Behavioral Health, I/DD, and TBI Provider Announcements



Current Behavioral Health Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All Counties
Therapeutic Foster Care	All Counties
Adolescent Substance Use Services	All Counties
Emergency Respite (child and adolescent)	All Counties
Emergency Respite (adult I/DD overnight)	All Counties
Partial Hospital Program (PHP)	All Counties

SERVICE	REGION
Forensic Evaluators AND Multidisciplinary Evaluations	All Counties
Psychosocial Rehabilitation Program (PSR)	Rural Counties
Research Based-Behavioral Health Treatment	Rural Counties
Child Residential Treatment Services	All Counties

NC Direct Care Worker Wage and Rate Analysis

- NCDHHS and the North Carolina Center on the Workforce for Health launched the Provider Cost & Wage Survey. *The survey will close at 5 p.m. on Aug. 26, 2026.*
- Provider participation is critical to ensure the analysis captures the full cost of delivering services and reflects the workforce realities and challenges providers face throughout the state. Provider-identifying information will only be submitted to Guidehouse, the vendor for the Direct Care Worker Wage and Rate Analysis and will remain confidential.
- Please visit the [NC Direct Care Worker Wage & Rate Analysis](#) website to download the survey, learn which providers are asked to participate and for additional information. Guidehouse will host an optional orientation webinar about this survey Friday, Aug. 14, 2026, from 2-4 p.m. [Register here](#).
- If you have questions, email caregivingworkforce@ncahec.net. For technical assistance and questions about the survey, email nc-analysis@guidehouse.com.

1915(i) Assessment Tool Update

The [1915\(i\) Assessment Tool](#) and [Companion Guide](#) were published on **Aug. 1, 2026**, and will 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 as well.

2026 Perception of Care Survey

- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) oversees administration of the annual Consumer Perceptions of Care Survey, the results of which help inform policy decisions to improve the service system.
- Vaya will email survey administration guidelines, helpful tips, and additional resources to all participating providers by **Aug. 10, 2026**.
- Participating providers will submit all survey responses electronically to DMHDDSUS. We appreciate your collaboration and participation.

Q&A Check-in



Provider Mini-Training:

MCG Auto Authorizations



Auto Authorization Overview

What are same-day approvals?

- Same-day approvals (auto authorizations) are services processed through guidelines located in CareWebIQ hosted by MCG

What will this look like for me?

- Providers will be entering requests in the provider portal as you do today and will be redirected to CareWebIQ
- Providers will attest to a series of criteria for the services that have been identified as potentially eligible.
- The system will then either Approve or Pend a request depending on whether or not the request meet the criteria for a same day approval.

What to expect in my portal?

- Providers will see an approved authorization in the Portal to show that the request was approved OR will see “pending” if the request is redirected to a UM staff for review

Step # 1

Enter you service authorization request as usual

Authorization Detail

Authorization Class

OUTPATIENT - BEHAVIORAL HEALTH

Authorization Type *

RB-BHT (ABA)

Authorization Priority *

Nonurgent Prior Auth Request

Service Type *

Behavioral Health Treatment For Autism Spectr

Place of Service

N/A

Treatment Type

EPDST *

No

Diagnosis *

Begin typing Diagnosis Code

Diagnosis Code Value

F84.0

Diagnosis Name

Autistic disorder

× Delete

Services *

+ Add Service

Service Category

Code Type

Modifier Code

Requested Effecti...

Requested Expira...

Requested Units

Unit Type

97151 - Behavior identification
asmt - AUTH

CPT

7/2/2026

7/31/2026

32

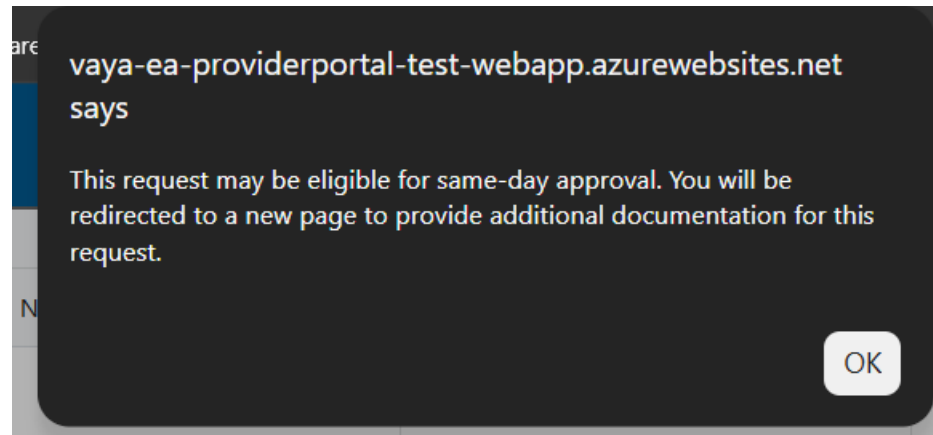
Units

Edit

× Delete

Step # 2

Once you submit your request, you will see a pop up to redirect you to MCG. Please select “OK”



Authorization Request



Request
Form



2

Document
Clinical



3

Submit
Request



Patient : Name : DOB : Gender : Male

▼ show more

Authorization : EPS-00000185 Type : Procedure Pre-authorization Status : NoDecisionYet

▼ show more

Diagnosis Codes : F84.0(ICD-10 Diagnosis) primary Procedure Codes : 97151(CPT/HCPCS) primary

Procedure Code: 97151 (CPT/HCPCS)

Requested Units: 32

Step # 3
Select "Document
Clinical"



🔍 Document Clinical

✓ Submit Request

Authorization Request



Patient : Name : DOB : Gender : Male show more

Authorization : EPS-00000185 Type : Procedure Pre-authorization Status : NoDecisionYet show more
Diagnosis Codes : F84.0(ICD-10 Diagnosis) *primary* Procedure Codes : 97151(CPT/HCPCS) *primary*

Procedure Code: 97151 (CPT/HCPCS)
Requested Units: 32

Step # 4
Review the questions and check those that are true.

CCP 8F Test 6.26.2026 - VAYA Initial RBBHT ASD - (BHG)
This content has neither been reviewed nor approved by MCG Health.

The healthcare resource is/was needed for appropriate care of the patient because of ...

- ☐ This request is for an initial assessment only and the member is not receiving RB BHT services with another provider. [🔗](#)
- ☐ This request is part of a full treatment plan array and 97151 is indicated on the treatment plan [🔗](#)
- ☐ This request DOES NOT exceed 32 units of 97151 for a 6 month period [🔗](#)

Save Cancel

Submit Request

Authorization Request



Patient : Name : DOB : Gender : Male

▼ show more

Authorization : EPS-00000185 Type : Procedure Pre-authorization Status : NoDecisionYet

▼ show more

Diagnosis Codes : F84.0(ICD-10 Diagnosis) primary Procedure Codes : 97151(CPT/HCPCS) primary

Procedure Code: 97151 (CPT/HCPCS)

Requested Units: 32

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- ☒ This request is for an initial assessment only and the member is not receiving RB BHT services with another provider. [🔗](#)
- ☒ This request is part of a full treatment plan array and 97151 is indicated on the treatment plan [🔗](#)
- ☒ This request DOES NOT exceed 32 units of 97151 for a 6 month period [🔗](#)

Step # 5
Once complete
select "Save"



✓ Save

✕ Cancel

✓ Submit Request

Authorization Request



Patient : Name : DOB : Gender : Male ▼ show more

Authorization : EPS-00000185 Type : Procedure Pre-authorization Status : NoDecisionYet ▼ show more
Diagnosis Codes : F84.0(ICD-10 Diagnosis) *primary* Procedure Codes : 97151(CPT/HCPCS) *primary*

✓ Procedure Code: 97151 (CPT/HCPCS) ▼ show more

Requested Units: 32

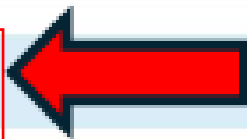
Step # 6
Select “Submit Request”



✓ Submit Request

This system provides access to MCG evidence-based guidelines; however the determinations made using this system are directed by the health plan, based on a number of factors.

Request Status: Complete-Approved



Step # 7

Once complete the request will either Pend or Approve. You will be automatically redirected back to Provider Portal

Patient : Name : DOB : Gender : Male

[▼ show more](#)

Authorization : EPS-00000185 **Type :** Procedure Pre-authorization **Status :** Complete-Approved

[▼ show more](#)

Diagnosis Codes : F84.0(ICD-10 Diagnosis) primary **Procedure Codes :** 97151(CPT/HCPCS) primary

Disclaimers

- Please hold while you are redirected back to Vaya's Provider Portal

Procedure Code: 97151 (CPT/HCPCS)

Status: Approved

[▼ show more](#)

Requested Units: 32

Messages

[✉ Compose Message](#)

Authorization Class

OUTPATIENT - BEHAVIORAL HEALTH

Authorization Priority

Nonurgent Prior Auth Request

Authorization Type

RB-BHT (ABA)

Service Type

Behavioral Health Treatment For Autism Spectrur

Admission Reason

Place of Service

Treatment Type

EPDST

EVV Authorization

No

No

Diagnosis

Begin typing Diagnosis Code

Diagnosis Code Value

F84.0

Diagnosis Name

Autistic disorder

x Delete

Step # 8

Authorization status is quickly available in the portal.

Services *

+ Add Service

Service Category	Code Type	Modifier Code	Requested Effec...	Requested Expir...	Requested Units	Unit Type	Status		
97151 - Behavior identification asmt - AUTH	CPT		7/2/2026	7/31/2026	32	Units	Approved		

Authorization Request - Submitted



Example of
Pended Request

Request Status: Pended

Patient :

Name :

DOB :

Gender : Male

▼ show more

Authorization : EPS-00000187 Type : Procedure Pre-authorization Status : Pended

▼ show more

Diagnosis Codes : F84.5(ICD-10 Diagnosis) primary Procedure Codes : 97151(CPT/HCPCS) primary

Procedure Code: 97151 (CPT/HCPCS) Status: NoDecisionYet

▼ show more

Requested Units: 48

Messages

✉ Compose Message

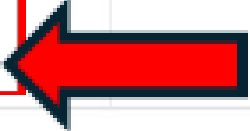
This system provides access to MCG evidence-based guidelines; however the determinations made using this system are directed by the health plan, based on a number of factors.

Authorization Class	Authorization Priority	Authorization Type	Service Type
OUTPATIENT - BEHAVIORAL HEALTH	Nonurgent Prior Auth Request	RB-BHT (ABA)	Behavioral Health Treatment For Autism Spectrur
Admission Reason	Place of Service	Treatment Type	EPDST
			No
EVV Authorization			
No			

Diagnosis		
Diagnosis Code Value	Diagnosis Name	
F84.5	Asperger's syndrome	

Services *							
Service Category	Code Type	Modifier Code	Requested Effec...	Requested Expir...	Requested Units	Unit Type	Status
97151 - Behavior identification asmt - AUTH	CPT		7/2/2026	7/30/2026	48	Units	Pending

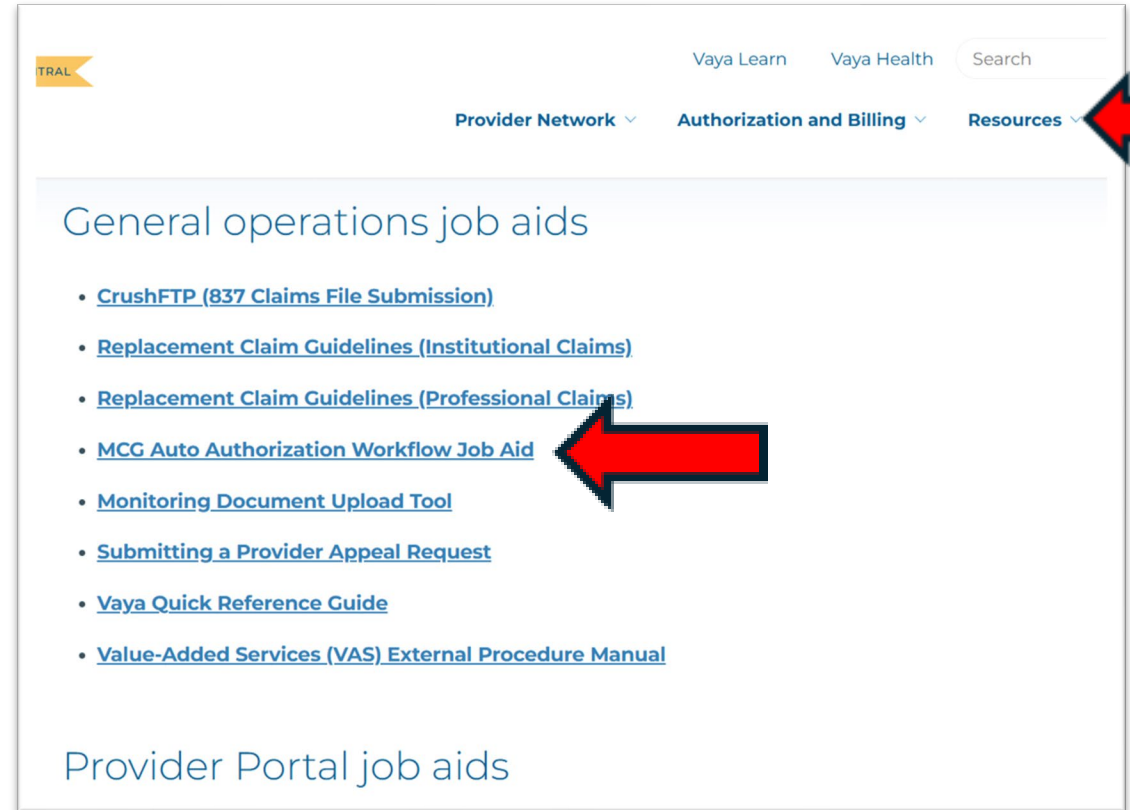
This request will be reviewed by UM Staff



Resources

Job Aid: [MCG Auto Authorization](#)

**This can also be found on the Resources page on Provider Central under General Operation Job Aids.*



Open Office Hours

Open Office Hours available **Tuesdays** and **Thursdays** throughout August. Registration is not required.

Links will be published in the PCB. Drop in at any time during these sessions:

- **Tuesdays, Aug. 11, 18, 25 2026, 10-11 a.m.** [Join on Microsoft Teams.](#)
- **Thursdays, Aug. 13, 20, and 27, 2026, 2-3 p.m.** [Join on Microsoft Teams.](#)



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 for Providers and Practices

- 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.](#)

Mental Health First Aid Training

Free, Virtual and In-Person Dates Available

- Join The National Council of Well-Being for **Mental Health First Aid**, a skills-based training course that teaches participants to identify, understand and respond to mental health and substance use challenges.
- This basic course on mental health and substance use conditions will give you the skills to notice and engage individuals experiencing these symptoms. Through engagement, you can offer understanding and invite them to expand their care team with resources that can help ease their suffering. Participants will receive a certificate of completion at the end of this course.

This course is foundational and part of the training curriculum for NCServes Providers & Staff, Peer Supports, and Community Stakeholders.

Each training session is limited to 30 participants. Register [here](#).



Sixth Annual Virtual Statewide Quality Forum

- Oct. 14, 2026, 11 a.m.- 1 p.m.
- NC Medicaid, in collaboration with NC Medicaid Managed Care Standard Plans, will host the Sixth Annual Virtual Statewide Quality Forum. The goal of the forum is for providers, quality managers, and clinical and support staff to engage in focused discussions on proactive application of quality initiatives to improve outcomes for Medicaid beneficiaries. [Register here](#).
- For more information about quality strategies and initiatives, visit the [NC Medicaid Quality Management and Improvement](#) webpage.

Provider Advisory Council Monthly Meeting and Participation Opportunities (Aug. 19, 2026, 10 a.m.-12 p.m.)

The Provider Advisory Council (PAC) advises Vaya on issues important to network providers and facilitates an open exchange of ideas, shared values, goals, and vision. The PAC meets virtually from **10 a.m.-12 p.m. on the third Wednesday of the month**. Meetings are open to all Vaya network providers.

- Currently, the PAC maintains the ***following committees*** focused on specific practice areas and opportunities for improvement:
 - Systemic Barriers Committee (to report a barrier, any network provider may submit the [PAC Barrier Submission Form](#))
 - I/DD Committee
 - Employer of Record Committee
 - Workforce Committee
 - Physical Health Committee
 - Substance Use Treatment Committee
- *To get more information of learn how to participate in the PAC or a committee, visit our [Provider Advisory Council](#) webpage or email ProviderAdvisoryCouncil@vayahealth.com.*

2026 NC Pediatric Society Annual Meeting

- August 28-30, Durham, NC
- Join NC Peds for their annual meeting. Registration is now open. The meeting will provide two track/agenda options, one track for [physicians, other clinicians, and trainees](#) and another track/agenda for [practice managers and other staff](#). Special tickets are also available for residents who can just come for Saturday (with resident poster session, keynote, ECP/Resident mixer and more!) *Online registration is available until 8/14/2026.*
- Select the links above for more information or to register.

Q&A Check-in



Thank You

Join us again on Friday, August 21, 2026

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com.

