



VAYAHEALTH

PROVIDER TOUCHPOINT





Provider Touchpoint

**Friday, August 21,
2026**

Provider Touchpoint

Friday, Aug. 21, 2026

- Welcome
- International Overdose Awareness Day
- Better Together: Vaya Partners Merger Update
- Provider Announcements and Updates
- Utilization Management (UM) Updates
- Behavioral Health Updates
- Overview of 1915(i) Services
- 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

- **Amber Gulley-Wilson**, 1915(i) System Director
- **Anissa Johnson**, Care Management Training Director
- **Celeste Ordiway (host)**, VP of BH & IDD Network Operation
- **David Boyd**, Behavioral Health Network Director
- **Kate Glance**, Regulatory Reporting Director
- **Kelly Fitzwater**, Behavioral Health UM Manager
- **Kelly Watkins**, BH and IDD Program Network Contract Manager
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Jennifer Tatum**, Provider Educator (**Co-Producer**)
- **Sarah Frei**, Housing and Social Determinants Director



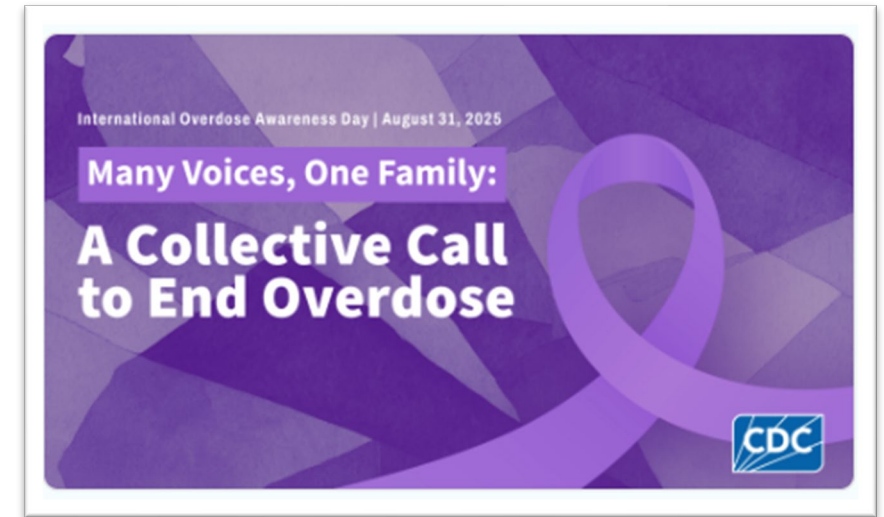
Welcome

International Overdose Awareness Day

Each year, **August 31st** marks International Overdose Awareness Day (IOAD), the world's largest annual campaign to end overdose.

We can show our support by:

- Honoring the lives of loved ones who have died from overdose.
- Show support to people who use drugs and those in recovery that they are valued.
- Continue to raise awareness about the risks of drug overdose.
- Share information on available prevention, treatment and recovery support services.
- Promote evidence-based practices and strategies to prevent and reduce drug-related harms.



Link [here](#) for more information and to download the Overdose Awareness Day toolkit from the CDC.

International Overdose Awareness Day

Support is available across the state for people and families struggling with substance use and who might be at risk of an overdose.



[For more information and resources for providers visit: NCDHHS Overdose Epidemic](#)

- Information on accessing services such as substance use treatment, sterile supplies, naloxone or other services through syringe service programs can be found on the [North Carolina Safer Syringe Initiative website](#) and [NaloxoneSaves-NC.org](#).
- To find information about Opioid Treatment Programs in North Carolina, you can visit the [Central Registry Map](#).
- The Substance Abuse and Mental Health Services Administration has a [Treatment Finder tool](#) that can also be used to find substance use disorder treatment.

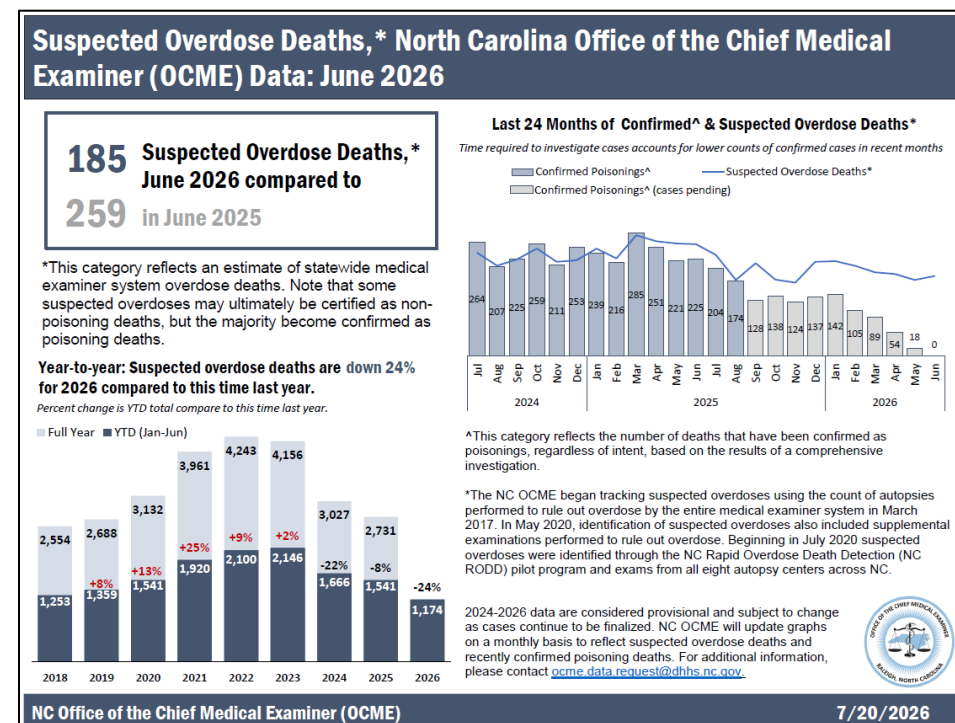
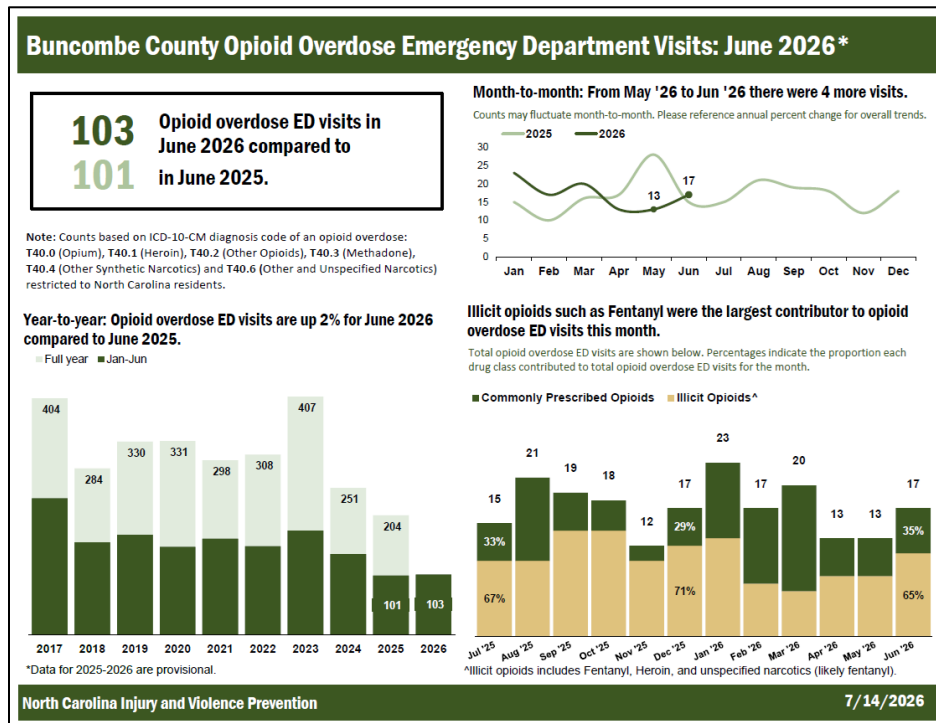
Data Dig

With Kate Glance



Overdose Reporting in North Carolina

- NCDHHS reports overdose epidemic data on their public website, sharing from across the state on the impacts, including emergency department admissions and deaths.
- From 2000 – 2024, **more than 44,500** North Carolinians lost their lives to a drug overdose.
- Each day in 2024, **8 North Carolinians died** from a drug overdose, with similar numbers estimated by the Department for 2025, though data has not been finalized.

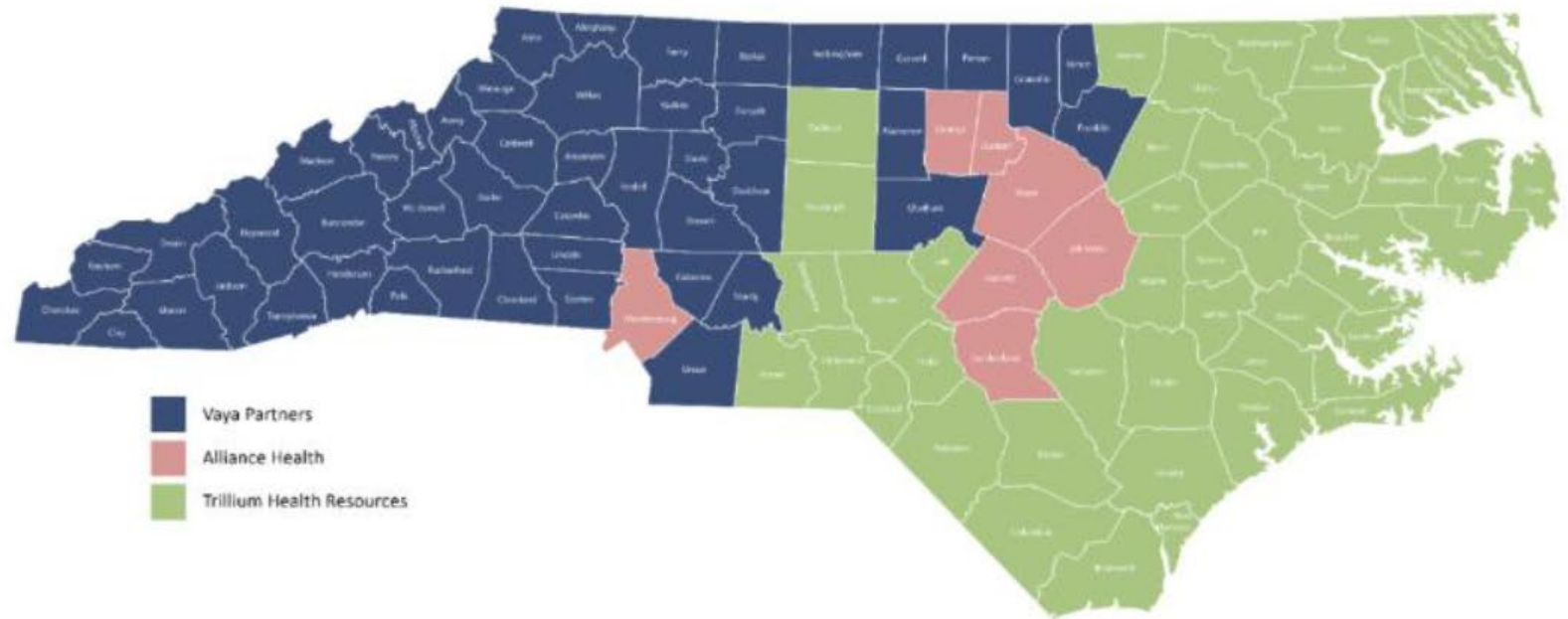


Better Together: Vaya Partners Merger Updates



Better Together: Vaya Partners

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



Vaya Partners Provider Support

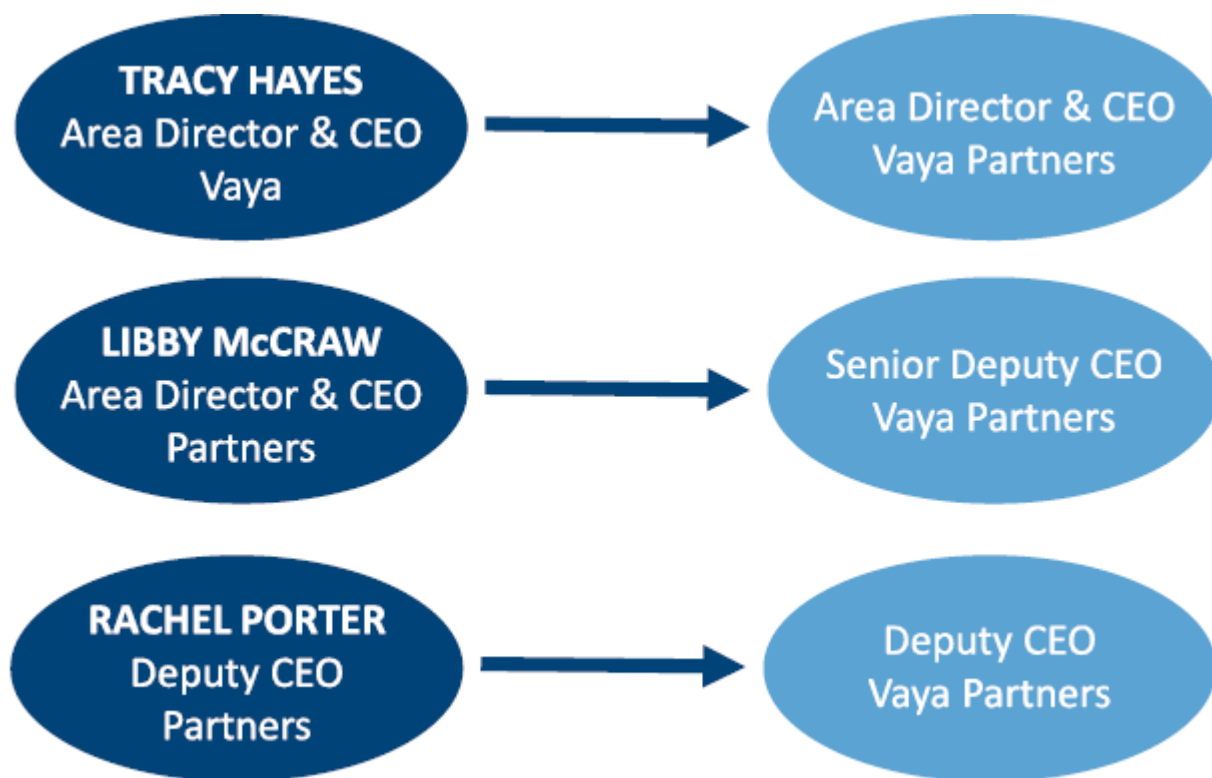
Primary Goals

- 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 Date of Service (DOS)
on or after **Oct. 1, 2026**.

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

- All network providers contracted with Partners but not Vaya, and who are in good standing with both organizations, should have received contracts by **July 31, 2026**.
- If you have not received a contract, email contracts@partnersbhm.org and include:
 - The provider's legal name
 - NPI number
 - Legal signatory full name, title, email address, and phone number
- Providers who are currently contracted with Vaya will receive contract amendments at the **end of August or early September**.

Overlapping Providers: Providers currently Contracted with Vaya and Partners

- All claims will be processed 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.

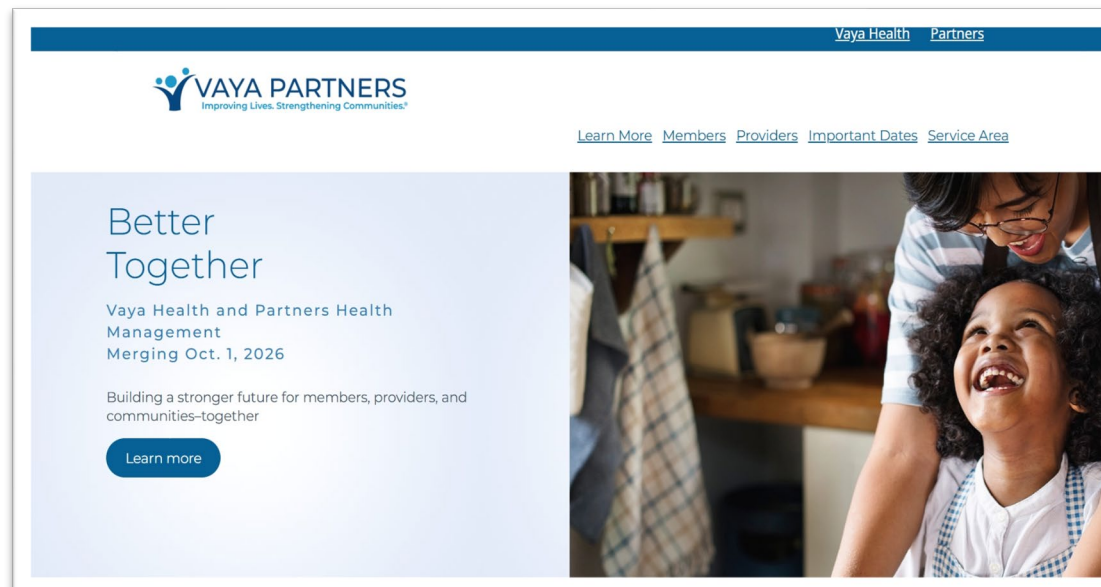


New Website and Provider FAQ

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 our next session](#) from **2-3 p.m. Aug. 24, 2026**

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

August 24- Claims and Billing

August 31– PNO/Contracting

September 14- Utilization Management

September 21 – Claims and Billing

Sessions will continue through October

Vaya Partners Merger: EVV Guidance

*Please note the following merger guidance regarding **Electronic Visit Verification (EVV)** and **HHaEXchange**:*

Authorizations and Placements

- Vaya Partners will reissue authorizations prior to **Oct. 1, 2026**, for all Partners authorizations in the new Vaya Partners **HHaEXchange** portal, which is the current Vaya **HHaEXchange** portal. The authorizations will create a new placement for any existing Partners members. We expect changes for Vaya members, if any, to be minimal and will communicate these at a later date.
- Vaya Partners will utilize the placement queue process, which allows providers to place the member with any office of their choosing within **HHaEXchange**.

Vaya Partners Merger: EVV Guidance

Claims and Billing Guidelines

- Please submit claims for Partners members with dates of service through **Sept. 30, 2026**, according to the usual Partners claims process. There are no changes.
- Providers billing Vaya Partners for dates of service on or after **Oct. 1, 2026**, must include the following payer IDs:
 - Home Health (UB04): 28235
 - Professional (CMS 1500): 57543
- ***Service code bundles:*** Vaya Partners will use service code bundles that allow providers to choose the appropriate code modifier combination from the bundle. For example, Personal Care Services (PCS) will have service code bundle **99509**; the allowed service codes to choose from include **99509:HA** and **99509:HB**.

Vaya Partners Merger: EVV Guidance

- **Partners Direct Billing:** EDI providers should begin submitting visit data using the Vaya Partners payer ID (formerly the Vaya payer ID) listed above effective **Oct. 1, 2026**.
- **Claims adjustment period (18 months):** Providers may file claims for services rendered to Partners members for dates of service prior to **Oct. 1, 2026**, through the Partners' **HHAeXchange** portal through **March 31, 2028**. For assistance, email EVVSupport@partnersbhm.org.
- **Have Questions?** Beginning **Oct. 1, 2026**, please use the [Provider Service Desk Request Form](#) for help with Vaya Partners EVV questions and concerns. Select the affected function “other” and the main application affected “**HHAeXchange (EVV)**.” You can also email ProviderInfo@VayaPartners.org.
 - Prior to Oct. 1, please continue to email provider.info@vayahealth.com for assistance.

Vaya Partners Merger: EVV Guidance

Future Communications

As the merger date approaches, Vaya and Partners will continue to communicate with providers regarding operational readiness, important resources, member transition activities, and key milestones.

Our goal is to ensure a seamless transition for providers and members, with minimal disruption to care delivery.

On Your Radar: Provider Announcements



2026 Perceptions of Care Survey

- The 2026 Perceptions of Care Survey administration period takes place **Aug. 10-Spet. 18, 2026**, and collects feedback from North Carolinians who have received publicly funded behavioral health services.
- We ask that you make every effort to **encourage and support members** in completing these surveys.
 - Member feedback is an essential part of understanding their experiences and identifying opportunities to improve service quality.
 - The more surveys that are completed, the more accurately the results will reflect the experiences and needs of the members we serve.
 - Strong participation ***helps ensure member voices are heard*** and contributes to meaningful quality improvement efforts across our network.

2026 Percepts of Care Survey Links

- [Adult Survey English](#) *(for clients 18 years and older)*
- [Adult Survey Spanish](#) *(for clients 18 years and older)*
- [Youth Survey English](#) *(for clients ages 12 to 17 years)*
- [Youth Survey Spanish](#) *(for clients ages 12 to 17 years)*
- [Child Survey English](#) *(for families/guardians of children 11 years and younger)*
- [Child Survey Spanish](#) *(for families/guardians of children 11 years and younger)*
- If you have questions, email vaya.surveys@vayahealth.com. **Thank you for your continued commitment to delivering high-quality care.**

Region 3 ROOTS Hub: Get Involved Rural Health

- Passionate about rural health? The North Carolina Rural Health Transformation Program (NCRHTP) will leverage \$213 million in federal funding to support more than 400 rural health facilities and bring hundreds of millions of dollars in federal investment to the state.
- Vaya, soon to be Vaya Partners Oct. 1, 2026, is the **NC ROOTS (Rural Organizations Orchestrating Transformation for Sustainability) Hub Lead for NCRHTP Region 3.**
- We've launched [a new website with program details and information about how you can get involved.](#)
- The Region 3 Hub will bring together healthcare providers, community organizations, and local partners across 12 counties in the Foothills and Piedmont. Together, these partners will identify regional priorities, strengthen healthcare infrastructure, and help shape investments based on the needs of the communities they serve.
- **Currently, we are soliciting applications for members of the Region 3 Hub Governing Body and Regional Decision Council.** [Learn more or apply online!](#)

Utilization Management (UM) Updates



Clinical Coverage Policy 8F Updates: Research-Based Behavioral Health Treatment (RB-BHT) for members with Autism Spectrum Disorder

- NC Medicaid has published an updated version of [Clinical Coverage Policy \(CCP\) 8F](#), Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder (ASD).
- Vaya Health will implement this policy starting **Sept. 26, 2026**.
- Please review the updated policy and related [NC Medicaid bulletin](#) to learn more.

Summary of Key Policy Changes: *Telehealth*

- Removal of telehealth options for paraprofessional RB-BHT services (CPT codes 97152-97154)
- Telehealth may be used up to a maximum of **50%** of total **97155** billing per member per **180**-calendar day period
- Providers may request over **50%** telehealth for **97155** but must provide individualized clinical justification in the treatment plan.

Clinical Coverage Policy 8F Updates: Research-Based Behavioral Health Treatment (RB-BHT) for members with Autism Spectrum Disorder

Summary of Key Policy Changes

- *Treatment Plan Documentation*

- Treatment plans will require more detailed information about service schedules (including other services received) and must include a staffing plan including names, roles, and supervision, as well as caregiver involvement
- Include specific, measurable caregiver-focused goals, caregiver training expectations, and documented efforts to engage caregivers or other natural supports

- *Intensity of Services*

- Requests for services exceeding 16 hours per week (all service codes) may be authorized for up to **90** days
- **97155** may range from **10-20%** of direct services
- Updated requirements for service hour ratios for paraprofessional-delivered services

Clinical Coverage Policy 8F Updates: Research-Based Behavioral Health Treatment (RB-BHT) for members with Autism Spectrum Disorder

Summary of Key Policy Changes

- *Diagnostic/Assessment Tools*
- The diagnosis of ASD must be made using scientifically validated tools. These include the following:
 - Brief Observation of Symptoms of Autism (BOSA)
 - TELE-ASD-PEDS (TAP)
 - Autism Diagnostic Observation Schedule, Second Edition (ADOS-2)
 - Childhood Autism Rating Scale, Second Edition (CARS2-ST/CARS2-HF)
- Adaptive functioning must be measured at least every three years utilizing appropriate tools as described in the CCP. Please refer to the CCP for details.

Clinical Coverage Policy 8F Updates: Research-Based Behavioral Health Treatment (RB-BHT) for members with Autism Spectrum Disorder

Summary of Key Policy Changes

- *Current Authorizations*
- Vaya will not make changes to current authorizations. However, providers must adhere to the updated requirements for services delivered on or after the implementation date:
- Do not bill telehealth for the following codes: **97152, 97153, and 97154**
- In service notes, clearly document the clinical need for any use of **97155** that exceeds **50%**
- In service notes or an updated treatment plan, clearly document the names of the staff who are working with the member and document caregiver consent to staff changes

Clinical Coverage Policy 8F Updates: Research-Based Behavioral Health Treatment (RB-BHT) for members with Autism Spectrum Disorder

Summary of Key Policy Changes

- *Current Authorizations (continued)*
- For members who were not assessed for ASD using one of the four described psychological tools and are currently receiving RB-BHT:
 - Complete documented referrals for updated assessments as quickly as possible
 - Clearly describe need for continued services in reauthorization requests and efforts to connect the member to updated assessments
 - Vaya's Utilization Management staff will review requests on an individual basis
- If you have questions about new or existing authorizations, email UM@vayahealth.com.
- If you have general questions about these changes, email provider.info@vayahealth.com.

Updated Authorization Type Name Changes on Provider Portal

- Vaya has updated the authorization type names in our [Provider Portal](#). When submitting authorization requests, the following three authorization types will display:
 - Outpatient IDD is now Outpatient State-funded IDD/TBI
 - Residential – I/DD is now Residential – IDD/TBI and LTCS/LTRDS
 - Residential – MHSUD is now State-funded Residential – MHSUD
- These updates better align the authorization type names with the services being requested. If you have questions, email UM@vayahealth.com or call **1-800-893-6246, ext. 1515**.

Behavioral Health, I/DD, and TBI Provider Announcements



Upcoming Transition to Vaya TCM Training Curriculum

- Vaya is pleased to announce the development of a new Tailored Care Management (TCM) training curriculum that will replace the current AHEC training for TCM providers.
- NCDHHS is no longer funding AHEC to provide the previous level of support for provider-based TCM training, and Vaya has been offering this training to our staff since January 2026.
- The new curriculum allows Vaya to support providers in a more cost-effective way. We are excited to provide a streamlined, accessible learning experience that supports providers in delivering high-quality TCM services.

Upcoming Transition to Vaya TCM Training Curriculum

What do I need to know?

- Vaya will offer the required TCM curriculum, replacing the current AHEC training. Vaya successfully piloted the curriculum with plan-based TCM staff and received positive feedback from participants, including, “All of the information is relevant and are seeds planted for us,” and “There are no gaps in support, making this a manageable and effortless learning process.”
- Provider TCM organizations will lose access to the AHEC training on **Aug. 27, 2026**.
- The Vaya provider TCM new hire curriculum is expected to be available for provider-based TCM staff the same day through the [Learn Portal](#).

Upcoming Transition to Vaya TCM Training Curriculum

- Annual refresher courses are expected to be available **Sept. 11, 2026**.
- If you have staff who are due for their annual learning requirements between **Aug. 27-Sept. 11, 2026**, please prioritize that they take their required hours through AHEC **prior to Aug. 27**.
- To support this shift, Vaya will hold Open Office Hours for provider TCM organizations.
- Stay tuned for event dates and information on training access, registration, and navigation in upcoming Provider Communication Bulletins.

Upcoming Transition to Vaya TCM Training Curriculum

- **Please note continuing education (CE) credits** will not be available immediately upon curriculum launch. Vaya is actively pursuing approval to offer CE credit hours for the curriculum, and we will share updates as they become available.
- **Provider TCM staff must complete the required TCM training only once.** Vaya will accept documented training completion from another LME/MCO or AHEC.
- Vaya will share additional implementation details and training resources in a future Provider Communication Bulletin.
- If you have questions, email provider.training@vayahealth.com.
- ***Thank you*** for your continued partnership and commitment to serving Vaya members.

1915(i) Assessment Tool Companion Guide

- NCDHHS published the new [1915\(i\) Assessment Tool](#) and [Companion Guide](#) on **Aug. 1, 2026**.
- The updated assessment tool will become **effective Oct. 1, 2026**, to allow for the birth month alignment to begin with members who have October birthdays.
- If you have questions, email 1915i@vayahealth.com.

NC Direct Care Worker Wage and Rate Analysis Survey Now Open

- NCDHHS and the [North Carolina Center on the Workforce for Health](#) are conducting a statewide analysis to better understand direct care workforce challenges, evaluate reimbursement rates, and inform future workforce and rate-setting strategies.
- The analysis includes a [confidential provider survey](#) open ***now through Sept. 4, 2026***.
- To learn more, visit the [NC Direct Care Worker Wage & Rate Analysis](#) webpage.
- For assistance, email nc-analysis@guidehouse.com.

Q&A Check-in



Provider Mini-Training: Overview of 1915(i) Services



1915(i) Services: An Overview

- 1915(i) Services are Medicaid funded supports that help children and adults build daily living skills, find and keep jobs, supports caregivers, and promotes independence. Members may be eligible for 1915(i) services based on diagnosis, functional needs, personal goals.

There are two layers of eligibility for 1915(i)

- 1915(i) Eligibility is determined by NCDHHS through their selected vender, Carelon, which allows for the pursuit of 1915(i) Services
- Each 1915(i) service has specific eligibility requirements that must be met, which is outlined in each services' Clinical Coverage Policy
- 1915(i) services are part of the Medicaid State Plan and are *not* waiver services. This means they are not subject to limited slots or waitlists.
- Individuals enrolled in the NC Innovations Waiver or the TBI Waiver are not eligible for 1915(i) services. Members enrolled in a Standard Plan must move to a Tailored Plan before seeking 1915(i) service engagement. Some other services are considered duplicative and cannot be received at the same time.

Types of 1915(i) Services

Community
Living and
Supports (CLS)

Individual and
Transitional
Supports (ITS)

Supported
Employment
(SE)

Individual
Placement and
Support (IPS)

Respite

Community
Transitions
(CT)

1915(i) Services Explained

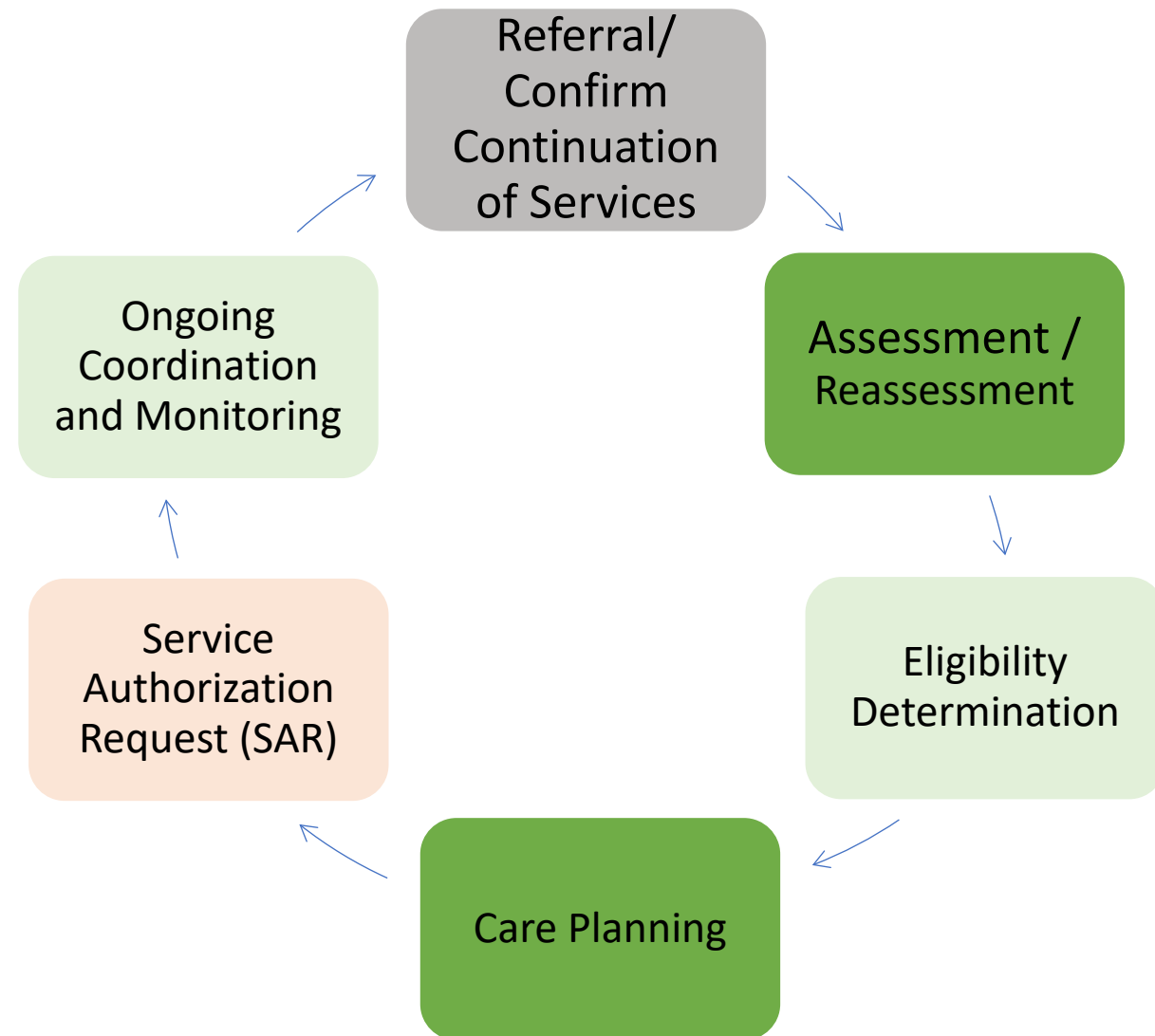
- **Individual and Transitional Supports (ITS):** A rehabilitative service that help members with SMI, SED or SUD build skills to manage daily routines and increase self-sufficiency. This service is meant to be time limited and is intended to support independence during recovery.
- **Community Living and Supports (CLS):** Provides one-on-one support with daily activities and skill-building for members with a primary diagnosis of I/DD, TBI, and/or Autism Spectrum Disorder (ASD) living in their own home or with family.
- **Respite:** Gives caregivers planned short-term breaks while ensuring the member continues to receive quality care. Respite is available to members with I/DD, TBI, SUD, SED, and/or Autism Spectrum Disorder (ASD).

1915(i) Services Explained (continued)

- **Individual Placement and Support (IPS):** Helps members with a primary diagnosis of SMI, SED, SUD gain and maintain employment.
- **Supported Employment (SE):** Provides job-related assistance like IPS but is designed for members with a primary diagnosis of I/DD, TBI and/or ASD.
- **Community Transitions (CT):** Provides one-time funding up to 90 before or after a person moves from an institution, group home, or other approved setting into their own home in the community.

1915(i) Process

- 1915(i) Services can be requested at any time.
- The 1915(i) Assessment is completed by the Member's Care Manager.
- A valid Care Plan that is signed by the member/LRP, provider, and care manager is required for all 1915(i) services.
- All 1915(i) services require monitoring.
- Beginning with October birthdays, members receiving 1915(i) services will adopt the birth month alignment for the annual reassessment, care plan, and service authorizations.
- Service renewal, including assessment and eligibility determination, occurs annually.



NC Medicaid 1915(i) Resources

- [NC Medicaid Clinical Coverage Policies](#)
- [NC Medicaid 1915\(i\) Services | NC Medicaid](#)
- [NC Medicaid 1915\(i\) Training Resources](#)
- [NC Medicaid: 1915\(i\) Flyer](#)

Learning and Participation Opportunities



A First Look at the North Carolina Online Brain Injury Screening and Support System Platform

- Aug. 25, 2026, 12-1 p.m.
- Join the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services for a webinar introducing the [North Carolina Online Brain Injury Screening and Support System](#), which *launched on Aug. 1, 2026*.
- Participants will learn what the system does and how to use it through a guided demonstration.
- [Register online](#)

Institute for Best Practices: Tenancy Support Series, Session One

- **Aug. 26, 2026, 10 a.m.-12 p.m.**
- Designed with busy community mental providers in mind, this series of two-hour training sessions will help staff better provide tenancy support and psychiatric rehabilitation interventions to the people they serve.
- [Learn more about or register](#) for the series.

Illness Management and Recovery Foundations Training

- **Sept. 2, 2026, 9:30 a.m.-12:30 p.m.**
- Illness Management and Recovery (IMR) is a well-established, evidence-based curriculum for engaging clients in improving their wellness and reducing crises.
- This webinar will provide participants an overview of the IMR model and IMR group facilitation, including the core principles and values of IMR and how to structure and run an IMR group.
- This webinar is **free** for North Carolina providers and especially suited for ***Peer Support Specialists***.
 - Contact hours for NC Peer Support Specialist recertification are available for those who attend the full training.
 - [Register online](#). For more information, email jms@med.unc.edu.

Peer Centered FIRST Peer Mentor Free Education Opportunity for Adults with I/DD

- Peer Centered **FIRST** is a peer-facilitated, virtual program designed for adults with I/DD who want to learn more about what it means to be a peer mentor and develop the skills needed to step into a mentor role.
- I/DD peer mentors use their own lived experiences to support others in their communities.
- Cohort 2 will meet *every Thursday* from **11 a.m.-1 p.m., Sept. 10-Nov. 19, 2026.**
- Sessions will take place live on Zoom and include education, small-group breakout time, and a learning activity to complete between classes.
 - [Learn more or apply.](#)

UNC Addiction Medicine Fellowship Program

- The UNC Addiction Medicine Fellowship is a unique, 12-month program crossing several disciplines and specialties, with the goal of training the next generation of addiction medicine specialists.
- The program is the longest-operating addiction medicine fellowship in North Carolina.
- [Learn more or apply.](#)

2026 Growing Well Conference

- **Oct. 4-6, 2026**
- The second annual Growing Well Conference in Boone will offer inspiration, education, and connection for those working to support children and youth with special healthcare needs in rural western North Carolina.
- This year's theme, "Moving Mountains for People with Special Health Care Needs," highlights the resilience, innovation, and collaboration needed to improve outcomes for families navigating complex health and social systems.
- [Register online.](#)
- Scholarships for North Carolina families and people with lived experience are available. If you are interested in receiving a scholarship, email Diane Coffey at coffeyd68@gmail.com.



Provider Communication Bulletin (PCB)

- [ISSUE 10](#)
- [ISSUE 11](#)
- [ISSUE 12](#)

Q&A Check-in



Thank You

Join us again on Friday, September 4, 2026

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

