



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Aug. 21, 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.

PROVIDER TOUCHPOINT: AUG. 21, 2026

Vaya Partners Merger Updates, Information Sessions

Provider Information Sessions

Vaya and Partners Health Management are preparing to merge effective Oct. 1, 2026, to form Vaya Partners. **Stay informed throughout the transition by attending our weekly Provider Merger Information Sessions, held 2-3 p.m. on Mondays.** Join subject matter experts, including utilization management and claims staff, for important updates and answers to common questions. Registration is not required and recordings of previous sessions are [available online](#).

Join the upcoming session on utilization management from 2-3 p.m., Aug. 17, 2026, [on Microsoft Teams](#).

Website Provider FAQ Form Available

Vaya and Partners are launching a new website in advance of the two organizations merging on Oct. 1, 2026. To learn more, visit the [Vaya Partners](#) webpage and [Provider FAQ](#). To get answers to your questions, submit our [Provider FAQ form](#).

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 in the third and fourth weeks of August.

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

Open Office Hours will be available Tuesdays and Thursdays throughout August. Registration is not required. Drop in at any time during these sessions:

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

2026 Perceptions of Care Survey

The 2026 Perceptions of Care Survey administration period takes place Aug. 10-Sept. 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 Perceptions 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.

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:

- System 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 or learn how to participate in the PAC or a committee, visit our Provider Advisory Council webpage for email ProviderAdvisoryCouncil@vayahealth.com.

PHYSICAL HEALTH PROVIDERS

Influenza Vaccine Coverage

Vaya encourages all members to receive their annual flu vaccine. Coverage for the 2026-27 influenza vaccine is now available through Vaya for members of our Behavioral Health and I/DD Tailored Plan. [Learn more](#).

Paper Submissions of Dental Prior Approvals Ending

Effective Sept. 1, 2026, NCTracks will require all dental prior approval (PA) requests and supporting documentation to be submitted electronically through the NCTracks provider portal. Dental PA requests or supporting documentation submitted by mail or fax on or after this date will be voided. Learn more on the [NCTracks Dental Services page](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

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.

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 [Vaya Learn](#). 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.

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 and 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, [register for an optional webinar on Aug. 14, 2026](#) or visit the [NC Direct Care Worker Wage & Rate Analysis](#) webpage. For assistance, email nc-analysis@guidehouse.com

LEARNING AND PARTICIPATION OPPORTUNITIES

NC Medicaid Back Porch Chat: A Webinar Focused on H.R. 1 Aug. 20, 2026, 12-1 p.m.

Attend the NC Medicaid Back Porch Chat for an informational overview of H.R. 1 and the changes coming to Medicaid. Gina Hamilton, Deputy Director for Member Operations at NC Medicaid, will explain the updates and address questions following the presentation. [Register online](#).

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](#).

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 especially suited for Peer Support Specialists.

Registration is free for North Carolina providers. 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](#).

Permanent Supportive Housing Training Sept. 21-22, 2026, 9 a.m.-4:30 p.m.

This virtual training focuses on identifying and understanding the phases of tenancy for individuals transitioning from homelessness and institutional care. The sessions include lectures, discussions, and small group activities.

Attendance is limited to 25 participants. [Learn more or register](#). If you experience technical issues, email provider.training@vayahealth.com and include PSH in the subject line. The Microsoft Teams link will be sent approximately one week before the training session.

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](#).

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](#).

providers.vayahealth.com





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