



PROVIDER COMMUNICATION BULLETIN

AUG. 20, 2026 | PROVIDER COMMUNICATION BULLETIN 2026-27, ISSUE 12

IN THIS ISSUE: IN THIS ISSUE: Provider Touchpoint | Open Office Hours for 1915(i) Services, Same-day Prior Authorization | Vaya Partners Merger Updates, Information Sessions – Claims and Billing | Vaya Partners Merger: EVV Guidance | Updated Authorization Type Name Changes in Provider Portal | Region 3 ROOTS Hub: Get Involved in Rural Health | Institute for Best Practices: Tenancy Support Series, Session One | 2026 Growing Well Conference

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.

During the Aug. 21 Provider Touchpoint, Amber Gulley-Wilson, Vaya's 1915(i) System Director, will provide helpful information about Medicaid 1915(i) services, including eligibility, types of services, and resources. 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. 21, 2026

Open Office Hours for 1915(i) Services, Same-day Prior Authorization

Join Vaya's virtual Open Office Hours for answers to your questions. Registration is not required. Drop in at any time during an upcoming session.

Open Office Hours for 1915(i) Services

- Aug. 25, 2026, 11 a.m.-12 p.m. [Join on Microsoft Teams.](#)
- Aug. 27, 2026, 2-3 p.m. [Join on Microsoft Teams.](#)

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. **Final Open Office**

Hours for Same-day Prior Authorization will be held 10-11 a.m., Aug. 25, 2026, 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.

Vaya Partners Merger Updates, Information Sessions – Claims and Billing

Aug. 24, 2026, 2-3 p.m.

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 our upcoming session on claims and billing from **2-3 p.m., Aug. 24, 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 by the end of August.

Vaya Partners Merger: EVV Guidance

Please review [Vaya's merger guidance](#) regarding Electronic Visit Verification (EVV) and HHAeXchange in preparation for the Vaya Partners merger. For more information, email provider.info@vayahealth.com.

Updated Authorization Type Name Changes in 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.

Region 3 ROOTS Hub: Get Involved in 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!](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

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.

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.

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



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!