



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 Tuesdays and Thursdays throughout August. Registration is

not required. Drop in at any time during these sessions:

- Aug. 11, 18, and 25, 2026, 10-11 a.m. [Join on Microsoft Teams](#)
 - Aug. 13, 20, and 27, 2026, 2-3 p.m. [Join on Microsoft Teams](#)
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Better Together: Vaya Partners Merger Updates, Information Sessions

Provider Merger 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.

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

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.

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 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 or learn how to participate in the PAC or a committee, visit our [Provider Advisory Council](#) webpage or email ProviderAdvisoryCouncil@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 plan to use the portal during this time.

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.

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 Aug. 26, 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

2026 North Carolina Pediatric Society Annual Meeting Aug. 28-30, 2026

Registration is now open for the NCPeds annual meeting in Durham. This event has two agenda options: one track for [physicians, other clinicians, and trainees](#) and one for [practice managers and other staff](#). Online registration is open until Aug. 14, 2026.

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 have focused discussions about improving outcomes for Medicaid beneficiaries. [Learn more or register](#).

Mental Health First Aid

Mental Health First Aid is a free, skills-based training course that teaches participants to identify, understand, and respond to mental health and substance use challenges in adults, including veterans. Training sessions are available in person or virtually. [Learn more from the Governor's Institute](#).



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