



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, September 4,
2026**

Provider Touchpoint

Friday, Sept. 4, 2026

- Welcome
- National Recovery Awareness Month
- Better Together: Vaya Partners Merger Updates
- Provider Announcements and Updates
- Provider Spotlight
- Provider Mini-Training: Vaya Learn Navigation
- 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

- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **George Hornsby**, Encounters Manager
- **George Ingram**, VP of PH of Network Operations & VB contracting
- **Jennifer Jennings**, Director of SU & Child/Family Network Development
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (**Co-Producer/Q&A Moderator**)
- **Kurt Boldt**, Assistant VP of Provider Network (**Host**)
- **Lucy Townsend**, 1915(i) Waiver Care Coordinator
- **Shana Talbert**, Quality Management Specialist

Welcome



National Recovery Month

September is National Recovery Month, recognizing that treatment and recovery support services help individuals, families, and communities heal and thrive.

How Providers Can Support Recovery:

- Promote whole-person, integrated care
- Reduce stigma through person-centered language
- Connect individuals to treatment and recovery supports
- Encourage long-term wellness and resilience
- Partner across physical and behavioral health services

“The year's theme, **‘Recovery is REAL (Restoring Every Aspect of Life)’**, emphasizes that with the right treatment, support, and resources, recovery is possible.

Read the [CDC feature](#) to learn about available [treatment](#) and [recovery options](#).”

- [National Recovery Month Partner Toolkit | Overdose Prevention | CDC](#)

**NATIONAL
RECOVERY
MONTH**
RECOVERY. HOPE. HEALING.

Data Dig

With Kate Glance

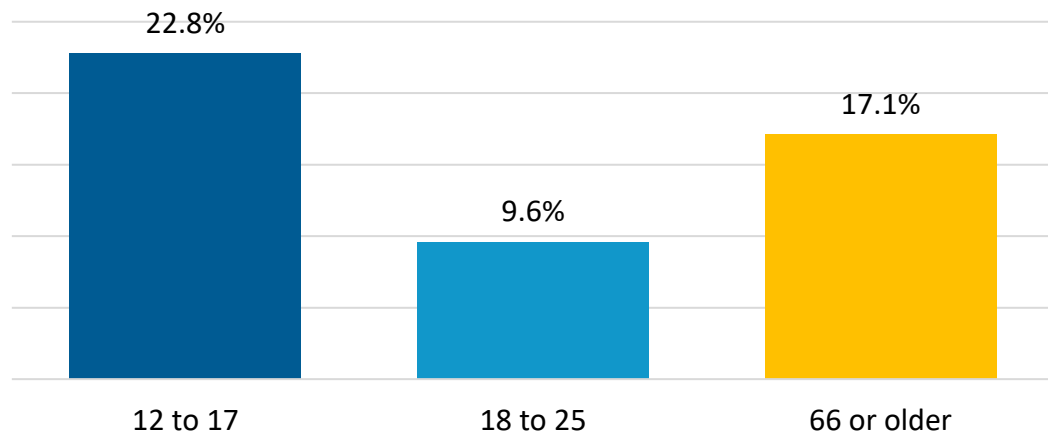


Recovery in the United States - SAMHSA

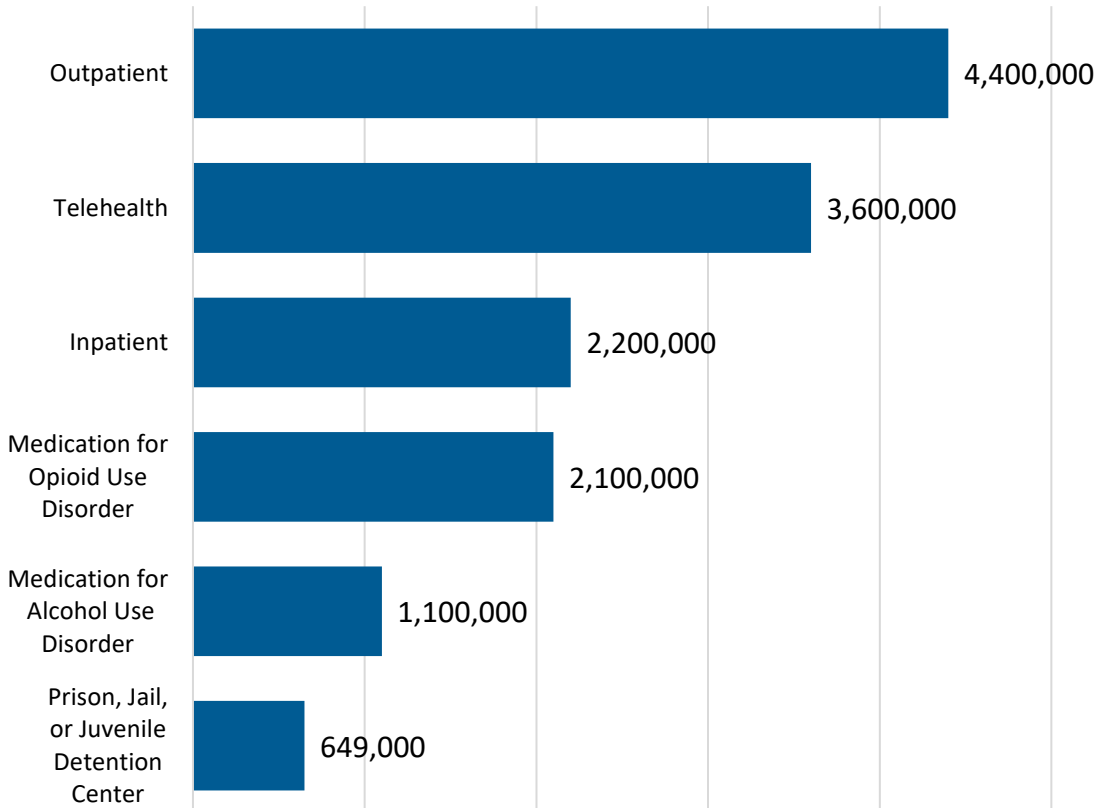
The SAMHSA National Survey on Drug Use and Health has been the federal government's trusted source of information on substance use and mental health patterns and trends in the U.S.

In 2025, among adults 18 or older, 22.3 million considered themselves to be in recovery or to have recovered from their drug or alcohol use problem.

Survey responses showed that the highest percentage receiving treatment were between the ages of 12 and 17.



In 2025, among the 7.6 million Americans who received substance use treatment in the past year, most received out patient treatment.

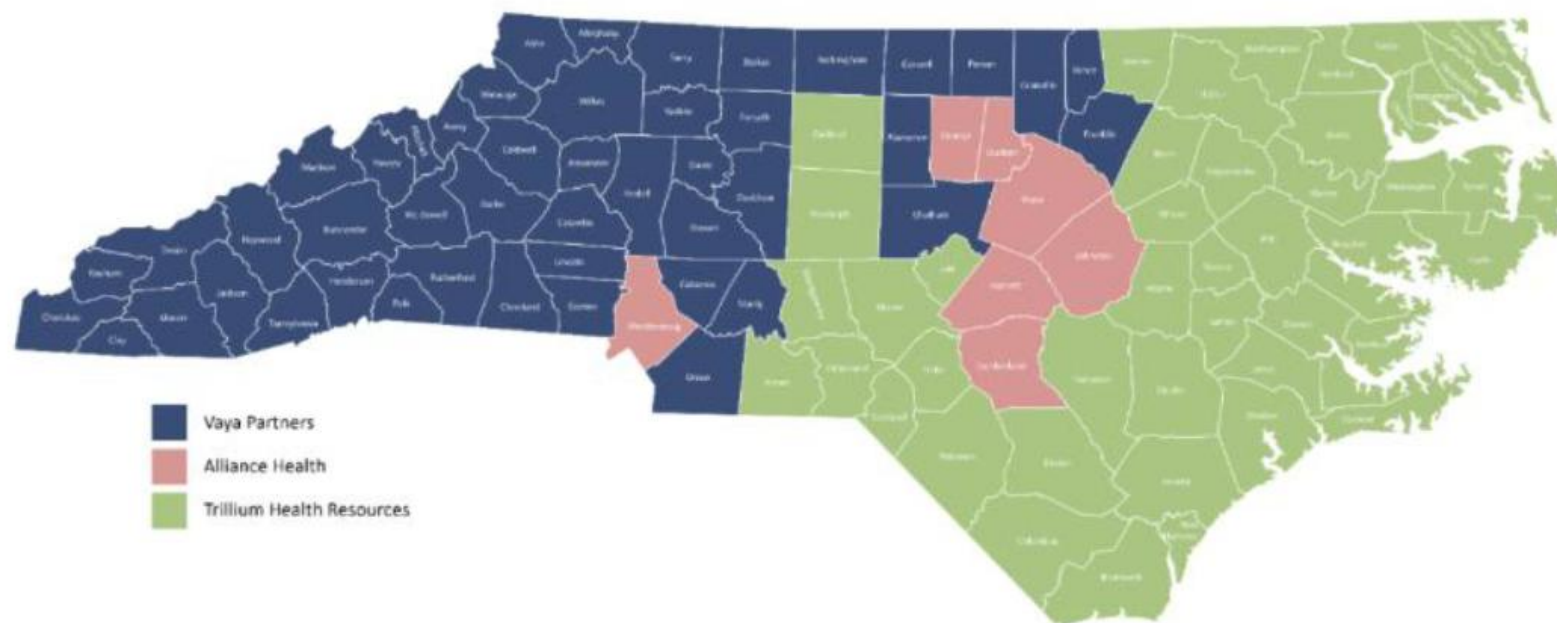


Better Together: Vaya Partners Merger Updates



Better Together: Vaya Partners

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



Vaya Partners Provider Support

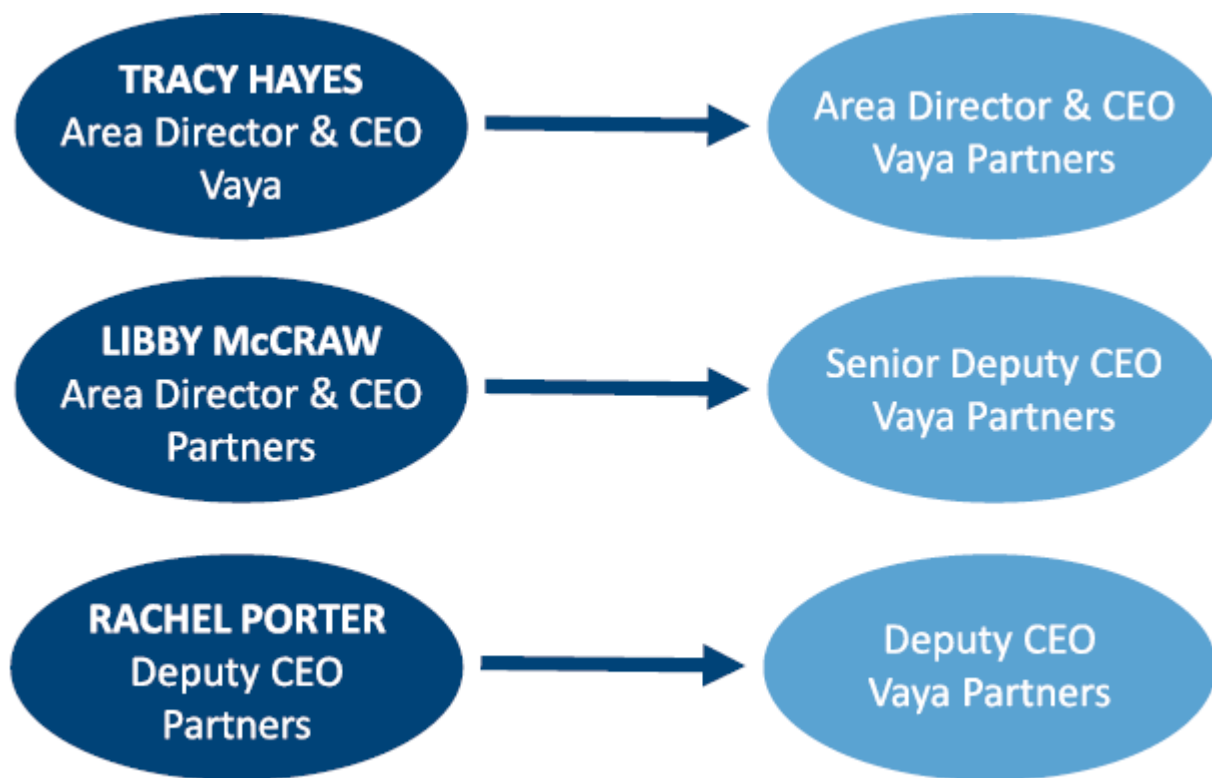
Primary Goals

- 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

Vaya Partners Provider Network

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.

We previously communicated that providers who are currently contracted with Vaya will receive contract amendments by the end of August; however, this process has taken longer than expected. We will continue working with providers throughout September.

If you have questions or concerns, please reach out to your assigned Provider Network Contract Manager.

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 Merger Webpage and FAQ Form

- To learn more, visit the [Vaya Partners](#) webpage and [Provider FAQ](#).
- To get answers to your questions, submit our [Provider FAQ](#) form.

www.vayapartners.org

Providers

- Provider stability remains a top priority.
- Our goal is to minimize disruption for providers and members.
- We are committed to clear communication throughout the transition.
- Providers can expect predictable processes and timely updates.

Who can providers contact if they have questions?

Vaya and Partners will provide merger-related information on our respective websites. Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.

Vaya Health
vayahealth.com
1-866-990-9712
provider.info@vayahealth.com

Partners Health Management
partnersbhm.org
1-877-398-4145
BetterTogether@partnersbhm.org

Merger Information Session- Utilization Management

Sept. 14, 2026, 2-3 p.m.

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 will continue into November and offer providers direct access to subject matter experts, important updates, and answers to common questions.

- [Join our next session](#) on **Sept. 14, 2026**, with information from the **Utilization Management** team

Sept. 14- Utilization Management

Sept. 21 – Claims and Billing

Sept. 28- PNO/Contracting

Oct. 5- Utilization Management

Oct. 19- Claims and Billing

Vaya Partners Rate and Fee Schedules

- Blended Rate Approach
- Standard Rate
- Provider-Specific Rates

Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement.

**Standard Rates Were Published
September 1, 2026**

partnersbhm.org

vayahealth.com

vayapartners.org

Provider-specific Rates

- In certain limited exceptions, Vaya Partners will allow provider-specific rates that are individual to a provider for sites and/or services.
- Effective **Oct. 1, 2026**, Vaya Partners will honor provider specific rates that are unique to either Partners or Vaya and do not have overlapping billing or service location sites and services at the current rate as of **Aug. 26, 2026**, until otherwise changed with notice.
- For provider-specific rates for sites and services that overlap but have different rates across Partners and Vaya, we will determine a blended rate and communicate the new provider-specific rate in advance of implementation.
- Provider-specific rates are subject to rate reductions Vaya Partners deems necessary to comply with or implement NCDHHS or legislative changes or to appropriately maintain our medical loss ratio within statutory and contractual limits.

Moratorium on Provider-specific Rates

- A moratorium on provider-specific enhanced rate requests will be in effect by Partners and Vaya for the **entire month of September 2026**, and by Vaya Partners from **Oct. 1, 2026**, through **Jan. 31, 2027**.
- Vaya Partners will not review or consider any enhanced rate request submitted prior to **Feb. 1, 2027**.

Member-specific Rates

- Vaya Partners will honor current member-specific rates approved prior to **Aug. 26, 2026**, by either Partners or Vaya through their approval timeframe.
- For approval of the same rate for a new timeframe, providers must submit requests prior to the expiration of the approved timeframe to ensure no lapse in continuity of the rate.
- Vaya Partners will not retroactively approve an enhanced rate.

Member-specific Rates

Vaya Partners will consider new requests for member-specific enhanced rates in the following circumstances only:

- If a child under age 18 is in the emergency department (ED), all placement options have been exhausted, and residential treatment has not been secured due to the member's clinical complexity, acuity, and/or support needs. The member may require additional supports or interventions beyond those typically available to safely address identified needs in a community setting
- If a member with I/DD is in the ED, all placement options have been exhausted, and residential treatment has not been secured due to the member's clinical complexity, acuity, and/or support needs. The member may require additional supports or interventions beyond those typically available to safely address identified needs in a community setting.
- If a child under age 18 is involved with the Department of Social Services, all residential treatment options have been exhausted, and residential treatment has not been secured due to the member's clinical complexity, acuity, and/or support needs. The member may require additional supports or interventions beyond those typically available to safely address identified needs in a community setting

Service Codes and Bundling Services for Electronic Visit Verification (EVV) and (Non-EVV)

Service Codes:

The Vaya Partners website will include a service code and modifier crosswalk on **Sept. 1, 2026**.

Bundling Services for Electronic Visit Verification (EVV) and (Non-EVV):

Vaya Partners will bundle service codes for Community Living and Supports – EVV and Non EVV, with a new blended rate for provider organizations. We will publish the blended rate on rate schedules **Sept. 1, 2026**.

Impacted Codes

Procedure Code/Modifier	Service Description
T2013 TF	Community Living and Supports – EVV
T2012	Community Living and Supports Only in Community, non-EVV
T2012 GC	Community Living and Supports, Relatives as Provider, non-EVV
T2013TFHQ	Community Living and Supports – Group EVV
T2012GC-HQ	Community Living and Supports – Group, Relative as Provider (non EVV)
T2012HQ	Community Living and Supports – Group, Only in Community (non-EVV)
1915(i) T2013TFU4	Community Living and Supports – EVV
1915(i) T2012GCU4	Community Living and Supports – Relative as Provider, non-EVV
1915(i) T2013TFHQU4	Community Living and Supports Group (EVV)

IFDS and EOR Updates

- Please review the [attached information](#) for details about the Vaya Partners NC Innovations Waiver Individual and Family Directed Services (IFDS) Employer of Record (EOR) model effective **Oct. 1, 2026**.

Vaya Partners Prior Authorization Guidelines and Flexibilities

Vaya Partners will implement prior authorization flexibilities beginning **Oct. 1, 2026**. Authorization guidelines are available on [the Vaya Partners](#) website, the Partners website at providers.partnersbhm.org, and the Vaya website at providers.vayahealth.com.

- ***Guidance for all network providers:***
- The following services delivered after **Sept. 30** through **Dec. 29, 2026**, will not require prior authorization or admission notification:
- Physical health services. *Exception: Services that have EVV requirements (see below for information about State Plan Personal Care Services [PCS]).*
- Mental health/substance use disorder services. *Exceptions: 1915(i) services and Psychiatric Residential Treatment Facility (PRTF).*

Vaya Partners Prior Authorization Guidelines and Flexibilities

The following services will not require prior authorization, but providers must send an admission notification via the **Vaya Partners ProviderCONNECT portal** using the authorization request form:

- Physical health inpatient services
- Behavioral health inpatient services

Vaya Partners Prior Authorization Guidelines and Flexibilities

The following levels of care will continue to follow the posted authorization guidelines and standard Vaya Partners utilization management procedures:

- NC Innovations Waiver (all requests will continue to require prior approval to allow for Individual Support Plan/care plan approval and updates as needed)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)
- Research Based-Behavioral Health Services (RB-BHT)
- 1915(i) services
- Long-Term Community Supports (LTCS)
- PRTF

Vaya Partners Prior Authorization Guidelines and Flexibilities

All services are subject to post-payment review, which may include a review of all required documentation included in Vaya Partners' published authorization guidelines, as well as service delivery documentation maintained by the provider. **Please see updated authorization guidelines for questions related to specific services.**

Guidance for PCS providers:

- On and after **Oct. 1, 2026**, providers must continue to submit Requests for Independent Assessments for PCS for members of the Vaya Partners Behavioral Health I/DD Tailored Plan to 828-707-9349.
- Vaya Partners will schedule reassessments in accordance with NC Medicaid Clinical Coverage Policies 3L and 3L-1 and extend authorizations expiring prior to a member's reassessment to ensure continuity of care.

Vaya Partners Prior Authorization Guidelines and Flexibilities

Who can I contact if I have questions?

- Providers can email BetterTogether@PartnersBHM.org or provider.info@vayahealth.com if they have questions about the merger.
- Prior to the merger, providers may also visit the current Vaya and Partners websites for additional information. Each organization has a website banner to provide ongoing merger updates.
 - o **Vaya:** providers.vayahealth.com
 - o **Partners:** partnersbhm.org

Continuation of Services

Any member previously enrolled with Partners will continue to be eligible for services from any provider contracted with Vaya or newly contracted with Vaya Partners.

- Our focus is to ensure continuity of care for members, and member eligibility for NC Medicaid and/or State-funded services is not affected by the merger.
- Individuals who currently receive services through Vaya or Partners (and remain eligible for services) will be automatically enrolled with Vaya Partners when the merger is complete.
- Members will receive additional direct communication on or around **Sept. 3-17, 2026**.

Information is also available on the [Vaya Partners](#) website.

Continuation of Services

- Vaya plan members with questions can visit Vaya's [website](#), call the Member and Recipient Service Line at **1-800-962-9003**, or email member.services@vayahealth.com.
- Partners plan members can visit Partners' [website](#), call their Member and Recipient Services Line at **1-888-235-4673**, or email BetterTogether@partnersbhm.org.
- Member and Recipient Services representatives are available at both organizations **Monday-Saturday, 7 a.m. to 6 p.m.**

EDI Submission Transmission

As part of the Vaya Partners merger, Vaya has identified a specific group of providers who may need to take action related to electronic data interchange (EDI) claims submission.

Who needs to take action?

- Providers who are transitioning from Partners to Vaya Partners as part of the merger who (1) previously submitted EDI claims through Partners and (2) are not currently using an EDI clearinghouse that is already contracted or working with Vaya.
- Any provider who wishes to receive remittance advice (RA) or other EDI-related files can request them by completing the [EDI Enrollment Form](#) and choosing the option “Our organization needs an account for MFT” under question seven.

EDI Submission Transmission

Vaya's EDI Team is currently identifying providers who meet these criteria and gathering the appropriate provider contact information to support a smooth transition.

Why this matters

- Completing the necessary EDI transition activities before **Oct. 1, 2026**, will help minimize potential disruptions to electronic claims submission as providers transition from Partners to Vaya Partners.

Please respond to any EDI-related requests in a timely manner. Thank you for your partnership and cooperation as we work together to support a smooth transition.

Claims Validation Checks

To enhance efficiency and reduce processing delays, Vaya Partners will implement additional claim validation checks on submitted claims effective **Oct. 1, 2026**. These validations, currently in effect at Partners, review claims for required information and confirm submitted data meets submission requirements. Claims that do not meet these requirements may be rejected and returned for correction and resubmission.

As part of these enhancements:

- Vaya Partners will review claims to ensure required information is present, such as member and claim-identifying information.
- Vaya Partners will apply additional validations based on the type of service being billed and other claim-specific requirements.
- Certain providers for specialty and billing scenarios may need to submit additional information with the claim.

Claims Validation Checks

For example, when the **billing provider taxonomy** is **193200000X** or **193400000X**, **rendering provider information is required**. Claims submitted without rendering provider information will be rejected and must be corrected before resubmission.

- Providers will receive a “**999** response file” with information about the reason for the rejection and what to do to correct the file and resubmit.
- We encourage providers to review their billing processes and system configurations to ensure all required claim information is included prior to submission.

New Upfront Claim Validation Edits

Effective October 1, 2026 | Phase 1

Claims will be validated before adjudication to identify invalid member, provider, and address information earlier.

ID

1 Member identifier

Subscriber ID must match either the Member Policy Number or Subscriber Number on file.

If no match: Invalid Subscriber Identifier

BP

2 Billing provider

Billing NPI or atypical provider ID must be valid and active for the claim dates. Tax ID must match.

Possible rejection: invalid, inactive, or incorrect ID

RA

3 Rendering / attending

Rendering or attending NPI, or atypical provider ID when NPI is absent, must be valid and active.

Possible rejection: invalid or inactive ID

AD

4 Provider address

Service facility address, when supplied, must match the billing or rendering provider. Otherwise, billing address must match.

Possible rejection: provider address not valid

What providers should do now

1

Confirm member IDs exactly match eligibility records

2

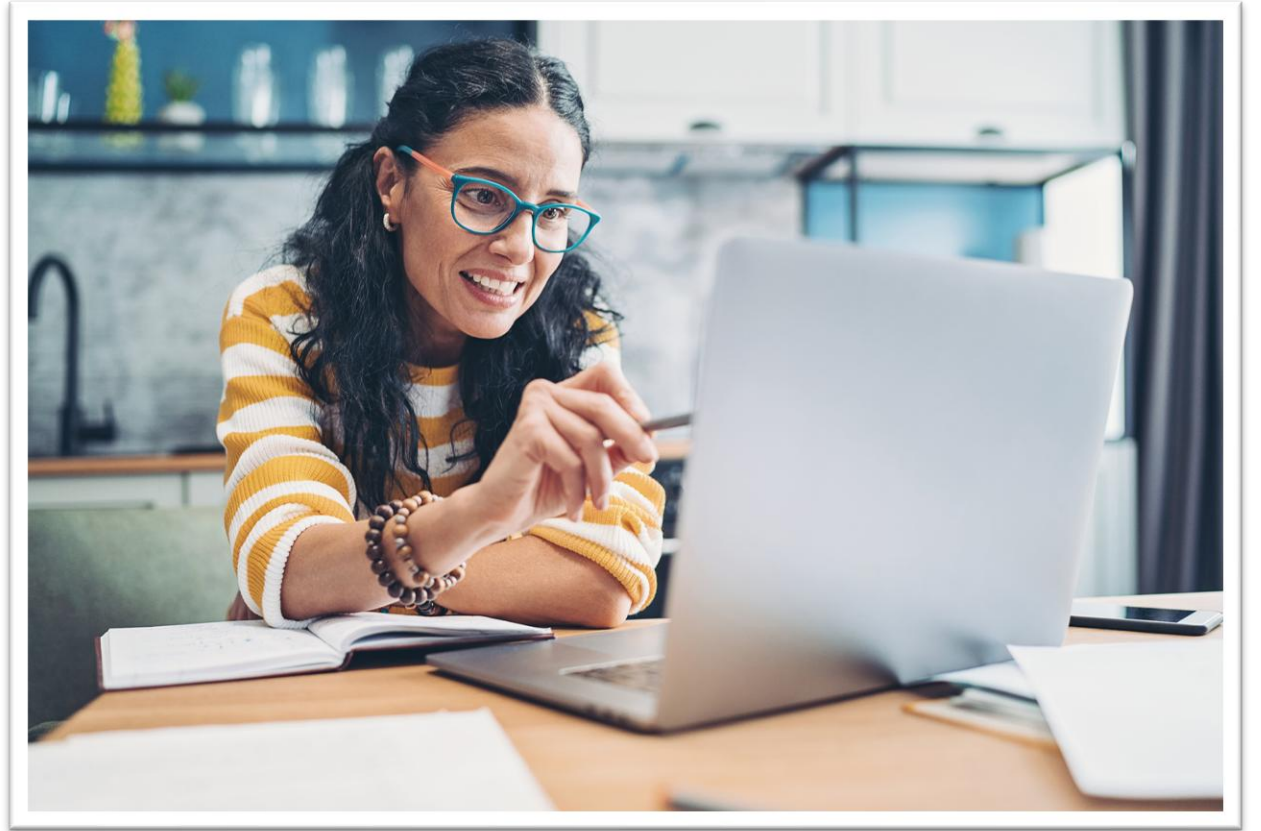
Verify provider IDs and dates of service against active enrollment

3

Confirm Tax ID and submitted addresses match provider records

Correcting discrepancies before submission can prevent upfront claim rejection.

On Your Radar: Provider Announcements



Vaya Learn TCM Training: Open Office Hours

Vaya will offer Open Office Hours to help providers navigate the Vaya Learn portal to access and complete our new Tailored Care Management (TCM) training curriculum. Learn more about the curriculum in [Provider Communication Bulletin 2026-27, Issue 10](#) (Aug. 13, 2026).

- Vaya Learn helps providers complete required trainings, access professional development opportunities, track learning completion, maintain training records, and download certificates for documentation. **Review the [Vaya Learn Training and Navigation Guide](#) to learn more or join a live demo during upcoming Open Office Hours:**
 - Sept. 8, 2026, 11 a.m.-12 p.m. [Join on Microsoft Teams](#)
 - Sept. 10, 2026, 2-3 p.m. [Join on Microsoft Teams](#)

We encourage all care management staff who are required to complete TCM trainings to attend one of the Open Office Hours sessions. Registration is not required. Email questions to provider.training@vayahealth.com.

Provider Portal Trainings 2026

Vaya is offering trainings to help providers navigate our [Provider Portal](#). Subject matter experts will be available to answer questions, and registration is not required. Provider Portal job aids are also available on the [Resources](#) page of our Provider Central website. Upcoming training opportunities include:

General Provider Portal Overview and Navigation

Tuesdays, 1-2 p.m., Sept. 8, 15, 22, and 29 – [Join on Microsoft Teams](#)

Thursdays, 10-11 a.m., Sept. 10, 17, and 24 – [Join on Microsoft Teams](#)

Utilization Management Provider Portal Authorizations

Tuesdays, 10-11 a.m., Sept. 8, 15, 22, and 29 – [Join on Microsoft Teams](#)

Thursdays, 1-2 p.m., Sept. 10, 17, and 24 – [Join on Microsoft Teams](#)

Provider Portal Claims Overview

Mondays, 10-11 a.m., Sept. 14, 21, and 28 – [Join on Microsoft Teams](#)

Wednesdays, 1-2 p.m., Sept. 9, 16, 23, and 30 – [Join Microsoft Teams](#)

Please note we have cancelled the event scheduled for Sept. 7, 2026. For more information, email provider.training@vayahealth.com.

Physical Health Provider Announcements



Influenza Vaccine Coverage

Vaya Health encourages all members to get their annual influenza (flu) vaccine.

- Coverage for the 2026-27 flu vaccine is now available through Vaya for members of our Behavioral Health and I/DD Tailored Plan.
- Providers should use the following codes to appropriately submit claims for these vaccines for Vaya Tailored Plan Medicaid members.
- Influenza vaccines are available at retail pharmacies for children ages 3 and older and through provider offices for ages 6 months and older. Vaya Tailored Plan members may be eligible for vaccine incentives.
- For more information, please visit our [Vaccination Resources](#) webpage.



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 Provider Announcements



In Lieu of Service Program Updates Effective Oct. 1, 2026

As part of the Vaya and Partners merger, Vaya Partners will implement updates to several in lieu of service (ILOS) offerings upon launch on **Oct. 1, 2026**.

Most services will continue without disruption; however, please review the [memo](#) for key operational, authorization, billing, and service updates.

NC-Topps Initial Interview Updates

The [NC Treatment Outcomes and Program Performance System](#) (NC-TOPPS) is a web-based program that allows the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) to measure the quality of mental health and substance use disorder services and their impact on members' lives. DMHDDSUS has updated the [NC-TOPPS Guidelines](#) (Version 22.2, effective **July 1, 2026**), outlining the timeframe providers must complete an initial interview with a member under a required service:

- *"An Initial Interview must be completed with the consumer in an in-person interview **within 30 days of the consumer beginning their current episode of care** as part of the development of the consumer's treatment plan."*

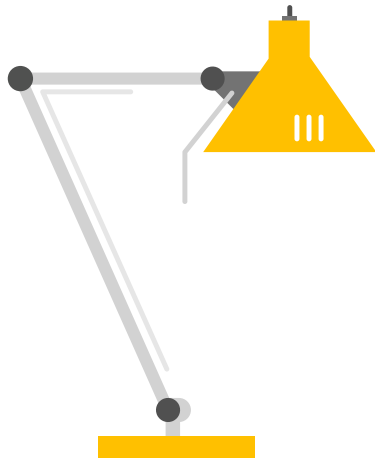
NC-TOPPS interview schedules and updates follow the member, not the provider. If the NC-TOPPS system does not allow your organization to complete an initial interview, please contact Vaya's Provider Support Service Line at **1-866-990-9712** or email nctopps@vayahealth.com.

Q&A Check-in



Provider Spotlight:

Nominated by
Lucy Townsend,
1915(i) Waiver Care Coordinator
www.familiesfirstofnc.com



Families First of North Carolina
Supporting the Family Unit



Families First of North Carolina

Founded in **2000** by **Susan Snead**, **Families First of North Carolina** has built a reputation for providing compassionate, family-centered support for individuals and their loved ones.

What Makes Families First Stand Out:

- *“Quaint cottage with a warm and inviting ambience”*
- Hosts care plan meetings, meet and greets, luncheons, parties for members and families, and community-based “Lunch Bunch Groups”
- Families First has remained strong and stable because of the commitment, leadership, and continued service of Susan and the QPs.
- *“They are blessed to have awesome direct care staff who are just as loyal and committed to providing top quality support and services to the individuals and the families they serve.”*
- *“Their willingness to work alongside the Vaya CMs as partners....helps our families feel like we are all ONE BIG TEAM.”*



Above and Beyond Service

A Story of Exceptional Support

When a member's PT provider requested support learning exercises that could be completed at home, a Families First QP stepped in when a DSP could not attend due to Medicaid billing restrictions.

- The Families First QP has now taken the member to PT several times, learned the exercises herself, so she could teach the DSP and work the member herself on the exercises.

To make the day even more special, the QP surprised the member, who loves horses, with a visit to the local barn after therapy to pet and feed the horses!





“We never dreamed there was an agency out there who would be this invested in our loved one.”

-Member’s Family



“This is just one example of the ‘above and beyond’ kind of services that members experience with this agency.”

-Lucy Townsend



Thank you, Families First of North Carolina, for your unwavering commitment to members, families, and partnership with Vaya.

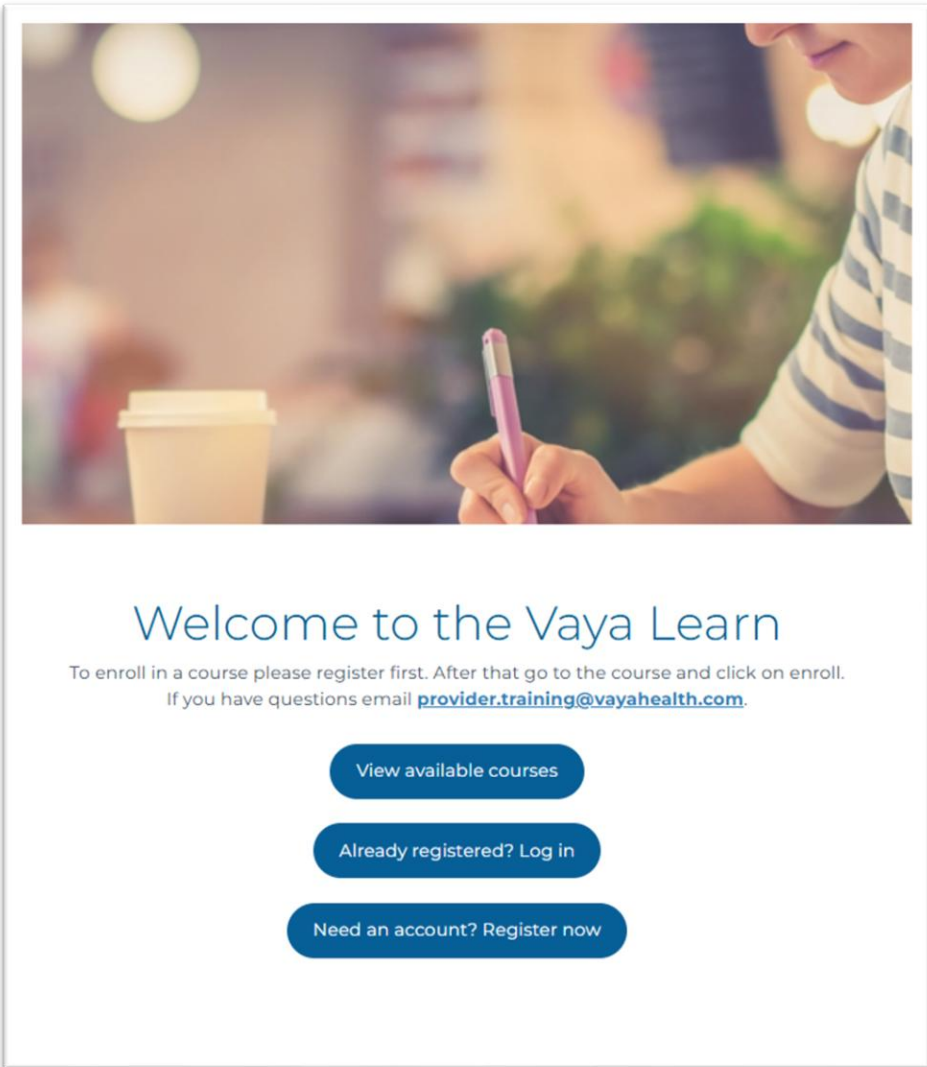
Provider Mini-Training: Navigating Vaya Learn



Why Vaya Learn?

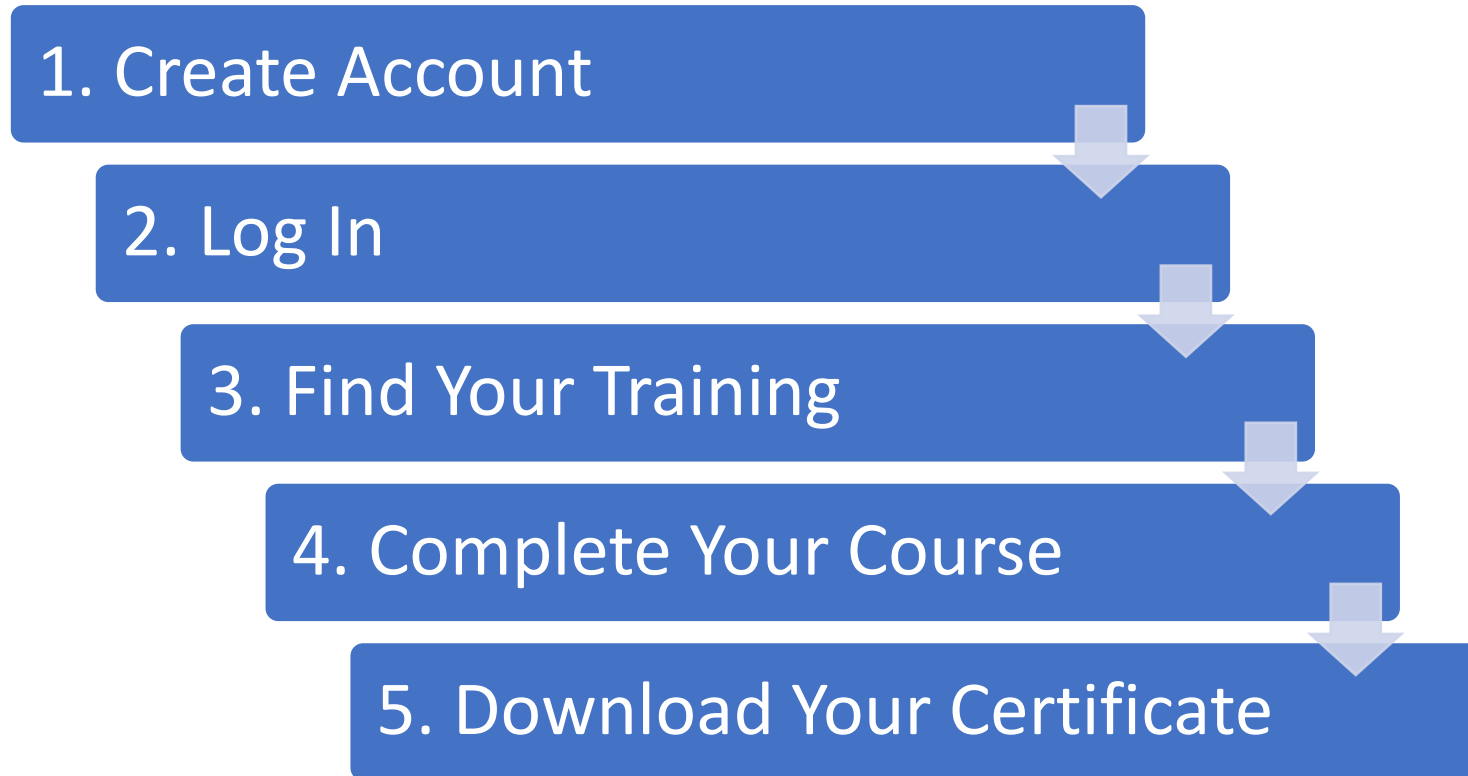
Vaya Learn helps providers:

- Complete required trainings
- Access professional development opportunities
- Track learning completion
- Maintain training records
- Download certificates for documentation



The Provider Learning Journey

Complete Training in 5 Easy Steps

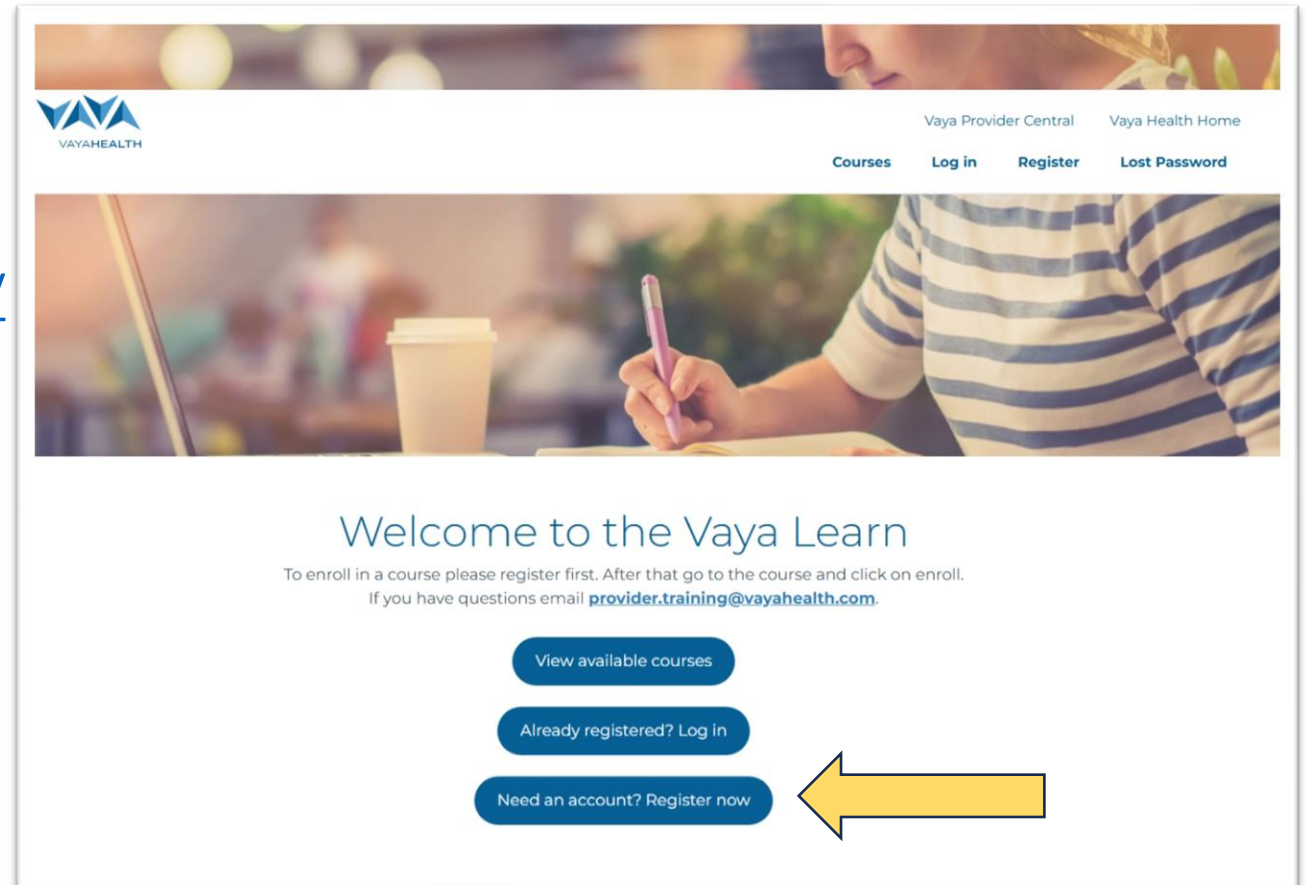


Registering for an Account

Create your Vaya Learn Account

To get started:

1. Navigate to <https://learn.vayahealth.com/>
2. Select **Register Now**
3. Complete the registration form
4. Create a username and password
5. Click submit

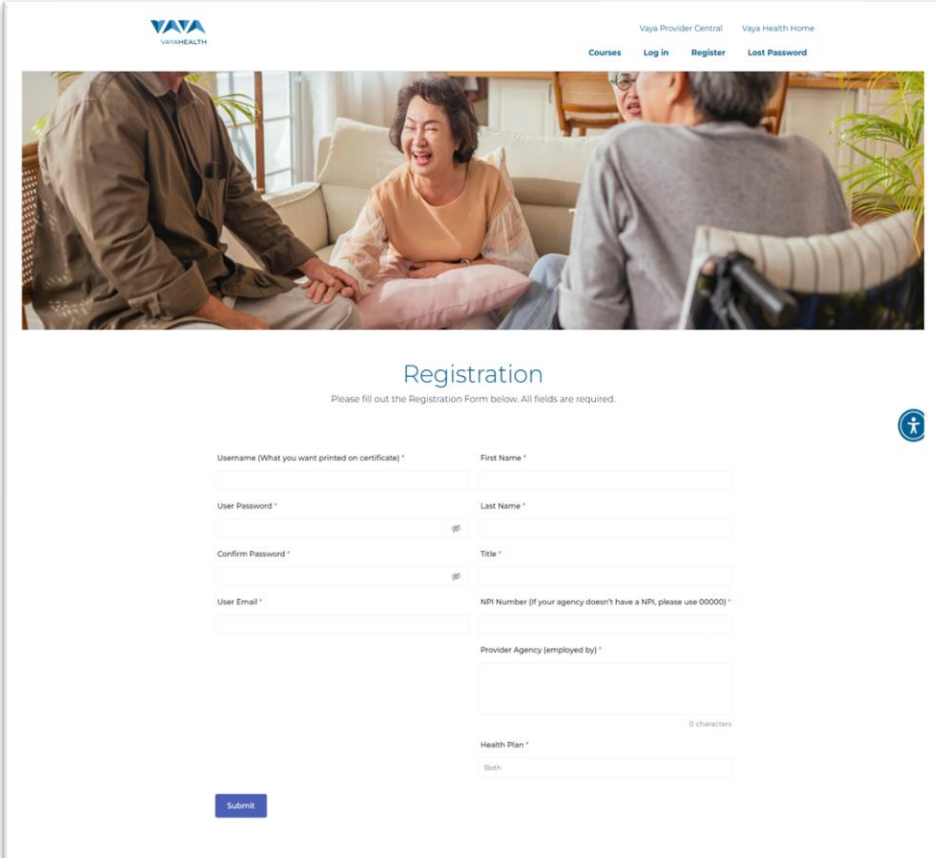


Important: Your certificate will display the name entered during registration. Review carefully before submitting.

Registration Information

Complete the Registration Form

1. Enter your name exactly as you would like it displayed on certificates.
2. Create a username and password for future access.
3. Provide a valid email address.
4. Enter your NPI number agency information
 - *If your agency does not have an NPI, enter 00000*
5. Provider Agency (employed by)
6. Select appropriate Health Plan
7. Click submit to create your account



The screenshot shows the Vaya Health registration page. At the top, there's a navigation bar with the Vaya logo and links for 'Vaya Provider Central', 'Vaya Health Home', 'Courses', 'Log In', 'Register', and 'Lost Password'. Below the navigation bar is a large image of three people sitting on a couch. Underneath the image, the heading 'Registration' is displayed, followed by the instruction 'Please fill out the Registration Form below. All fields are required.' The form itself is divided into two columns. The left column contains fields for 'Username (What you want printed on certificate) *', 'User Password *', 'Confirm Password *', and 'User Email *'. The right column contains fields for 'First Name *', 'Last Name *', 'Title *', 'NPI Number (If your agency doesn't have a NPI, please use 00000) *', 'Provider Agency (employed by) *', and 'Health Plan *'. A 'Submit' button is located at the bottom left of the form. A small blue icon of a person is visible on the right side of the form.



Important: Fields marked with an asterisk (*) are required and must be completed before submitting the form.

Logging In

Once you receive a confirmation email that you have registered for VAYA LEARN:

1. Go to www.learn.vayahealth.com
2. Click the **Already Registered? Log In** tab.
3. Enter username or email
4. Enter password
5. Click on the **LOG IN** button.

Welcome to the Vaya Learn

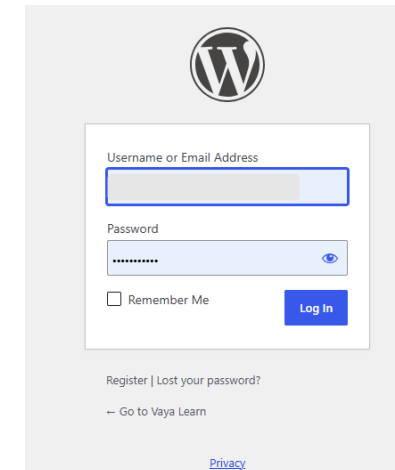
To enroll in a course please register first. After that go to the course and click on enroll.

If you have questions email provider.training@vayahealth.com.

View available courses

Already registered? Log in

Need an account? Register now

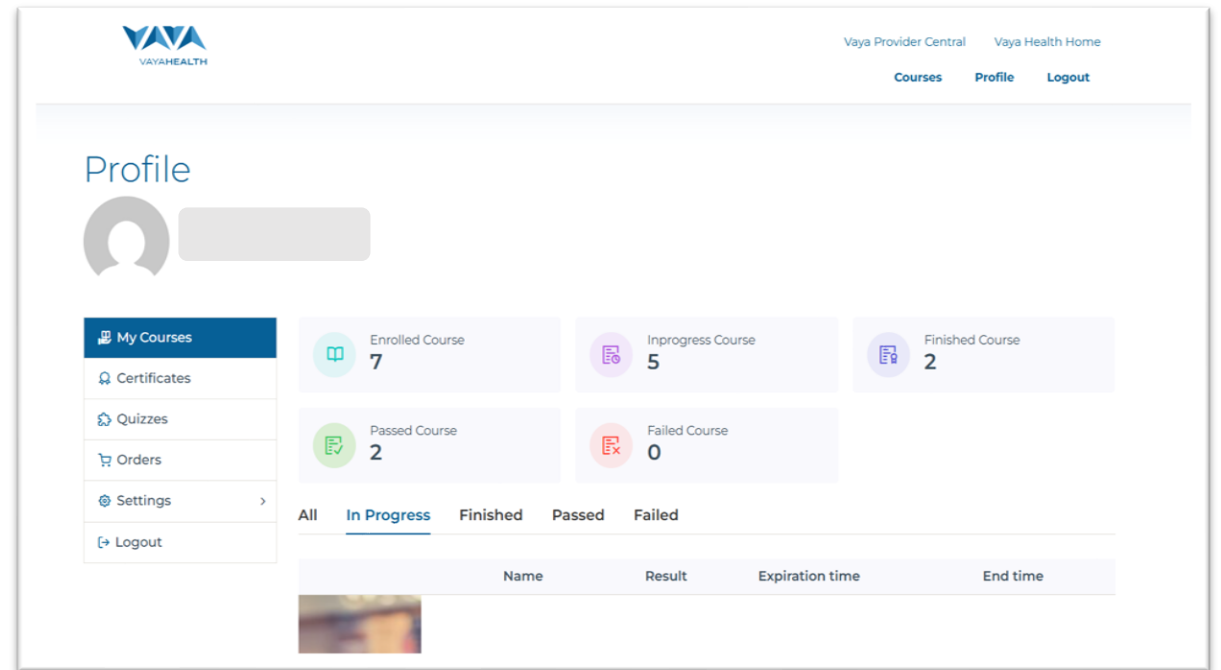
A screenshot of the Vaya Learn login page. At the top is the WordPress logo. Below it is a white login box with a blue border. Inside the box, there are two input fields: 'Username or Email Address' and 'Password'. The password field has a blue eye icon to its right. Below the password field is a checkbox labeled 'Remember Me'. To the right of the checkbox is a blue 'Log In' button. Below the login box, there are links for 'Register | Lost your password?' and 'Go to Vaya Learn'. At the very bottom, there is a blue link for 'Privacy'. A large yellow arrow points from the right towards the login box.

Important: Forgot your password? Click on the **Lost your password?** Link at the bottom to reset it.

Understanding Your Dashboard

This is your starting point for all training activities.

- From your dashboard, you can:
 - View assigned courses
 - Track courses in progress
 - Access completed courses
 - Download certificates
 - Take quizzes and assessments
 - Update account settings
- Use the menu on the left to quickly navigate between learning activities and records.

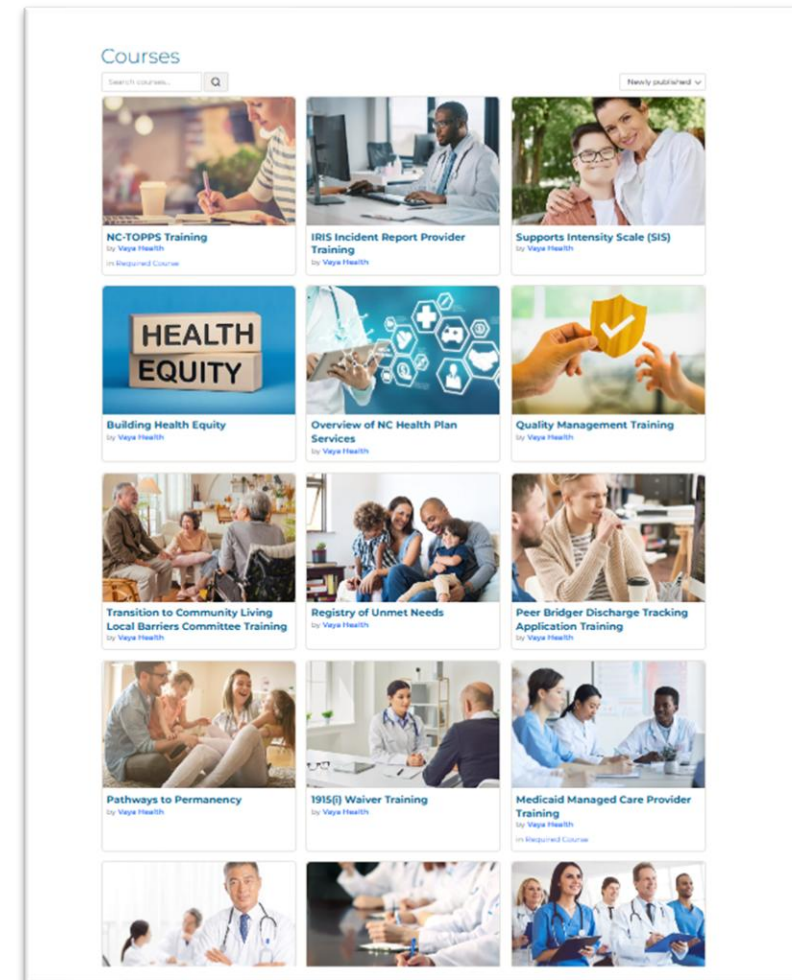


Important: Your dashboard provides quick access to all learning activities and training records.

Required Courses

Vaya Network Providers are **required** to complete the following courses.

1. Provider Orientation (modules cover an array of topics related to doing business with Vaya)
2. Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services
3. Fraud, Waste, and Abuse
4. Infection Control
5. Medicaid Managed Care
6. Prevention and Population Health Program
7. Tobacco Cessation
8. NC Topps



Important: Required courses can be found in the [Vaya Provider Operations Manual](#) as well.

Launching a Course

Start Learning

1. Select Course Title
2. Review Course information
3. Click Start NOW or Download Module(s) and Course Materials
4. Complete all learning activities.

Vaya Learn has a variety of on-demand training materials including:

- PowerPoints
- Structured Courses
- Videos

The screenshot displays the Vaya Health interface for the 'Building Health Equity' course. The top navigation bar includes the Vaya Health logo and links for 'Vaya Provider Central', 'Vaya Health Home', 'Courses', 'Profile', and 'Logout'. The main content area shows the course title 'Building Health Equity' by Vaya Health, last updated on July 15, 2025. A description states it's a free, self-paced training opportunity. A list of topics includes social determinants of health, social and economic factors, environments promoting vulnerability, marginalized people, systemic factors, building an equity lens, self-reflection resources, and identifying needs. A 'Curriculum' section shows 'Module 1: Building Health Equity' as the only section. A 'Course Material' table lists a PDF file 'Building Health Equity (Module 1: Building Health Equity)' with a size of 1.07MB. A right-hand sidebar provides course tracking information, including 'This course is finished', 'Passed', 'Course progress: 100%', 'Passing grade progress: 100%', 'Start date: December 22, 2025', 'End date: December 22, 2025', 'Lesson completed: 1/1', 'Student: 28 Students', 'Duration: 10 Weeks', 'Lesson: 1 Lesson', 'Quiz: 0 Quizzes', 'Level: All levels', and a 'Share' button. Two yellow arrows highlight the 'Module 1: Building Health Equity' entry in the curriculum and the corresponding PDF file in the course materials table.



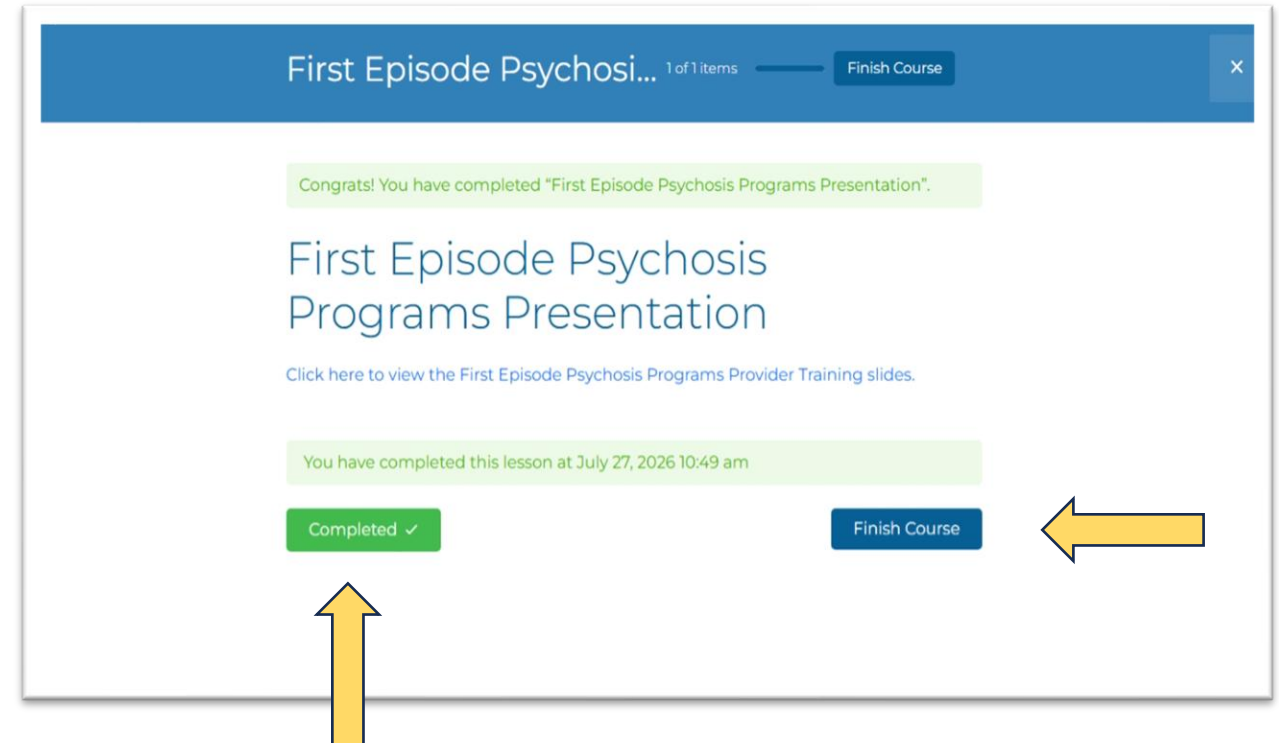
Tip: Use the right-hand section to see progress, duration, and other course tracking information .

Course Completion Requirements

Complete all required components to receive credit.

Required components **may** include:

- Module Downloads and Completion
- Course Material Downloads
- Assessments/Quizzes
- Evaluations
- Once a course is completed it will have a green “**completed**” button at the bottom.
- Select [Finish Course](#).



Important: Courses are not considered complete until all required components are finished.

Additional Learning Opportunities

Vaya offers many different learning opportunities for providers in addition to the **required courses**. Please visit the course catalog to preview all **additional** available courses.

We are always looking for ways to support Providers. If you have a suggestion for trainings that would be beneficial, reach out to provider.training@vayahealth.com with your name, organization, brief description, and preferred contact information.

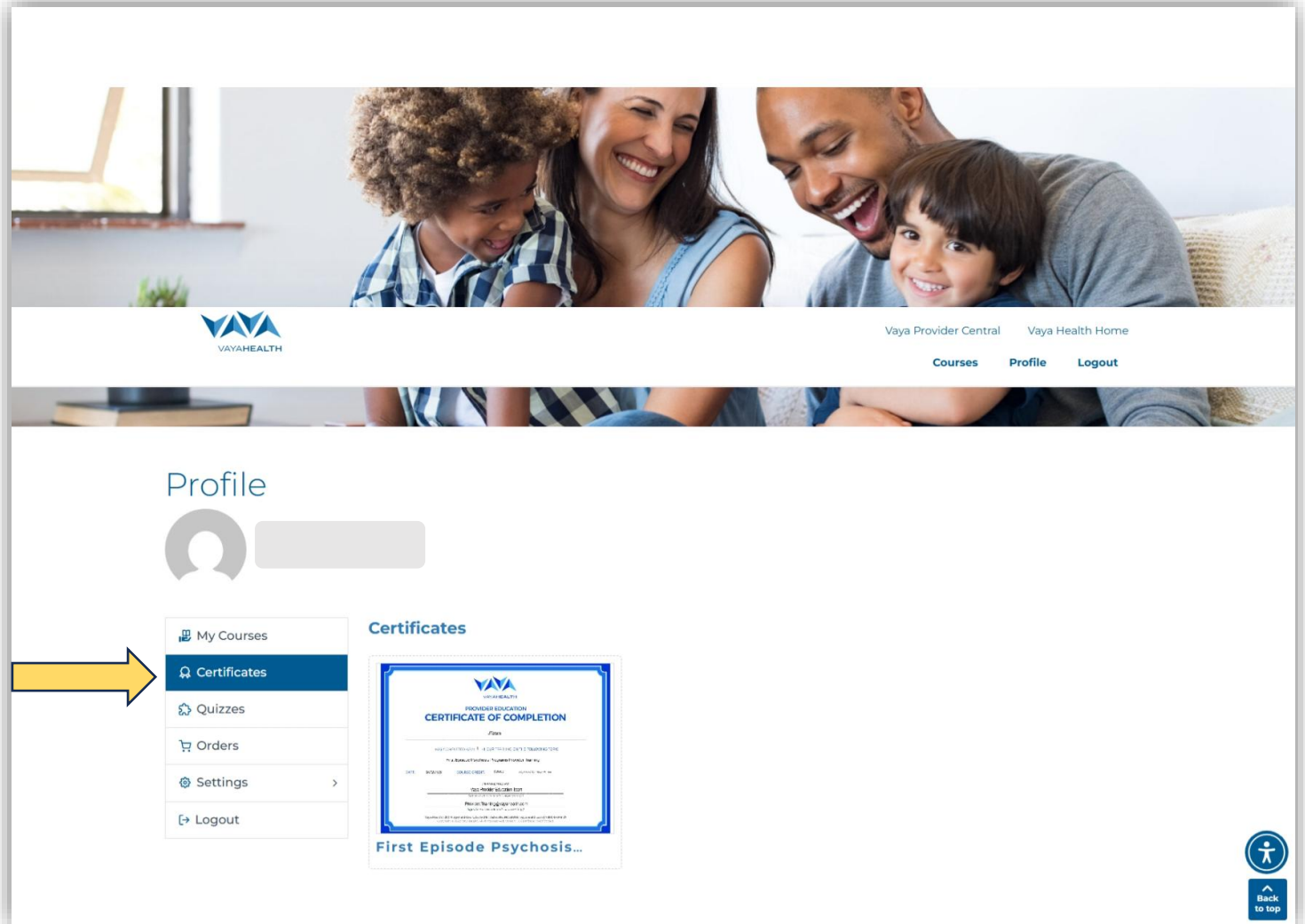
The image displays a grid of six course cards, each featuring a photograph of healthcare professionals in various settings. The cards are arranged in two rows of three. Arrows indicate a specific path: a yellow arrow points from the top-middle card ('1915(i) Waiver Training') to the bottom-middle card ('Tailored Care Management (TCM) Provider Training'), and an orange arrow points from the bottom-left card ('Prevention & Program Pro') to the same bottom-middle card.

Course Title	Provider	Status
Pathways to Permanency	by Vaya Health	
1915(i) Waiver Training	by Vaya Health	
Medicaid Managed Care Provider Training	by Vaya Health	in Required Course
Prevention & Program Pro	by Vaya Health	in Required Course
Tailored Care Management (TCM) Provider Training	by Vaya Health	
Provider Orientation Training	by Vaya Health	in Required Course

Certificates of Completion

Use the navigation menu on the left to access your certificates for completed courses.

***Please note that not all courses on Vaya Learn include completion certificates.*



Downloading Certificates

To download your certificates:

1. Locate the **Completed Course** under certificates on the right-hand navigation section.
2. Right-click on the image to enlarge it.
3. Right-click and select **Save Image As**.
4. Rename and save as a .png file to your computer.



Important: Make sure to save certificates for your records and accreditation requirements.

Questions

Review the [Vaya Learn Training and Navigation Guide](#) to learn more or join a live demo during upcoming Open Office Hours:

- **Sept. 8, 2026, 11 a.m.-12 p.m.** [Join on Microsoft Teams](#)
- **Sept. 10, 2026, 2-3 p.m.** [Join on Microsoft Teams](#)

For any other questions, contact provider.training@vayahealth.com



Learning and Participation Opportunities





Provider Communication Bulletin (PCB)

- [ISSUE 13](#)
- [ISSUE 14](#)
- [ISSUE 15](#)
- [ISSUE 16](#)

Intentional Family Engagement to Improve Employment Outcomes Webinar

Sept. 9, 2026, 3-4:30 p.m.

- This free, virtual session will provide practical information, strategies, and tools for disability service providers, disability organizations, and state agencies to engage families in the employment journey. [Learn more or register online.](#)

Training Schedule for Work First/CPS Substance Use Initiative

New Qualified Professionals in Substance Abuse (QPSAs) who have joined the Work First/Child Protective Services Substance Use Initiative are encouraged to participate in the Orientation and Completing the Report trainings. These sessions offer an opportunity to gain a foundational understanding of their unique role and the intricacies of completing the quarterly report.

- Orientation training will be held **1-2:30 p.m., Sept. 29, 2026.**
- Completing the Report training will be held **10-11:30 a.m., Oct. 2, 2026.**
- **The Zoom link for both events is the same.**

[Join via Zoom](#) (meeting ID: **935 6644 2993**; audio only: **301 715 8592**).

NC AHEC Virtual Practice Manager Bootcamp

Sept. 7, 2026, to May 10, 2027

- The Practice Manager Bootcamp series includes 10 separate courses that introduce the basic concepts of practice management. Register for an individual course or take the whole series at a discounted rate.
- For more information or to register for the entire series, email Christi.boahn@sr-ahec.org.
- Financial Management, starts **Sept. 7, 2026**, [register online](#).
- Insurance, starts **Sept. 28, 2026**, [register online](#).
- The Revenue Cycle, starts **Oct. 19, 2026**, [register online](#).
- Coding, starts **Nov. 9, 2026**, [register online](#).
- Customer Service, starts **Nov. 23, 2026**, [register online](#).
- Human Resources, starts **Jan. 4, 2027**, [register online](#).
- Management, starts **Feb. 8, 2027**, [register online](#).
- Operations Management, starts **March 8, 2027**, [register online](#).
- Quality Improvement, starts **April 12, 2026**, [register online](#).
- Leadership, starts **May 10, 2027**, [register online](#).

Recorded Class Schedule:

Legal Clinic for Kinship Caregivers in North Carolina

- Benchmarks' corporate partner, [Creating a Family](#), is offering free, virtual legal clinics on **Sept. 8, Oct. 13, and Nov. 10, 2026**, giving grandparents and other relatives raising children an opportunity to learn more about their legal rights, responsibilities, and options.
- [Learn more or register online.](#)

Intro to Motivational Interviewing (MI): MI Spirit and the Four Tasks of MI

Sept. 11, 2026, 9:30 a.m.-2 p.m.

- This four-hour MI webinar will explore the MI Spirit (Partnership, Acceptance, Compassion, and Empowerment [PACE]) and how these are essential elements that you can apply when helping others. This training is appropriate for all community mental health service lines.
- [Learn more or register.](#)

Diabetes Management

Sept. 22, 2026, 1-3 p.m.

- This virtual training is designed to provide participants with foundational knowledge about diabetes and essential self-management skills. The program aims to increase awareness and understanding of the condition, empowering individuals to take control of their health or better support those living with diabetes.
- [Register online](#) by **Sept. 15, 2026**.

Balance and Beyond: Preventing Falls Before They Happen

Oct. 28, 2026, 1-3 p.m.

- This virtual training provides participants with the knowledge and skills to recognize, assess, and prevent falls within community settings.
- Participants will define what constitutes a fall, identify individuals who are at increased risk, and recognize the main categories and causes of falls.
- The training will explain the process for assessing and addressing fall risk, including conducting risk assessments, and monitoring outcomes.
- [Register online](#) by **Oct. 21, 2026**.

Q&A Check-in



Thank You

Join us again on Friday, September 18, 2026

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

