



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Vaya Partners Standard Rate Schedules Available

Vaya Partners' standard rate schedules will go into effect Oct. 1, 2026, for the entire Vaya Partners network. Rate schedules and a procedure codes crosswalk are posted to the new Vaya Partners website at [VayaPartners.org](https://vayapartners.org), the Partners Health Management website at providers.partnersbhm.org, and the Vaya Health website at providers.vayahealth.com.

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. If you have questions, email provider.info@vayahealth.com.

For more information about Vaya Partners rates and the rate request process, please refer to [Provider Communication Bulletin 2026-27 Issue 13](#) (Aug. 26, 2026).

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).*

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

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

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.

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

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](#).

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

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