



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Sept. 4, 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: SEPT. 4, 2026

Vaya Partners Merger Updates

Vaya and Partners Health Management are preparing to merge effective Oct. 1, 2026. Please note the following merger-related updates.

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.

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.

Merger Information Sessions – Utilization Management

Stay informed throughout the merger transition by attending our weekly Provider Merger Information Sessions, held 2-3 p.m. on Mondays. Join subject matter experts 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 utilization management from **2-3 p.m., Sept. 14, 2026**, on [Microsoft Teams](#).

Website Provider FAQ Form Available

Vaya and Partners have launched 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.

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.

EDI Claims Submission Transition Effective Oct. 1, 2026

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.

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.

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.

Provider Portal Trainings 2026

Vaya is offering training 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.

Vaya Learn Tailored Care Management (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 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 training, 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](#)

Vaya Holiday Closing

In observance of the Labor Day holiday, Vaya offices will be closed Monday, Sept. 7, 2026. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) continue to operate 7 a.m.-6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 24/7, every day of the year.

Provider Portal Downtime

The [Provider Portal](#) will be unavailable from 10 p.m., Saturday, Sept. 5, to 6 a.m., Sunday, Sept. 6, 2026. Please do not plan to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC-TOPPS Updates Initial Interview Timeframe

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.

LEARNING AND PARTICIPATION OPPORTUNITIES

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-ahc.org.

Recorded Class Schedule

- 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](#).

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.

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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