



PROVIDER COMMUNICATION BULLETIN

SEPT. 17, 2026 | PROVIDER COMMUNICATION BULLETIN 2026-27, ISSUE 18

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ALL NETWORK PROVIDERS

Provider Touchpoint Sept. 18, 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. 18, 2026

Provider Voice: Trainings, Topics, and Questions

Help us make the Provider Touchpoint webinars more helpful to you! Fill out [this form](#) to suggest training topics for future webinars, ask questions, share ideas or concerns, or make suggestions that would support your organization. If you have questions, email provider.training@vayahealth.com.

Vaya Partners Merger Updates

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

Merger Information Sessions – Claims and Billing

Stay informed throughout the 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. 21, 2026**, on [Microsoft Teams](#).

Provider Portal Training

Vaya is offering training to help providers navigate our [Provider Portal](#), which will be known as Vaya Partners ProviderCONNECT starting Oct. 1, 2026. 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. 22 and 29 – [Join on Microsoft Teams](#)

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

Utilization Management Provider Portal Authorizations

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

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

Provider Portal Claims Overview

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

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

Member Notifications

Member communication about the merger has included mailed welcome packets from Vaya Partners and health plan assignment notices from NCDHHS. Vaya has received reports that some letters have caused confusion. Please direct any members with questions to call Member Services at 1-888-235-4673.

Website Provider FAQ 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](#).

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. Members with questions should be directed to Member Services at 1-888-235-4673.

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.

Contract Amendments Update

Providers currently contracted with both Partners and Vaya will receive an amendment in the coming months. The amendment updates contractual provisions required by NCDHHS, extends/modifies contract expiration dates, and updates the service area for the merged organization. However, this amendment is not tied to the Vaya Partners merger. While the amendments are not directly tied to the merger, they must be timely reviewed and signed for NCDHHS compliance.

As the contract amendments are **not** required for the purpose of the Vaya Partners merger, active site locations and services in effect as of Sept. 30, 2026, will be effective in the Vaya Partners Conduent HSP claims management system Oct. 1, 2026. Providers with existing Vaya and Partners contracts will continue providing services and billing claims for Vaya Partners members on and after Oct. 1, 2026, in accordance with the terms of their existing contract.

While the amendments are not required for the merger, there are 2,000 providers whose contracts expire on Nov. 30, 2026. Please pay attention to the contract amendments and sign them as soon as you receive them. Some of the provisions being updated include increasing the timely filing period from 180 days to 365 days.

TCM Annual Performance Review

As part of our ongoing oversight and quality improvement efforts, Vaya has completed the initial Tailored Care Management (TCM) Annual Performance Reviews. The [linked memo](#) summarizes key trends, findings, and opportunities for providers to strengthen compliance and service delivery.

Perception of Care Survey Closes Tomorrow

The 2026 Perceptions of Care Survey administration period is underway until Sept. 18, 2026, and collects feedback from North Carolinians who have received publicly funded behavioral health services. **We ask that you make every effort to encourage and support members in completing these surveys.**

Member feedback is an essential part of understanding their experiences and identifying opportunities to improve service quality. The more surveys that are completed, the more accurately the results will reflect the experiences and needs of the members we serve. Strong participation hopes ensure member voices are heard and contributes to meaningful quality improvement efforts across our network.

2026 Perceptions of Care Survey Links:

- [Adult Survey English](#) (for clients 18 years and older)
- [Adult Survey Spanish](#) (for clients 18 years and older)
- [Youth Survey English](#) (for clients ages 12 to 17 years)
- [Youth Survey Spanish](#) (for clients ages 12 to 17 years)
- [Child Survey English](#) (for families/guardians of children 11 years and younger)
- [Child Survey Spanish](#) (for families/guardians of children 11 years and younger)

If you have questions, email vaya.surveys@vayahealth.com. Thank you for your continued commitment to delivering high-quality care.

Reminder: Utilization Management Contacts

If you have questions related to utilization management, please call Vaya's Provider Support Service Line at 1-866-990-9712. You may also email UM@vayahealth.com for assistance.

Provider Portal Downtime

The [Provider Portal](#) authorization section will be unavailable from 11 p.m., Friday, Sept. 18, to 6 a.m. on Saturday, Sept. 19, 2026. Please do not plan to use the authorization section of the portal during this time.

Rowan County Child and Family Team (CFT) 1 Training Oct. 8-9, 2026, 9 a.m.-4 p.m.

This free, in-person course provides 11 contact hours of training related to System of Care and the CFT process; gives professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families. Please [register](#) each individual attending separately. If you have questions, email provider.training@vayahealth.com.

Brushes with Life Art Show 2026 UNC Neuroscience Hospital, Chapel Hill Oct. 22, 2026, 5-8 p.m.

The Brushes with Life Art Gallery was created to give local adults living with mental illnesses an opportunity to display and sell their artwork, as well as help lessen the stigma associated with mental illness. For more information, [visit the gallery's website](#).

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.

UNC Institute for Best Practices: Learning Opportunities

Individual Placement and Support (IPS)

Target Audience: IPS team members, Assertive Community Treatment (ACT) team leads and employment specialists, Employment and Independence for People with Disabilities (EIPD) counselors, and Behavioral Health and I/DD Tailored Plan staff associated with IPS.

- [IPS 101](#): Oct. 29-30, 2026, 9:30 a.m.-3:30 p.m.
- [Follow Along Supports](#): Oct. 13, 2026, 9:30 a.m.-1 p.m.
- [Employment Peer Mentor](#): (Hybrid training) Oct.19-21, 2026
- [Disclosure](#): Nov. 17, 2026, 9:30 a.m.-1 p.m.

ACT

[The Role of Peer Support Within ACT Services](#): Nov.16-17, 2026, 9:30 a.m.-12:30 p.m.

General

- [Permanent Supportive Housing](#) (ACT, Community Support Team [CST], tenancy support providers): Sept. 29 and 30 and Oct. 1, 2026, 9 a.m.-4 p.m.
 - [Motivational Interviewing \(MI\) and Staff Supervision](#): Oct. 6, 2026,10 a.m.-1:30 p.m.
 - [Intro to MI: MI Skills and Tools](#): Oct. 8, 2026; 10 a.m.-1:30 p.m.
 - [The Role of Peer Support Within CST Services](#): Nov. 4, 2026, 9 a.m.-12:30 p.m.
 - [MI for Supported Employment Providers](#): Nov. 17, 18, and 19, 2026, 10 a.m.
 - [Strengths-Based Treatment Planning](#): Nov. 24, 2026, 9:30 a.m.-1 p.m.
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The 2026 Intimate Partner Violence Brain Injury 4th Annual Virtual Conference Nov. 17-18, 2026, 10 a.m.-6 p.m.

The goal of this free, virtual conference is to highlight innovative practices and increase global collaboration. [Learn more or register online.](#)

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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