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IN THIS ISSUE: NC Innovations Provider Quarterly Self-Review of Member Record Requirement is Changing | Updates to the Innovations Waiver IFDS EOR Model

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Innovations Provider Quarterly Self-Review of Member Record Requirement is Changing Effective Oct. 1, 2026

The NC Innovations Waiver requires that Care Managers monitor implementation of the member's care plan/Individual Support Plan (ISP) using a standardized monitoring checklist. When Vaya Health and Partners Health Management merge on Oct. 1, 2026, to form Vaya Partners, Innovations Waiver providers will experience changes in submitting quarterly self-review tools.

What is changing?
Vaya Partners is making changes to the quarterly self-reviews required of Innovations Waiver providers.

- Effective Oct. 1, 2026, Innovations Waiver providers will no longer have to submit quarterly self-review tools.
- Use of the self-review form will be discontinued.

Expectations Moving Forward
Providers are expected to send Care Managers a copy of short-range goals signed by the member/legally responsible person prior to the start of an initial or annual care plan/ISP and as new goals are developed throughout plan year. This typically takes place during plan development.

Care Managers will complete monitoring requirements within a quarterly timeframe using the State-issued monitoring checklist. The amount of documentation reviewed varies by member but, minimally, the Care Manager is required to review the following at least once per quarter:

- Short-range goals (ensuring that direct care workers have access to goals for service provision)
- Service notes/grid (broader date range can be requested if concerns are identified)
- Positive Behavior Support Plan (as applicable), along with data logs
- Medication Administration Record
- Documentation of any applicable restrictive interventions, right restrictions, or protective devices
- Health and Safety Checklist if service (Personal Care/Respite) is delivered in the home of a direct support employee

Back-up Staffing (BUS) reports will continue to be required. Data from Back-up Staffing reports will be shared with Care Management on a regular cadence. Any concerning back-up staffing reporting is followed up via Care Management teams to ensure any changes needed to member services are discussed, provider staffing issues are identified, and options are provided to the member and care teams, including changing providers if they have an inability to obtain or maintain staff.

Updates to Innovations Waiver IFDS Employer of Record Model

Vaya and Partners will merge to form Vaya Partners on Oct. 1, 2026. At that time, the following changes will be effective.

CAP Waiver Self-directed Care Models Transitioning to Innovations Waiver Individual and Family Directed Services (IFDS) Employer of Record (EOR) Model
Vaya Partners offers choices to members and families transitioning from a Community Alternatives Program (CAP) waiver self-directed care model, including CAP/C and CAP/DA (CAP Choice), to the Innovations Waiver.

When a member transitioning from a CAP waiver is offered an Innovations Waiver slot, they can choose provider-directed services, the IFDS Agency With Choice Model, or the IFDS EOR model.

If they choose the EOR model, Vaya Partners will assist them with coordinating with their chosen Community Navigator provider for training and chosen Financial Support Services provider before they begin self-directing services as an EOR.

Employer Supplies Package
Vaya Partners' goal is to ensure EORs have the support and employer supplies they need to successfully self-direct services without incurring personal costs.

Initial Start-Up Supplies for new EORs: Beginning Oct. 1, 2026, Vaya Partners will provide an allowance of up to $1,500 (previously $750) for approved employer supplies for members entering the IFDS EOR model. This funding is intended to help new EORs obtain the supplies they need to begin self-directing services. Vaya Partners will provide a comprehensive list of approved employer supplies.

Annual Employer Supplies:

- Beginning Oct. 1, 2026, Vaya Partners will provide a base annual authorized amount of up to $1,500 for employer supplies (previously $750 under Partners). The $1,500 base amount is not an annual limit.
- Vaya Partners has a comprehensive list of approved items that will be in effect as of Oct. 1, 2026. This new amount will be available at the member's next annual care plan/ISP start.
- If employer supplies are needed before the next annual plan start date, an ISP update and request to add Employer Supplies can be completed and sent to Utilization Management for approval.