



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Oct. 2, 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. Our upcoming webinar will include a short training course on diabetes, with medical experts available to answer questions.

PROVIDER TOUCHPOINT: OCT. 2, 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.

Provider Merger Information Sessions

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](#).

Eligibility and Enrollment

Please use the designated Eligibility and Enrollment (E&E) support lines and contact information below, rather than calling E&E staff on their direct phone lines, to ensure you are connected to the appropriate staff for timely assistance.

- For all member-related inquiries for dates of service on or after Oct. 1, 2026, contact Vaya Partners ACCESS Provider Services at **1-866-990-9712** or email EandE@VayaPartners.org.
- For inquiries regarding Partners members for dates of service before Oct. 1, 2026, continue using the Partners E&E State and Medicaid lines:
 - o Partners E&E State Line: 980-533-6196
 - o Partners E&E Medicaid Line: 980-533-6197

Upcoming State Enrollment Changes

Currently, Partners allows State enrollment requests to be processed up to seven calendar days after the date of service. **Beginning Oct. 1, 2026**, enrollment requests must be submitted within **five business days** after the date of service. Under the new process, weekends and holidays will not be counted when calculating the allowable backdating period.

Effective Oct. 1, 2026, Vaya Partners' Conduent HSP claims system will allow Medicaid enhanced services to be processed for CDW without requiring a State enrollment layer. Providers will no longer be required to submit a request for a State layer solely for CDW tracking purposes. The Conduent HSP claims system (accessed via the Provider Portal, which will become ProviderCONNECT starting Oct. 1) will allow these services to be recognized without the additional State enrollment layer requirement.

Effective Oct. 1, 2026, State enrollment requests for members with active third-party insurance must include a service code from the NCDHHS bypass list. If a member has active third-party insurance and the service code is not included, the enrollment request will be returned to the provider with a note in the comments stating there is private insurance showing in NCTracks. The provider should follow up with the private insurance company for payment or provide the service code from the NCDHHS bypass list.

- **Effective Oct. 1, 2026**, providers will be able to **post-date** Target Populations up to 60 days in advance.
- **Effective Oct. 1, 2026**, all NC Support Needs Assessment Profile (NC-SNAP) assessments must be emailed to NCsnaps@VayaPartners.org.

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

Utilization Management Provider Portal Authorizations

- Tuesdays, 10-11 a.m. – [Join on Microsoft Teams](#)
- Thursdays, 1-2 p.m. – [Join on Microsoft Teams](#)

Provider Portal Claims Overview

- Mondays, 10-11 a.m. – [Join on Microsoft Teams](#)
- Wednesdays, 1-2 p.m. – [Join on Microsoft Teams](#)

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

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

Vaya's Quality Management Department recently completed Q4 of the quarterly Person-Centered Plan review of State Fiscal Year 2025-26 as required by NCDHHS. [Read more.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Addiction Professionals of North Carolina (APNC) Fall Conference

Oct. 19-21, 2026, Wrightsville Beach

The APNC semi-annual conference offers a platform for professionals to share cutting-edge, evidence-based practices and collaborate on innovative solutions to tackle substance use disorders. Earn continuing education credits towards licensure, attend tailored sessions designed to enhance your professional growth, and network with peers from across the state. Find more information, including costs and registration information, [online](#).

Question, Persuade, Refer: Suicide Prevention

Oct. 20, 2026, 1-3 p.m.

Question, Persuade, Refer is an emergency response to someone in crisis. In this free, virtual training, you'll learn how to ask the right questions about suicide, how to persuade a person to get help, and how to refer an individual to the right resource. [RSVP online](#) by Oct. 13, 2026. Email questions to training@vayahealth.com.

Balance and Beyond: Preventing Falls Before They Happen

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

This free 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.

Person-Centered Thinking

Oct. 28-29, 2026, 9 a.m.-4 p.m.

This free training is a two-day, 12-hour workshop that introduces the principles and use of person-centered thinking. Vaya Partners trainers will review and discuss the origins, research, and values of person-centered thinking.

[Register online](#) by Oct. 21, 2026. For more information, email training@vayahealth.com.

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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