



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, September 18,
2026**

Provider Touchpoint

Friday, Sept. 18, 2026

- Welcome
- National Preparedness Month
- Better Together: Vaya Partners Merger Updates
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take two breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email provider.info@vayahealth.com.

Where Can I Find...



Provider Touchpoint
Recordings and Resources

[Provider Central](#) > [Resources](#) > [Provider Touchpoint](#)



**Provider Communication
Bulletin**
Sign-up and Archive

[Provider Central](#) > [Resources](#) > [Communication Bulletins](#)



Vaya Participants

- **Amber Gulley-Wilson**, 1915(i) System Director
- **Casey Pialet-Forgrave**, TCM Oversight Manager
- **David Boyd**, Behavioral Health Provider Network Director (**Host**)
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (**Co-Producer**)
- **Kurt Boldt**, Assistant VP of Provider Network
- **Monica Thomas**, Administrative Support Professional for PNO
- **Stephanie Hilbert**, Systems Analyst Supervisor

Welcome



National Preparedness Month

- *September is National Preparedness Month*, and [Governor Josh Stein and emergency management officials](#) are urging North Carolinians to prepare by updating their emergency plans and supply kits.
- Key Steps to Prepare:
 - **Make a Plan:** Write down emergency communication and evacuation strategy for your family.
 - **Build a kit:** Gather water, food, and vital supplies to last three to seven days.
 - **Stay informed:** Sign up for local smartphone alerts and follow trusted safety channels.
 - **Protect documents:** keep important papers and valuables in a safe, documented location.
- Visit the [North Carolina Department of Public Safety](#) for partner resources.
- Explore tools, guides, and checklists on the [Ready NC](#) portal.

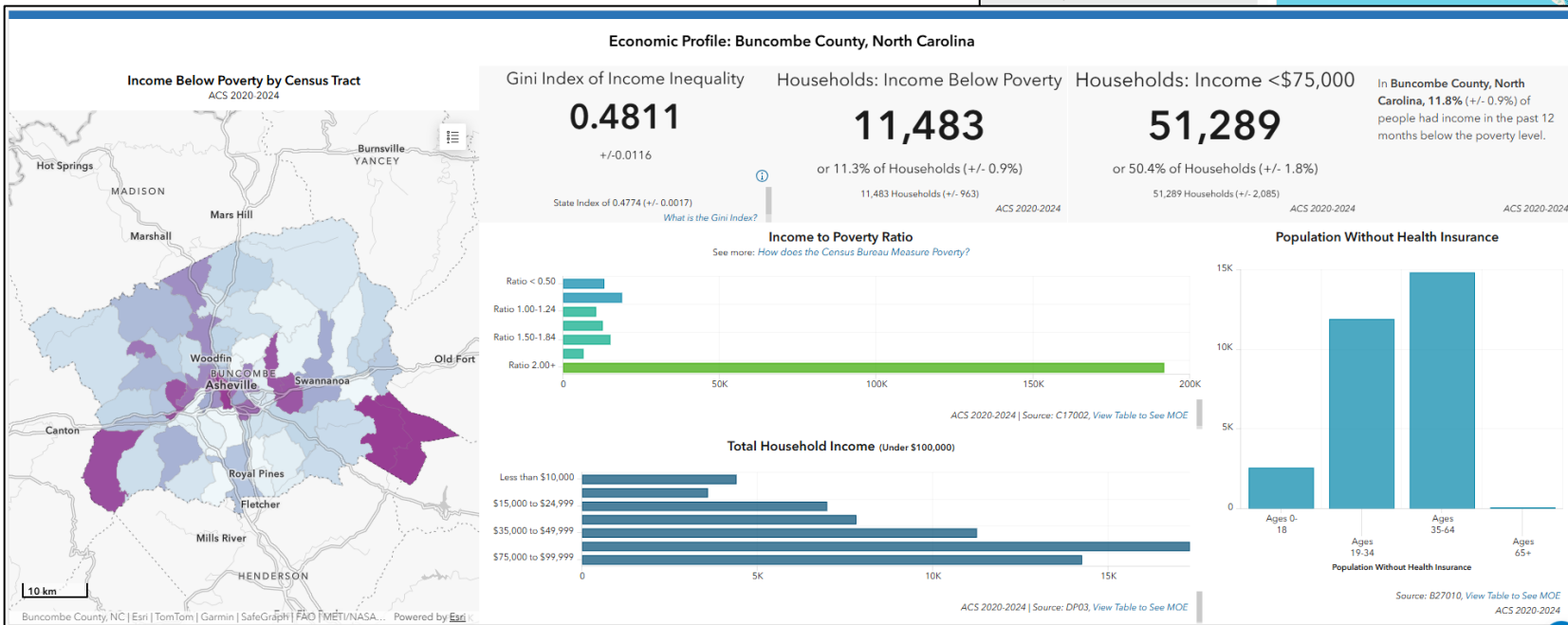
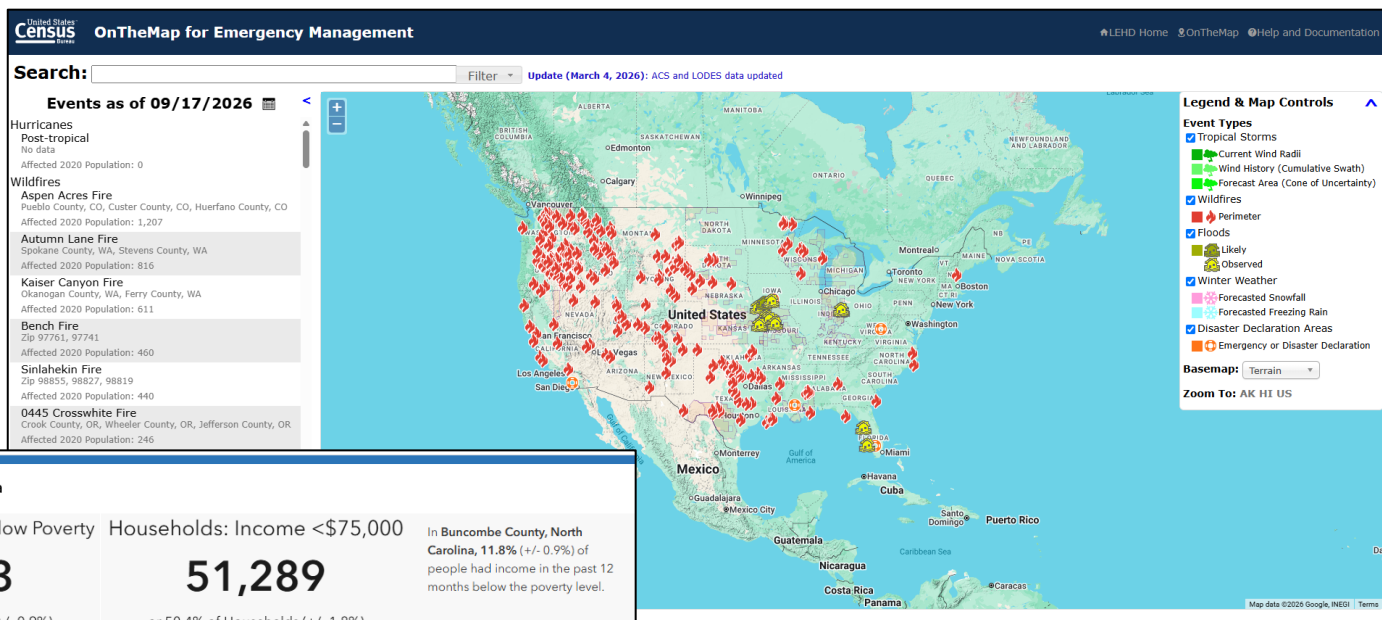
Data Dig

With Kate Glance



National Preparedness Month @ Census.gov

“When disasters strike, the U.S. Census Bureau’s Emergency Management Hub offers timely local data on affected areas in the United States and its territories to help communities gauge the potential impact on people and businesses.”



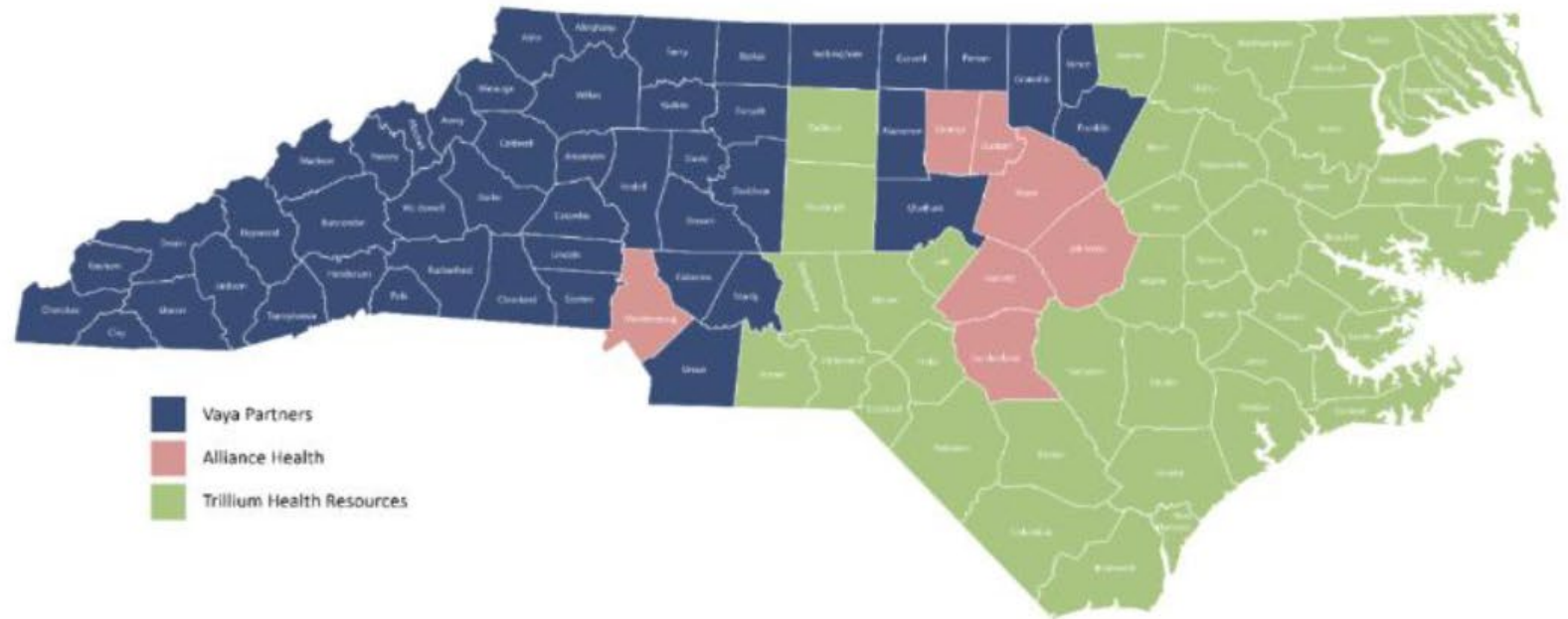
“Census Bureau emergency management-related resources and data tools support emergency planning, preparedness and recover efforts.

Better Together: Vaya Partners Merger Updates



Better Together: Vaya Partners

- ▶ Largest LME/MCO
- ▶ Serving 222,000+ Members
- ▶ In 47 Counties
- ▶ NC DHHS Approved
- ▶ Long-term stability



Merger Information Sessions

Sept. 21, 2-3 p.m.

Stay connected and informed throughout the merger transition by attending our weekly Provider Merger Information Sessions.

- Sessions will be held on **Mondays** from **2-3 p.m.** and will **rotate** between our departments: Provider Network Operations (PNO) Contracting, Utilization Management (UM), and Claims & Billing.

These sessions will continue into November and offer providers direct access to subject matter experts, important updates, and answers to common questions.

[Join our next session](#) on **Sept. 21, 2026**, with information from the **Claims and Billing** department.

Sept. 21 – Claims and Billing

Sept. 28- PNO/Contracting

Oct. 5- Utilization Management

Oct. 19- Claims and Billing

Oct. 26- PNO/Contracting

“ProviderCONNECT” Portal

- Vaya Partners will use the existing Vaya [Provider Portal](#).
- The portal will take on the Partners “**ProviderCONNECT**” name to become the Vaya Partners “**ProviderCONNECT**” portal.
- Providers new to using Vaya’s existing Provider Portal will receive a welcome packet with onboarding instructions after they sign their contract.
- We are currently offering live “**ProviderCONNECT**” trainings, also listed as Provider Portal Trainings.
- Self-service resources are also available on the [Resources](#) page of Vaya’s Provider Central website.

Provider Portal Training

Join us for training to help providers navigate our Provider Portal

Subject matter experts will be available to answer questions, and registration is not required.

- **General Portal Overview and Navigation**
 - Tuesdays, 1-2 p.m. [Join Microsoft Teams](#)
 - Thursdays, 10-11 a.m. [Join Microsoft Teams](#)
- **Provider Portal Claims Overview**
 - Mondays, 1-2 p.m. [Join Microsoft Teams](#)
 - Wednesdays, 1-2 p.m. [Join Microsoft Teams](#)
- **Utilization Management Provider Portal Authorizations**
 - Tuesdays, 10-11 a.m. [Join Microsoft Teams](#)
 - Thursdays, 1-2 p.m. [Join Microsoft Teams](#)

Provider Merger Webpage and FAQ Form

- To learn more, visit the [Vaya Partners](#) webpage and [Provider FAQ](#).
- To get answers to your questions, submit our [Provider FAQ](#) form.

www.vayapartners.org

Providers

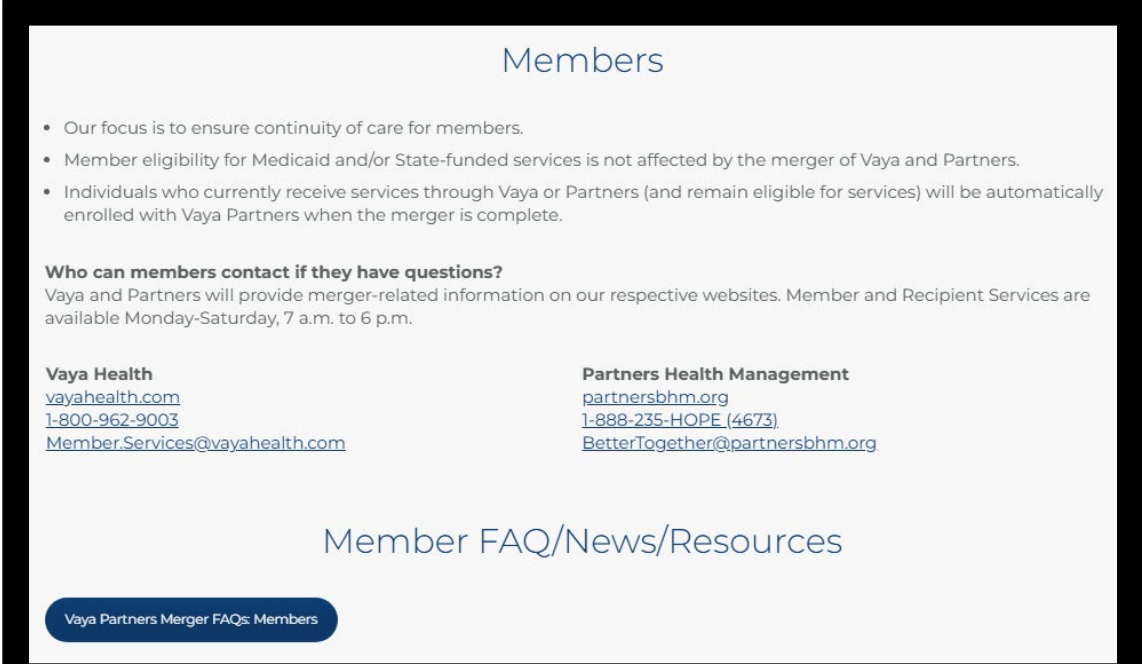
- Provider stability remains a top priority.
- Our goal is to minimize disruption for providers and members.
- We are committed to clear communication throughout the transition.
- Providers can expect predictable processes and timely updates.

Who can providers contact if they have questions?
Vaya and Partners will provide merger-related information on our respective websites. Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.

Vaya Health vayahealth.com 1-866-990-9712 provider.info@vayahealth.com	Partners Health Management partnersbhm.org 1-877-398-4145 BetterTogether@partnersbhm.org
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Continuation of Services

- Automatic enrollment with Vaya Partners on **Oct. 1, 2026.**
- Member direct communication mid-September
- More information can be found at vayapartners.org
- Members with questions can also reach out to Member Services at **1-888-235-4673**



The screenshot shows a webpage titled "Members" with a light blue header. Below the header, there are three bullet points: "Our focus is to ensure continuity of care for members.", "Member eligibility for Medicaid and/or State-funded services is not affected by the merger of Vaya and Partners.", and "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." Below this, a section titled "Who can members contact if they have questions?" states that Vaya and Partners will provide merger-related information on their respective websites, with services available Monday-Saturday, 7 a.m. to 6 p.m. There are two columns of contact information: "Vaya Health" with links to vayahealth.com, [1-800-962-9003](tel:18009629003), and Member.Services@vayahealth.com; and "Partners Health Management" with links to partnersbhm.org, [1-888-235-HOPE \(4673\)](tel:18882354673), and BetterTogether@partnersbhm.org. At the bottom, there is a section titled "Member FAQ/News/Resources" and a blue button labeled "Vaya Partners Merger FAQs: Members".

Members

- Our focus is to ensure continuity of care for members.
- Member eligibility for Medicaid and/or State-funded services is not affected by the merger of Vaya and Partners.
- 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.

Who can members contact if they have questions?
Vaya and Partners will provide merger-related information on our respective websites. Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.

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Member FAQ/News/Resources

Vaya Partners Merger FAQs: Members

Contracting Update

Partners Providers

- 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.

Vaya Providers

- Receiving Amendments 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.

- 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.

Rate and Fee Schedules

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.

Rate Schedules effective Oct. 1, 2026

- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Non-Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(c\)](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(i\)](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Non-Clinician-Based](#) (10/01/2026)
- [Vaya Partners Procedure Code Crosswalk](#) (10/01/2026)

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

Rates and Fee Schedule Updates

- Medicaid Clinician Services
- Medicaid 1915(c)
- NC Innovations Waiver
- Non-Medicaid (State-funded) Clinician Services

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.

Medicaid and non-Medicaid Clinician Services

- Behavioral health licensed clinicians (**110/129**) revised blended rate
- In-home and Specialty Therapy Services
- Addition of alcohol/substance use

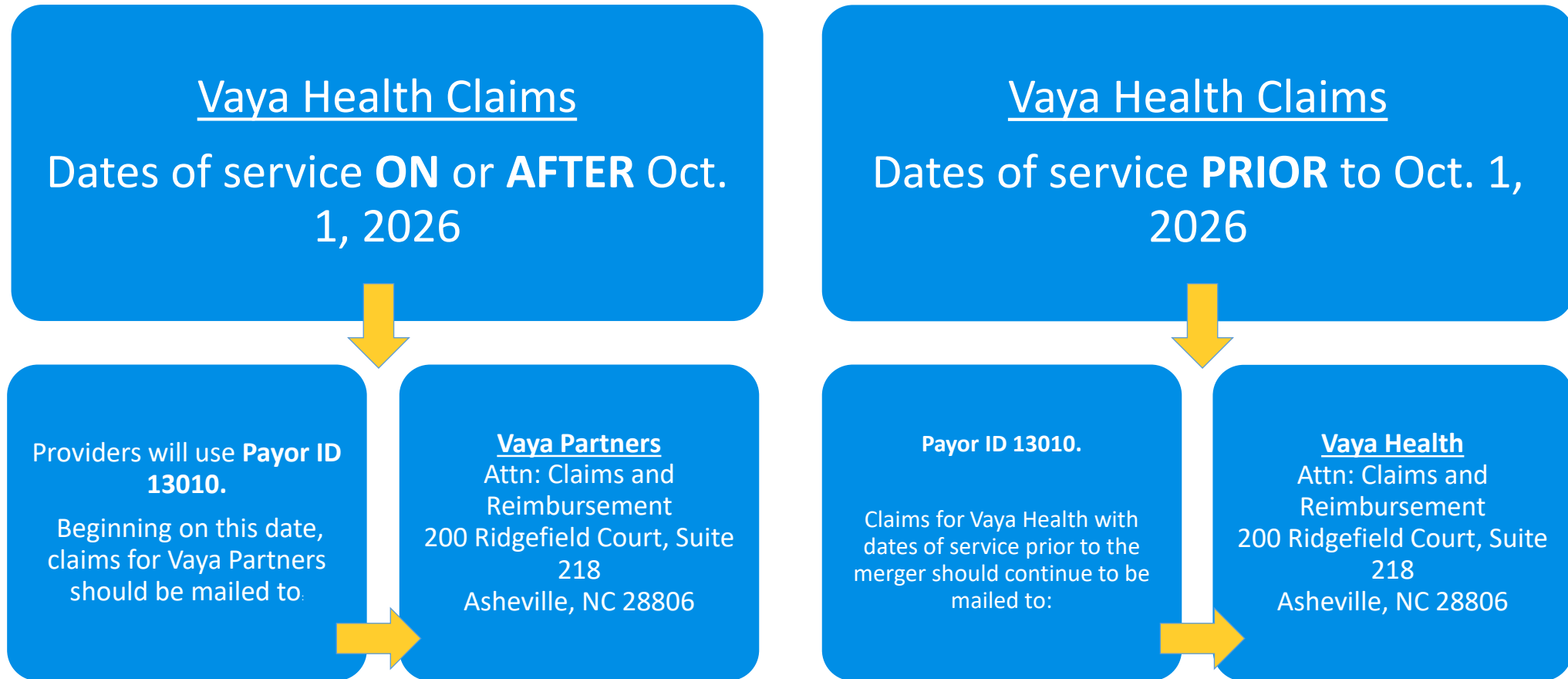
Innovations Waiver

- Blended rate for H2011YZ – Crisis Intervention and Stabilization Supports

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

Claims Submission: Mailing Address Updates

**Effective Oct. 1, 2026*



Claims Submission: Mailing Addresses

**Effective Oct. 1, 2026*

Partners Health Management Claims
Dates of Service **PRIOR** to
Oct. 1. 2026



Behavioral Health

Providers will use Payor ID **13141**.

Mail claims to:

Partners Health Management
901 S. New Hope Road
Gastonia, NC 28054

Physical Health - CCH

Providers will use **Payor ID 68069**.

Mail claims to:

Partners Health Management (CCH)
Attn: Claims
PO Box 8002
Farmington, MO 63640-8002

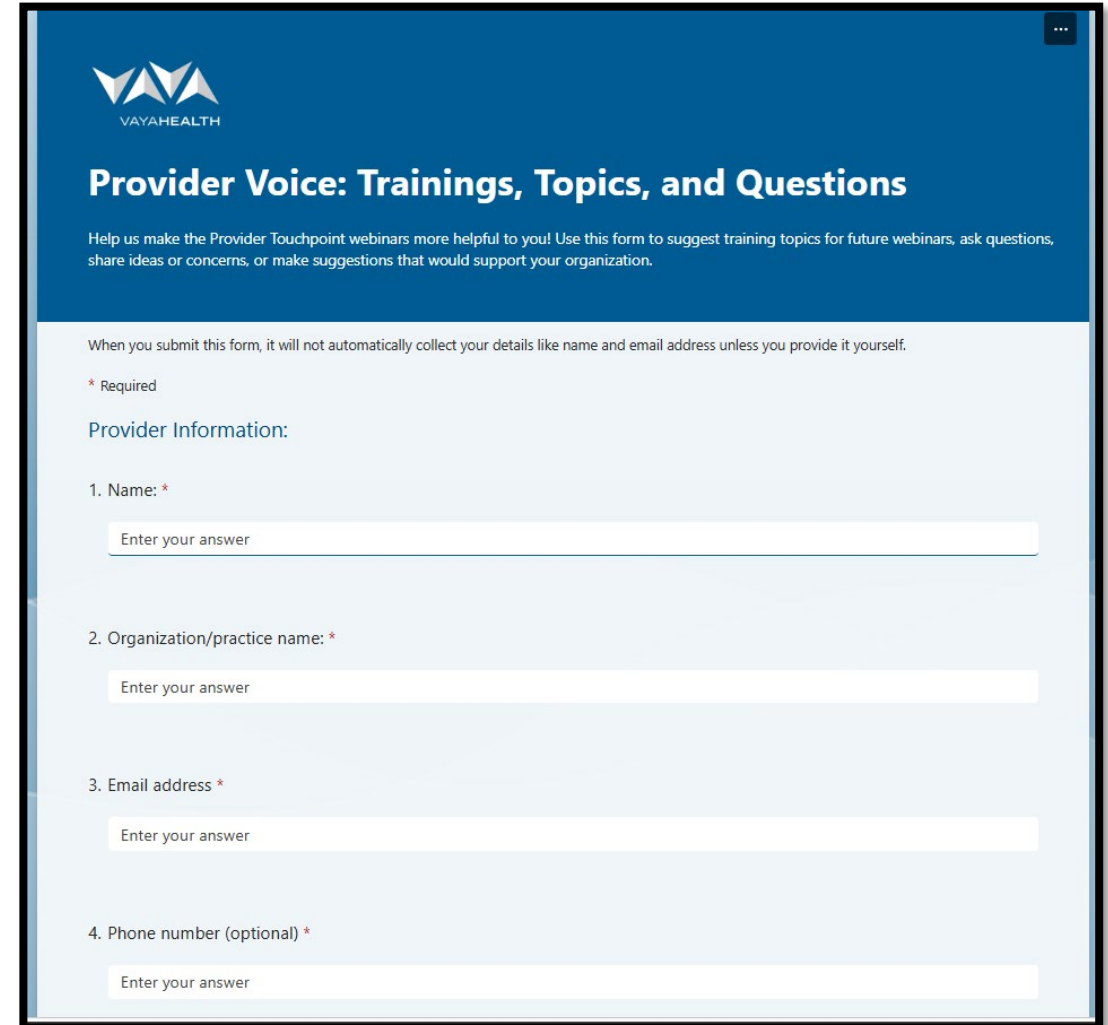
On Your Radar: Provider Announcements



Provider Voice

Trainings, Topics, and Questions

- Help us make the Provider Touchpoint webinars more helpful to you!
- Fill out the [Provider Voice 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.



The screenshot shows the VayaHealth Provider Voice form. At the top is the VayaHealth logo. Below it is the title "Provider Voice: Trainings, Topics, and Questions" and a brief instruction: "Help us make the Provider Touchpoint webinars more helpful to you! Use this form to suggest training topics for future webinars, ask questions, share ideas or concerns, or make suggestions that would support your organization." A disclaimer states: "When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself." The form is divided into sections by a light blue background. The first section is "Provider Information:" with a red asterisk indicating required fields. It contains four numbered questions: 1. Name: *, 2. Organization/practice name: *, 3. Email address: *, and 4. Phone number (optional) *. Each question has a corresponding text input field with the placeholder "Enter your answer".

Provider Voice: Trainings, Topics, and Questions

Help us make the Provider Touchpoint webinars more helpful to you! Use this form to suggest training topics for future webinars, ask questions, share ideas or concerns, or make suggestions that would support your organization.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

Provider Information:

1. Name: *

Enter your answer

2. Organization/practice name: *

Enter your answer

3. Email address *

Enter your answer

4. Phone number (optional) *

Enter your answer

Pharmacy Copay Changes Beginning Oct.1, 2026

- Select members will see a difference in how pharmacy copays are applied.
 - Aligned and consistent with North Carolina Medicaid copay rules
 - Select members with I/DD will have a **\$4** copay when they fill a prescription.
 - Not every member with I/DD will have to pay a copay.
 - For example, *you will not have a pharmacy copay if you are enrolled in the NC Innovations Waiver.*

The copay will not apply to all members with I/DD, including members who are:

- Enrolled in the Innovations Waiver
- Pregnant
- In foster care
- Residing in certain facilities

Pharmacy Copay Changes Beginning Oct.1, 2026

What do providers need to do?

- Provide services to any Medicaid beneficiary regardless of the individual's ability to pay.
- Federal Medicaid rules state that a provider may not deny services to an individual because of the individual's inability to pay. This applies to all providers, including pharmacies, enrolled in the NC Medicaid program.
- Open an account for the beneficiary and collect the amount owed later.
 - (The member is still responsible for the copay.)
- Let the member know they can get maintenance medications for 90 days at a time.
 - Qualifying members will pay one copay instead of three over the three-month period.

Who can providers contact if they have questions?

- Provider Support Service Line at **1-866-990-9712**.

Performance Review Update

As part of Vaya's ongoing oversight and quality improvement efforts, the initial **TCM Annual Performance Reviews** have been completed.

Please see the memo from this week's [Provider Communication Bulletin](#) for more information.

We encourage you to attend the AMH+/CMA Learning Community Call next Thursday, **September 24th at 11:00 a.m.** where we will discuss trends and recommendations.

QUESTIONS?

Reach out to provider.training@vayahealth.com to be added to the listserv for future communications.

Behavioral Health, I/DD, and TBI Provider Announcements



EVV for CLS Updates

Effective **Oct. 1, 2026**, Vaya Partners will implement changes to Community Living and Supports (CLS) authorizations by combining EVV and non-EVV service codes into a single authorization.

- This includes Innovations Waiver and **1915(i)** CLS authorizations.
- Current Vaya members -- new authorizations with an effective date of **Oct. 1, 2026**, will combine previously authorized **T2012** and **T2013** services into one authorization.
- Current Partners members, we will issue new authorizations that separate individual and group service codes.
- Updated authorizations will be loaded into HHAeXchange prior to implementation. Vaya Partners utilization management staff will update all affected authorizations prior to **Oct. 1, 2026**, on behalf of provider organizations

EVV for CLS Update

- Providers may notice an increase in authorized units within HHAeXchange for members who previously had both **T2012** and **T2013** services, reflecting the combined authorization. Providers remain responsible for monitoring and managing the utilization of these service codes outside of the HHAeXchange system.
- Billing processes will remain unchanged.

Providers should continue to:

- Submit **T2013 TF** claims through HHAeXchange.
- Submit **T2012** claims directly to Vaya Partners through the ProviderCONNECT portal or clearinghouse.

If you have questions about these changes, please contact your Provider Network Contract Manager or email provider.info@vayahealth.com.

1915(i) Birth Month Materials

Updated materials to support birth month alignment and implementation for **1915(i)** services are available from NC Medicaid. These materials include training presentations, the 1915(i) Assessment Tool, FAQs, and guidance documents designed to help Care Managers understand requirements, apply the updated processes, and access ongoing support.

- [Updated Guidance on Birth Month Alignment for 1915\(i\)](#)
- [1915\(i\) Care Manager Birth Month Alignment FAQs and Resources](#)

1915(i) Office Hours

- NC Medicaid will host **1915(i)** Office Hours from **10-10:30 a.m.** on the following dates:
 - **Sept. 21, 2026**
 - **Oct. 5, 2026**
 - **Oct. 19, 2026**

All sessions are available using the same [1915\(i\) Office Hours link](#).

If you have additional **1915(i)** questions, email DHHS-Medicaid.1915iSupport@dhhs.nc.gov.

Q&A Check-in



Learning and Participation Opportunities



Introduction to Autism Diagnosis, Interventions, and Support in NC

The North Carolina Council on Developmental Disabilities is hosting a series of webinars on autism in September and October. Presenters will include professionals, clinicians, researchers, self-advocates, and subject matter experts in autism spectrum disorder and I/DD, offering diverse perspectives on diagnosis, interventions, supports, and lived experiences.

Part 2 – Introduction to Autism Models of Interventions and Supports (Session A)

- 6:30-7:45 p.m., Sept. 24, 2026, [register online](#)

Part 3 – Introduction to Autism Models of Interventions and Supports (Session B)

- 6:30-7:45 p.m., Oct.15, 2026, [register online](#)

Motivational Interviewing and Staff Supervision

Oct. 6, 2026, 10 a.m.

- This three-hour webinar will explore how the spirit of MI (Partnership, Acceptance, Compassion, and Empowerment) and the use of reflections and affirmations can smooth a path for staff professional growth and service accountability.
- This training is appropriate for all community mental health service lines. [Learn more or register.](#)



Governor's Institute Workforce: Development Scholarship Opportunity

- New scholarship opportunities to support the development of North Carolina's mental health and substance use workforce.
- Scholarships are available to help reduce financial barriers for individuals pursuing workforce development and clinical education opportunities.

[Learn more or apply.](#)



NC AHEC Collaborative Care Model Trainings

Free, on-demand training programs with educational credit are now available.

CoCM group modules include:

- **The Essentials of Collaborative Care**
 - **Collaborative Care Foundations and Team Roles**
 - **Collaborative Care Behavioral Health Care Manager**
-
- Visit the [CoCM webpage](#) for more information and to register.

Rowan County CFT 1 Training

Oct. 8-9, 2026, 9 a.m.- 4 p.m.

- Free, in-person course
- 11 contact hours of training related to System of Care and the CFT process
- Training gives professionals an overview of CFT meetings from the family's perspective
- 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.



Upcoming Art Show: Brushes with Life

Oct. 22, 2026 5-8 p.m.

UNC Neuroscience Hospital, Chapel Hill

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

For more information, visit the [gallery's website](#).



2026 Intimate Partner Violence Brain Injury 4th Annual Virtual Conference

Nov. 17-18, 2026, 10 a.m. – 6 p.m.

Enigma IPV and PINK Concussion Present: The 4th Annual Virtual Conference: Recognizing and Responding to IPV-related Brain Injury: Exploring Next Steps

- The goal of this free fully virtual conference is to highlight innovative practices and increase global collaboration through:
- Practice and advocacy-based talks focused on improving care and service for IPV-BI.
- Research-based talks focused on increasing knowledge about IPV-BI.
- Conversations with survivors focused on highlighting the lived experience and impact of IPV-BI.

[Learn more or register online.](#)

Q&A



Thank You

Join us again on Friday, October 2, 2026

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com.

