



PROVIDER COMMUNICATION BULLETIN

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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.

Claims Submission: Mailing Addresses Effective Oct. 1, 2026

Vaya will merge with Partners Health Management to form Vaya Partners effective Oct. 1, 2026. Please note the following guidance for mailed claims during the merger transition.

Vaya Partners Claims: Dates of Service On or After Oct. 1, 2026

Providers will use Payor ID 13010. Beginning on this date, claims for Vaya Partners should be mailed to:

Vaya Partners
Attn: Claims and Reimbursement
200 Ridgefield Court, Suite 218
Asheville, NC 28806

Vaya Health Claims: Dates of Service Prior to Oct. 1, 2026

Providers will use Payor ID 13010. Claims for Vaya Health with dates of service prior to the merger should continue to be mailed to:

Vaya Health
Attn: Claims and Reimbursement
200 Ridgefield Court, Suite 218
Asheville, NC 28806

Partners Health Management Claims: Dates of Service Prior to Oct. 1, 2026

Claims for Partners Health Management with dates of service prior to the merger should continue to be mailed to the appropriate address based on claim type:

Behavioral Health: Providers will use Payor ID 13141. Mail claims to:
Partners Health Management
901 S. New Hope Road
Gastonia, NC 28054

Physical Health – Carolina Complete Health (CCH): Providers will use Payor ID 68069. Mail claims to:

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

Updated Vaya Partners Standard Rate Schedules Available

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](https://vayapartners.org).

Please note the following schedules have been updated: Medicaid Clinician Services, Medicaid 1915(c) NC Innovations Waiver, and Non-Medicaid (State-funded) Clinician Services. Updated rates are listed in bold and include the following changes:

Medicaid and non-Medicaid Clinician services:

- Behavioral health licensed clinicians (110/129) revised blended rate
- In-home and Specialty Therapy Services updated with consistent rate enhancement
- Addition of missing alcohol/substance use structured screening rates

Innovations Waiver: blended rate added for H2011YZ – Crisis Intervention and Stabilization Supports

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

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

NCPC Merger Follow-up Information

Representatives from Vaya and Partners participated in a regional forum hosted by the North Carolina Provider Council to discuss the upcoming merger. The panel included representatives from each organization: Larry Hill, Executive Vice President and Chief Financial Officer, Vaya; Celeste Ordway, VP of Behavioral Health and I/DD Network Operations, Vaya; Dr. Richard Zenn, Chief Medical Officer, Vaya; Charity Bridges, Senior Director of Utilization Management, Partners; Beth Lackey, Executive Director of Provider Network, Partners; and Susan Lackey, Chief Financial Officer, Partners.

The presenters covered key aspects of the merger, including rate schedules, provider contracting, utilization management processes, and system transitions. They shared that Vaya Partners will serve 39% of statewide Behavioral Health and I/DD Tailored Plan membership across 47 counties, with leadership positions filled by current executives from both organizations.

The session also included a Q&A portion where participants asked about payor IDs; Early and Periodic Screening, Diagnostic, and Treatment services; client ID changes; and network opportunities.

Vaya Partners appreciates the opportunity to present and uses questions from these sessions to include in our weekly Provider Merger Sessions.

Vaya Partners Merger Updates

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

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](#).

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 the Partners 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.

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.

Provider Portal Training

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. 15, 22, and 29 – [Join on Microsoft Teams](#)

Thursdays, 10-11 a.m., Sept. 17 and 24 – [Join on Microsoft Teams](#)

Utilization Management Provider Portal Authorizations

Tuesdays, 10-11 a.m., Sept. 15, 22, and 29 – [Join on Microsoft Teams](#)

Thursdays, 1-2 p.m., Sept. 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. 16, 23, and 30 – [Join on Microsoft Teams](#)

Changes in Copays

Starting Oct. 1, 2026, some members will see a difference in how pharmacy copays are applied. This change is to align and be consistent with North Carolina's Medicaid copay rules. As a result, some 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.*

What is happening?

Effective Oct. 1, 2026, some members with an I/DD will have a \$4 copay when they fill a prescription. This change is to align more closely with North Carolina Medicaid copay rules.

What does this mean for members?

Some members with I/DD will have to pay a \$4 copay when they fill a prescription. 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

Review the full list of exemptions on the [NC Medicaid Copays](#) webpage.

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. (The provider and pharmacy should talk to the member about whether their medication qualifies for 90-day supplies.) This means the member will pay one copay instead of three over the three-month period.

Who can providers contact if they have questions?

Vaya network providers can call the Provider Support Service Line at 1-866-990-9712.

Provider Advisory Council Monthly Meeting and Participation Opportunities

Sept. 16, 2026, 10 a.m.-12 p.m.

The Provider Advisory Council (PAC) advises Vaya on issues important to network providers and facilitates an open exchange of ideas, shared values, goals, and vision. The PAC meets virtually from 10 a.m.-12 p.m. on the third Wednesday of the month. Meetings are open to all Vaya network providers. Currently, the PAC maintains the following committees focused on specific practice areas and opportunities for improvement:

- System Barriers Committee (to report a barrier, any network provider may submit the [PAC Barrier Submission Form](#))
- I/DD Committee
- Employer of Record Committee
- Workforce Committee
- Physical Health Committee
- Substance Use Treatment Committee

To get more information or learn how to participate in the PAC or a committee, visit our Provider Advisory Council webpage or email ProviderAdvisoryCouncil@vayahealth.com.

The Provider Advisory Councils for both Vaya and Partners are currently developing a consolidation plan. Stay tuned for more information in an upcoming Provider Communication Bulletin.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

EVV for CLS Authorization Update

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.

For current Vaya members, new authorizations with an effective date of Oct. 1, 2026, will combine previously authorized **T2012** and **T2013** services into one authorization. For 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. 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 Alignment 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.

LEARNING AND PARTICIPATION OPPORTUNITIES

Introduction to Autism Diagnosis, Interventions, and Support in North Carolina

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 1 – Autism: Obtaining a Diagnosis and Next Steps

6:30-7:45 p.m., Sept. 17, 2026, [register online](#)

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](#)

Governor's Institute Announces Workforce Development Scholarship Opportunity

The Governor's Institute has announced new scholarship opportunities to support the development of North Carolina's mental health and substance use workforce. These 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 (CoCM) Training Programs

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, and more.

Visit the [CoCM webpage](#) for more information and to register.

Motivational Interviewing (MI) 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](#).

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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