VAYA PARTNERS
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Provider Communication Bulletin #2

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ALL NETWORK PROVIDERS

Provider Touchpoint
Oct. 16, 2026, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information from Vaya Partners. We encourage all providers to attend. Registration is not required.

PROVIDER TOUCHPOINT: OCT. 16, 2026

Help us make 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 **ProviderTraining@VayaPartners.org**.

Navigating Vaya Partners: Authorization, Provider Portal, and Transition Updates

As transition continues following the Vaya Partners merger effective Oct. 1, 2026, we recognize providers are adapting to new systems, processes, resources, and authorization workflows. We appreciate your partnership and patience.

Please review today's **Vaya Partners memo** to help ensure service authorization requests are submitted appropriately and to reduce unnecessary processing delays. **Topics covered include prior authorization flexibilities, the ProviderCENTRAL website and ProviderCONNECT portal, authorization submission and fax information, authorization guidance on drug testing and detox services, and provider support, technical assistance, and training contacts.**

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**.

*Join our upcoming session on **Claims and Billing** from 2-3 p.m., **Oct. 12, 2026**, on **Microsoft Teams**.*

NC Innovations Waiver DCW Wage Increase

NC Medicaid has implemented incremental Innovations Waiver Direct Care Worker (DCW) rate increases effective Oct. 1, 2026. The higher rates are retroactive to July 1, 2026, and supported under Session Law 2026-41, Section 9E.14.

For updated rates that include the Innovations Waiver DCW increases retroactive to July 1, 2026, see the **Rate and Checkwrite Schedules** page of our ProviderCENTRAL website. To support providers and minimize administrative burden, Vaya Partners will reprocess affected claims with dates of service on or after July 1, 2026, for Vaya Partners, legacy Vaya, and legacy Partners to ensure providers receive the increased rates retroactive to that date. **Learn more**.

ProviderCONNECT Weekend Maintenance

The Vaya Partners **ProviderCONNECT** portal will be intermittently unavailable from 10 p.m., Saturday, Oct. 10, to 7 a.m. Sunday, Oct. 11, 2026, for system maintenance. Please do not plan to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

North Carolina Child Welfare Trauma-Informed Assessment Provider(s) Needed

Vaya Partners is seeking behavioral health providers in Buncombe County who are interested in conducting trauma-informed assessments as part of the North Carolina Child Welfare Trauma-Informed Assessment (CWTIA) initiative slated to begin Jan. 1, 2027.

If you are eligible to provide services under NC Medicaid Clinical Coverage Policy 8C and are interested in completing the training to provide assessments, email Alicia Damico, Child & Family Network Continuum Manager, at **Alicia.Damico@VayaPartners.org**.

LEARNING AND PARTICIPATION OPPORTUNITIES

Residential Roundtable
Oct. 14, 2026, 1:30-3 p.m.

Vaya Partners hosts a quarterly residential roundtable for child residential services providers. This collaborative effort aims to build connections and strong working relationships between Vaya Partners and providers. We encourage Residential Services and Therapeutic Foster Care providers to participate.

The October 2026 roundtable will include Vaya Partners updates and a guest speaker from Rapid Resources for Families. **Join on Microsoft Teams**. Registration is not required. For more information or to suggest agenda items, email **ProviderTraining@VayaPartners.org**.

NC Assertive Community Treatment (ACT) Coalition Specialist Meeting

Oct. 15, 2026, 10 a.m.-12 p.m.

The UNC Institute for Best Practices will offer its next virtual meeting for ACT Employment and Education Specialists to get tips on maintaining ACT fidelity. This meeting is free for all teams that are active members of the NC ACT Coalition. **Register online** or email Steve Betuker at **stephen_betuker@med.unc.edu** with any questions.

Vaya Partners ACT Summit
Oct. 21-22, 2026

Join Vaya Partners for two days of learning, collaboration, and connection as we come together to strengthen our work and enhance the support we provide to individuals receiving ACT services and communities across our region. This event will take place at the Statesville Civic Center, 300 S. Center St., Statesville, NC 28677.

Lunch and light refreshments will be provided. Business attire is suggested. **Register online**.

NC Rural Health Transformation Program and NC Medicaid Primary Care Payment Pilot Program Webinar
Oct. 15, 2026, 12-1 p.m.

NC Medicaid intends to test a new option for paying primary care providers through managed care plans under the **North Carolina Rural Health Transformation Program**. The program aims to strengthen financial stability for rural primary care practices and expand access to preventive, coordinated care. Participating providers would receive a monthly payment for each Medicaid beneficiary assigned in place of most fee-for-service payments. Attendees will learn about the pilot program's goals, timeline, and opportunities for engagement as NC Medicaid designs the program and prepares for launch. **Register online**.

Resource Connections Provider Association, Inc. Town Hall Meeting
Oct. 27, 2026, 4-6 p.m.

Resource Connections Provider Association, Inc. is a not-for-profit provider association established to unite minority and disenfranchised providers and North Carolina residents via training, business development services, mentorship, counsel, community engagement, and education services. This event will bring together providers, community leaders, stakeholders, and industry partners to discuss critical updates affecting behavioral health and healthcare services across North Carolina. **Learn more or register**.

NC-H.O.P.E. Peer Support Appreciation Day 2026
Raleigh, Oct. 30, 2026

For more than 10 years, NC-H.O.P.E. has helped strengthen North Carolina's peer support workforce through certification training, monthly lunch and learns, recognition events, workforce development initiatives, and opportunities for connection and growth. To celebrate North Carolina's Certified Peer Support Specialists, NC-H.O.P.E. invites community partners to join this free event to honor the individuals who use their lived experience to bring hope, recovery, and support to others every day. **Learn more or register**. For more information, email Dr. Kemi Amola-Hill at **kemi@voice-ts.com** or call 1-888-557-4080.

Why did I receive this email? Vaya Partners requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our **Provider Operations Manual.**.

providers.vayapartners.org

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