VAYA PARTNERS
Improving Lives. Strengthening Communities.®

Provider Communication Bulletin #3

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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

Provider Voice: Trainings, Topics, and Questions

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**.

Provider Merger Information Sessions

Stay informed throughout the Vaya Partners 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 **Provider Network Operations/Contracting** from 2-3 p.m., **Oct. 19, 2026**, on **Microsoft Teams**.*

ProviderCONNECT Training

Vaya Partners is offering training to help providers navigate the **ProviderCONNECT** portal. 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 ProviderCENTRAL website. Upcoming training opportunities include:

General ProviderCONNECT Overview and Navigation

- Tuesdays, 1-2 p.m. – **Join on Microsoft Teams**

- Thursdays, 10-11 a.m. – **Join on Microsoft Teams**

Utilization Management ProviderCONNECT Authorizations
- Tuesdays, 10-11 a.m. – **Join on Microsoft Teams**
- Thursdays, 1-2 p.m.– **Join on Microsoft Teams**

ProviderCONNECT Claims Overview
- Mondays, 10-11 a.m. – **Join on Microsoft Teams**
- Wednesdays, 1-2 p.m. – **Join on Microsoft Teams**

Utilization Management Clinical Criteria Coverage Policies

As a reminder, Vaya Partners' utilization management staff use NC Medicaid clinical coverage policies and NCDHHS State-funded service definitions as primary criteria in administering health plan benefits and determining medical necessity.

Official physical health, mental health, substance use disorder, I/DD, and TBI service definitions are available on the NC Medicaid **Program Specific Clinical Coverage Policies** webpage. **State-Funded Service Definitions** are also available for review.

PHYSICAL HEALTH PROVIDERS

Seasonal Vaccines

Vaya Partners encourages all providers to engage with their patients about seasonal vaccines. Influenza and COVID-19 vaccines are now available at retail pharmacies and doctors' offices. Vaya Partners aligns our billing requirements with NCDHHS. Review the information at the links below for guidance on covered products and billing requirements:
- **NC Medicaid Influenza Vaccine Guidelines for 2026-2027**
- **NC Medicaid COVID-19 Vaccine Guidelines for 2026-2027**

Please note an ICD-10 code of Z23 (encounter for immunization) is required for billing immunizations on medical claims.

LEARNING AND PARTICIPATION OPPORTUNITIES

The Role of Peer Support Within ACT Services
Nov. 16-17, 9:30 a.m.-12:30 p.m.

Join the UNC Institute for Best Practices for an overview of the Tool for Measurement of Assertive Community Treatment (TMACT) and service model requirements for the Peer Specialist on an ACT team. This webinar is currently open to all North Carolina ACT peers and their supervisors. **Learn more or register online**.

Child and Family Team (CFT) 1 Revised Training
Dec. 2-3, 9 a.m.-4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days (9 a.m.-4 p.m.) and have their cameras on with audio enabled. This training is intended for members, recipients, and providers within the Vaya Partners region and network.

Only three individuals from each provider organization may register. **Registration opens** Oct. 21 and is limited to 28 attendees. Participants will receive a link to the training a few days before the event. If you have questions, email **Provider.Training@VayaPartners.org**.

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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