VAYA PARTNERS
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Provider Communication Bulletin #4

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ALL NETWORK PROVIDERS

Provider Touchpoint
Oct. 30, 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. 30, 2026

Final Provider Merger Information Session

Our final Provider Merger Information Session on Oct. 26, 2026, will cover utilization management**.** 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 from 2-3 p.m., Oct. 26, 2026, on Microsoft Teams**.**

ProviderCONNECT Portal Training

Vaya Partners is offering training to help providers navigate our **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**

Access to ProviderCONNECT and the Systems Access Administrator Role

To access the Vaya Partners **ProviderCONNECT** portal, each provider organization is required to identify one systems access administrator (SAA) within their organization. The SAA is responsible for managing the creation, support, and deactivation of user access to ProviderCONNECT for users within their organization. Vaya Partners does not issue portal logins for provider organization staff other than the SAA. Individual provider organizations designate an SAA during the contracting process.

Please note only one individual should have access to any ProviderCONNECT account. For example, if your company uses a generic email address for an employee (e.g., info@sample.com), only the person named as the user may have access to that email address.

If your organization has not designated an SAA, or if you need to update or change your organization's information, you (or the appropriate person from your organization) will need to complete the Network Provider Systems Access Administrator Designation form located on the **Forms page** of the Vaya Partners **ProviderCENTRAL** website.

When you receive the initial email that includes the ProviderCONNECT login details, please do not use the portal link included in the email, as that link expires after 15 minutes. Instead, bookmark **ProviderCONNECT** and connect there directly each time you log in.

In addition, prior to logging in, it is helpful to clear your browser's cache and cookies.

Visit our **Resources page** for ProviderCONNECT job aids and training videos. For support and technical assistance, call the Vaya Partners ServiceDesk at 1-800-893-6246, ext. 1500, or email **ServiceDesk@VayaPartners.org**.

LEARNING AND PARTICIPATION OPPORTUNITIES

NC Rural Health Transformation Program and NC Medicaid Primary Care Capitation Pilot Program Webinar Oct. 28, 2026, 12-1 p.m.

NC Medicaid intends to test a new option for paying primary care providers through managed care plans under North Carolina's Rural Health Transformation Program (NCRHTP). 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 to the practice in place of most fee-for-service payments.

The webinar is the second session focused on this planned pilot program and will provide information on proposed details, including:

- Participation criteria for providers
- Payment structure and rate-setting approach
- Quality bonus opportunities
- How providers can submit feedback on the draft design and indicate potential interest in participating
- Implementation timeline and next steps

Register online. Slides and a recording of the first webinar provide an overview of the pilot program's goals and approach and are available **online**.

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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