VAYA PARTNERS
Improving Lives. Strengthening Communities.®

Provider Communication Bulletin #5

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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

ProviderCONNECT Portal Outage

The Vaya Partners **ProviderCONNECT** portal is currently unavailable due to an unforeseen technical issue. We apologize for the inconvenience. We will issue an update on the portal status as more information becomes available.

Billing Update

Please note the Vaya Partners claims system follows a “lesser of” payment methodology, meaning providers must submit a billed amount that is at least equal to the contracted rate to receive the full contracted amount. This is a change for legacy Partners Health Management providers, who previously submitted claims through Alpha+ and received the contracted rate regardless of the amount billed on the claim. Claims submitted to Vaya Partners for less than the contracted rate will be reimbursed at the lower billed amount.

EFT Remittance Emails About Payment Amounts and Date

Providers will no longer receive email notifications for Electronic Funds Transfers (EFTs) associated with dates of service on or after Oct. 1, 2026, as they previously did through Partners. Legacy Partners will continue to email notifications for EFTs associated with dates of service prior to Oct. 1, 2026.

We encourage network providers to submit routine claims on a weekly or biweekly schedule in alignment with our **checkwrite schedule**. Please note Vaya Partners does not send advance email notifications regarding upcoming EFT payments.

Remittance Advice (RA) Access

To retrieve RA documents, providers must register for access to the Vaya Partners **ProviderCONNECT** portal. Once you have access, review the **ProviderCONNECT Portal Claims Job Aid** for details about how to retrieve RA documents. Visit our **Resources page** for additional ProviderCONNECT job aids and training videos.

If you need help logging in or want to create a new account, contact your organization's designated systems access administrator (SAA). The **Systems Access Administrator (SAA) Job Aid** helps SAAs add, disable, resend, and review provider employee user profiles in ProviderCONNECT.

For technical assistance, call our ServiceDesk at 1-800-893-6246, ext. 1500, or email **ServiceDesk@VayaPartners.org**. For additional support, call ACCESS Provider Services, 1-866-990-9712, Monday through Saturday, from 7 a.m. to 6 p.m.

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**

Please note we will not hold the ProviderCONNECT Claims Overview training on Wednesday, Nov. 11, 2026, as our offices will be closed in observance of Veterans Day.

Provider Reverification Application Reminders

All providers enrolled in the NC Medicaid program must complete the reverification application process every five years, as mandated by federal law 42 CFR § 455.414. This process ensures provider information is accurate and current and includes an evaluation of the provider's credentials and qualifications to ensure they meet professional requirements and remain in good standing. Please review our **reverification reminders** for details, including changes to unannounced site visits.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated Standard Rate Schedules

Vaya Partners has updated our standard rate schedules for Medicaid 1915(c) NC Innovations Waiver services and Non-Medicaid Non-Clinician services on the **Rate and Checkwrite Schedules** page of our ProviderCENTRAL website.

The revised Innovations Waiver rate schedule includes the following updates:

- Additon of note that rates include the direct care worker (DCW) increase effective for dates of service on or after Oct. 1, 2026, where applicable
- Addition of the DCW rate increase to Alternative Family Living Residential Supports to correct a previous oversight
- Addition of the DCW rate increase to Community Living and Supports codes T2012 (Individual) and T2012 HQ (Group) to match the same rates with the GC modifier

The revised Non-Medicaid Non-Clinician rate schedule was corrected to restore missing codes YP740 through YP852.

Please remember to make any necessary changes to provider billing systems, including in the HHAeXchange system, for all Electronic Visit Verification services, and to bill charges at or above the posted rates to receive the full unit reimbursement. If you have questions, please email **ProviderInfo@VayaPartners.org**.

LEARNING AND PARTICIPATION OPPORTUNITIES

Community Connections 2027 Winter Conference: Registration and Sponsor/Exhibitor Opportunities

For years, the i2i Center for Integrative Health brought the public health community together to learn, connect, and shape the future. Community Connections builds on that legacy with a new name and a renewed vision for what happens when our community comes together.

Join the people and families with lived experience, providers, plans, public agencies, advocates, community organizations, and other partners for this North Carolina Association of Public Community Health Plans (NCAPCHP) conference Jan. 12-14, 2027, in Winston-Salem. **Early bird registration is open through Nov. 14, 2026, and exhibition and sponsorship slots are still available.** Explore conference details and reserve your place for three days of statewide perspectives, shared learning, conversation, and connection.

NCAPCHP is dedicated to improving the health and well-being of North Carolina's communities through advocacy, collaboration, and support for North Carolina's LME/MCOs: Alliance Health, Trillium Health Resources, and Vaya Partners, and the members, families, and providers we serve. **Learn more**.

Statewide Provider Survey on Assisted Outpatient Commitment

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services wants to hear from North Carolina mental health professionals who support people with serious mental illness. In partnership with the **North Carolina Collaboratory** and pursuant to **House Bill 1104**, this anonymous survey conducted by the **Wilson Center for Science & Justice at Duke Law** is part of a statewide research effort to better understand perspectives on assisted outpatient treatment in North Carolina. **Learn more or complete the survey by Nov. 9, 2026**.

Native American Heritage Month

To effectively serve individuals from all backgrounds, healthcare professionals must understand the cultures, traditions, values, and lived experiences that shape their communities. Attending

tribal community events offers an opportunity to build meaningful relationships, learn directly from tribal members, and gain a deeper understanding of the factors that influence health and well-being. There are several ways you can get involved in Native American Heritage Month across North Carolina this November. **Learn more**.

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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