VAYA PARTNERS
Improving Lives. Strengthening Communities.®

Provider Communication Bulletin #6

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ALL NETWORK PROVIDERS

Provider Touchpoint
Nov. 13, 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. For past webinar recordings and slide decks, visit our **Provider Touchpoint** webpage.

PROVIDER TOUCHPOINT: NOV. 13, 2026

ProviderCONNECT Portal Authorization Notification Update

Vaya Partners has updated ProviderCONNECT to issue authorization notifications. Beginning today, Nov. 5, 2026, providers will receive email notifications alerting them when:

- An authorization has been entered into the portal.
- A decision has been made on an authorization.
- A note has been added to an authorization.

We previously shared that this functionality was already active. We apologize for this error. For assistance, call ACCESS Provider Services at 1-866-990-9712 or email **ProviderInfo@VayaPartners.org**.

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.

ProviderCONNECT Weekend Maintenance

Due to system maintenance, the Claims section of Vaya Partners' **ProviderCONNECT** portal may be intermittently unavailable from 10 p.m. Saturday, Nov. 7, to 6 a.m., Sunday, Nov. 8, 2026. Please do not plan to submit claims during this time.

Vaya Partners Holiday Closing

In observance of the Veterans Day holiday, Vaya offices will be closed Wednesday, Nov. 11, 2026. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800 962-9003), and Pharmacy Service Line (1-800-540-6083) continue to operate 7 a.m.-6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 24/7, every day of the year.

PHYSICAL HEALTH PROVIDERS

NC Medicaid Primary Care Capitation Pilot Feedback and Interest Form

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. The **Medicaid Primary Care Capitation Pilot Program** aims to strengthen financial stability for rural primary care practices and expand access to preventive, coordinated care. For more details, review the webinar recordings **available online**.

A **Primary Care Capitation Pilot Feedback and Interest Form** is available to offer input on the final model design, ask questions, or indicate interest in participating. Responses are due by **Nov. 9, 2026.**

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Back-up Staffing Reporting Form Update

Vaya Partners asks NC Innovations Waiver service providers and Employers of Record to **review the following reminders** about back-up staffing and Plan of Correction implementation report submission.

TCM Provider Manual Update

On Nov. 2, 2026, NCDHHS released an updated Tailored Care Management Provider Manual that will take effect Dec. 1, 2026. The manual and a summary of changes are located on the **NCDHHS website**.

LEARNING AND PARTICIPATION OPPORTUNITIES

Building a Stronger TBI Network Across North Carolina

North Carolina is launching a Statewide Traumatic Brain Injury Provider Collaborative to strengthen connections and expand support for people living with brain injuries. This new effort responds to workforce shortages and a growing need for more coordinated services while reinforcing the call for stronger partnerships across the state.

By joining the collaborative, providers will help shape statewide TBI priorities and contribute to a more connected network of support. Providers who serve people with brain injuries are encouraged to participate and share input through the **North Carolina TBI Provider Collaborative Meeting Questionnaire**. To learn more about TBI, visit the **North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services' TBI webpage**.

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**.

From Readiness to Reality: Preparing Your Team to Implement Change
Nov. 10, 2026, 10:30 a.m.-12 p.m.

The **Build Up Team**, housed within the **Impact Center** at UNC's **Frank Porter Graham Child Development Institute**, will offer an adult learning session designed for behavioral health partners and providers serving children with complex needs. Participants will learn key implementation science concepts, explore how leaders can prepare teams for change, and identify practical strategies to use in daily work. **Review the flyer** for more information and to register.

Permanent Supportive Housing Training
Dec. 8-9, 2026, 9 a.m.- 4:30 p.m.

This free, online training enhances Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing model. This training prioritizes ACT and CST providers, but other attendees are welcome.

To receive training credit, providers must attend and participate (via camera and audio) both days. Providers may register up to three staff each. Participants must register individually using their own email address to ensure they receive all communications directly. Attendance is limited to 25 participants. **Register online** by Nov. 30, 2026.

For more information, email **Provider.Training@VayaPartners.org**. Participants will receive the Microsoft Teams link one week prior to the training.

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

Vaya Partners | 901 S. New Hope Road | Gastonia, NC 28054 US

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