VAYA PARTNERS
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Provider Communication Bulletin #7

IN THIS ISSUE: Provider Touchpoint | Community Connections 2027 Winter Conference: Early Bird Registration Ends Saturday | ProviderCONNECT Portal Authorization Update | Provider Reminder: Updated Procedure Codes | ProviderCONNECT Portal Training | ProviderCONNECT Weekend Maintenance | UM Clinical Coverage Policies | Deadline for Legacy Partners State-funded Services Claims | ACT Available in Cherokee, Clay, and Graham Counties | Expanding the Clubhouse Model in North Carolina: Opportunities for Provider and Advocates | Western and Eastern North Carolina ACT Coalition Meetings | Preparing For H.R.1: Managing Medicaid Eligibility, Redeterminations & Access to Care

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

Community Connections 2027 Winter Conference: Early Bird Registration Ends Saturday

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**.

ProviderCONNECT Portal Authorization Update

To support clear, timely communication with providers about prior authorization requests, Vaya Partners' **ProviderCONNECT** portal will no longer allow users to reopen decisioned and closed

authorizations. Once an authorization has been issued, providers may not modify the initial request. If you need to add or modify services, please enter a new authorization request.

For technical assistance, contact the IT ServiceDesk through the **Provider Service Desk Request Form**, at **ServiceDesk@VayaPartners.org**, or by phone at 1-800-893-6246, ext. 1500.

Provider Reminder: Updated Procedure Codes

Please ensure you submit claims with correct procedure codes for Vaya Partners. To view updated codes for legacy Partners Health Management services, review the **Procedure Codes Crosswalk Effective for Dates of Service Before/After Oct. 1, 2026**.

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. The following training opportunities will continue through **Nov. 19, 2026**:

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**

ProviderCONNECT Weekend Maintenance

Due to system maintenance, the Authorizations section of our **ProviderCONNECT** portal may be intermittently unavailable from 11 p.m. Saturday, Nov. 14, to 4 a.m., Sunday, Nov. 15, 2026. Please do not plan to create authorizations during this time.

UM Clinical 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.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Deadline for Legacy Partners State-funded Services Claims

Legacy Partners requests that providers submit all claims for State-funded services with dates of service from July 1 through Sept. 30, 2026, **by Dec. 31, 2026**. All claims must be submitted through Alpha+, including both original and replacement claims. For assistance, call the legacy Partners Claims Line at 704-842-6486.

ACT Available in Cherokee, Clay, and Graham Counties

NCG Acquisitions/Appalachian Community Services is now offering Assertive Community Treatment (ACT) services in Cherokee, Clay, and Graham counties. For more information, contact Frank Hinson at **frank.hinson@carolinaoutreach.com** or 828-389-1494 or **review the additional information**.

LEARNING AND PARTICIPATION OPPORTUNITIES

Expanding the Clubhouse Model in North Carolina: Opportunities for Provider and Advocates Nov. 17, 2026, 11 a.m.

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with Clubhouse International, will offer a free informational webinar about the clubhouse model. There are currently seven clubhouses operating in North Carolina, and NCDHHS is seeking to develop more. This webinar covers the scope of work and supports that are available, along with steps to take if you are interested in learning more about starting a clubhouse.

Get more information or register online. If you have questions, email Jack Yatsko, Chief Operating Officer at Clubhouse International, at **jyatsko@clubhouse-intl.org**.

Western and Eastern North Carolina ACT Coalition Meetings Nov. 18, 2026

Join the UNC Institute for Best Practices for the Eastern and Western ACT Coalition meetings. Each meeting includes “open mic” time for ACT team leads to ask questions and receive support from other team leads and ACT experts. Registration is not required. These in-person meetings will take place at the following locations Nov. 18, 2026:

- Western: 11:30 a.m.-3:30 p.m., Boxcar Grille in Claremont
- Eastern: 11 a.m.-3 p.m., Dee’s Diner in Goldsboro

Preparing For H.R.1: Managing Medicaid Eligibility, Redeterminations & Access to Care On-Demand Webinar

H.R.1 is poised to reshape Medicaid eligibility administration, redetermination processes, and coverage requirements across the country. While the impact will vary by state, behavioral health and human services organizations are already evaluating how evolving requirements may affect operations, staffing, documentation, reimbursement, and patient access to care.

For provider organizations, the challenge extends beyond compliance. Changes in eligibility verification, renewal requirements, and coverage continuity have the potential to increase administrative burden, disrupt revenue cycles, and create new barriers to care for vulnerable populations. Learn more in an **on-demand webinar through Open Minds**.

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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