

Better Together: Provider Merger Session

Provider Network

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will move through the program content and address Q&A submissions at two points in the program.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.

Presenters

Provider Network Operations Hosts

- Beth Lackey, Vice President of Behavioral Health/IDD Network Operations
- George Ingram, Provider Network Senior Advisor

Utilization Management Presenter

- Charity Bridges, VP of Utilization Management

Agenda



Important Information



Provider Action Items



Where to Find Support



Q&A

General Information



The Vaya Partners Merger

It's Official!



- We are officially Vaya Partners!
- We are positioned for long-term stability.

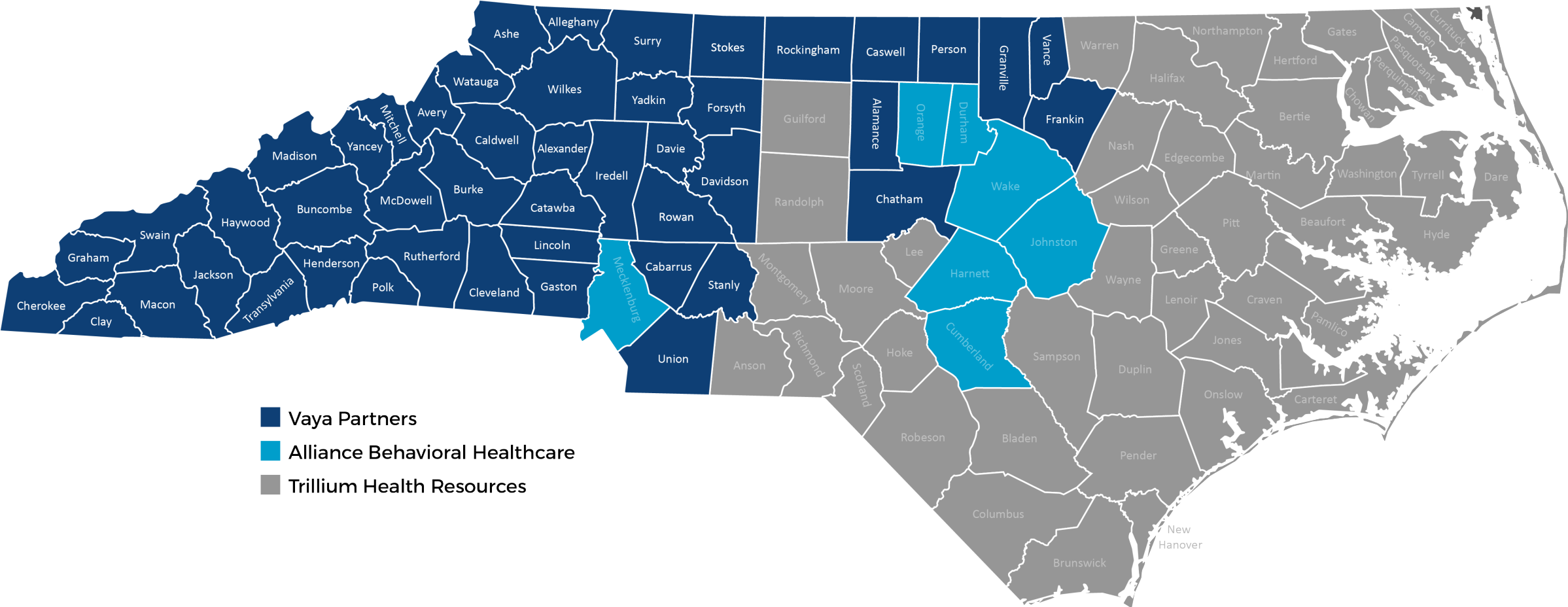
Better Together

Welcome to **Vaya Partners!**

Building a stronger future for members, providers, and communities—together

[Learn about merger](#)

Better Together- Vaya Partners



ProviderCONNECT

- Vaya Partners is using the existing legacy Vaya Provider Portal.
- The Vaya Partners provider portal is now [ProviderCONNECT](#).
- We are currently offering live ProviderCONNECT trainings.
- Self-service resources are also available on the [Resources](#) page of Vaya Partners' ProviderCENTRAL website.

ProviderCONNECT Portal

The Vaya Partners ProviderCONNECT portal offers secure access to information and tools for network providers. The portal allows providers to create and review claims, create and review authorizations, manage users, explore resources, and more.

Visit our [Resources](#) page for ProviderCONNECT job aids and training videos.

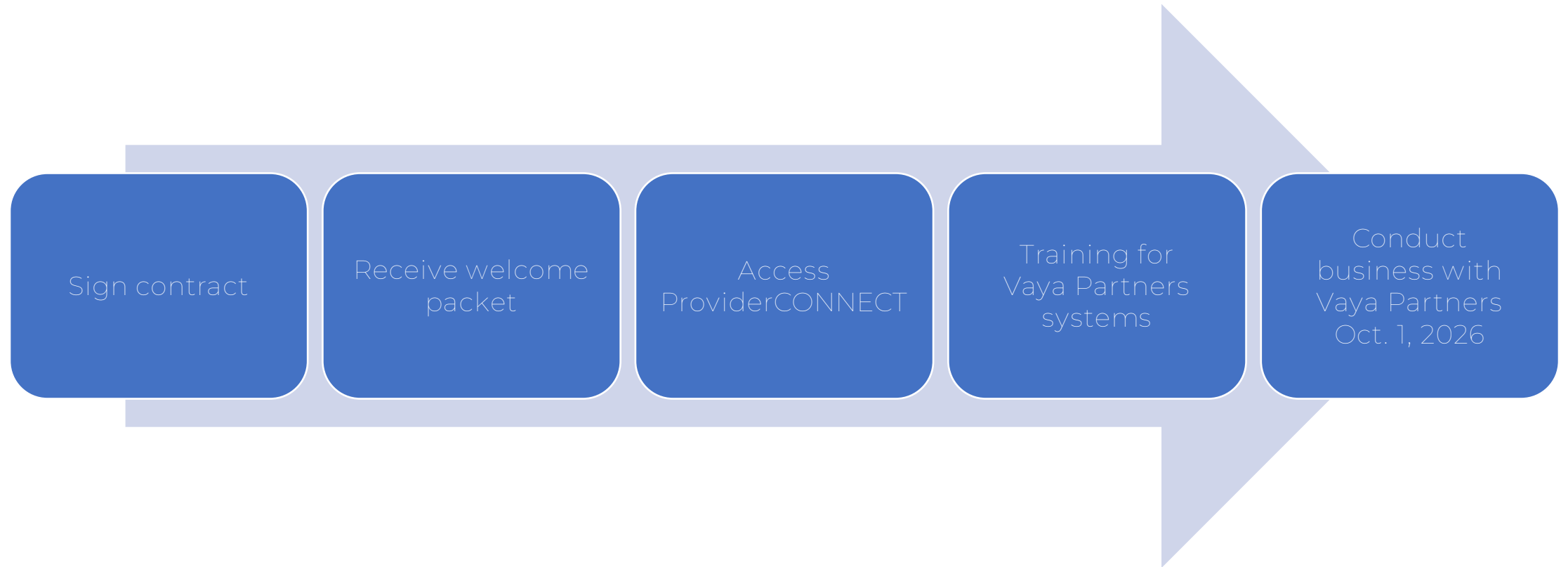
[Vaya Partners ProviderCONNECT Portal](#)

Need help logging in or creating a new account? Contact your organization's Systems Access Administrator (SAA) or review our [SAA Job Aid](#).

For other assistance, call the ACCESS Provider Services at [1-866-990-9712](tel:1-866-990-9712) (7 a.m. to 6 p.m., Monday – Saturday).

[ProviderCONNECT Training Schedule](#)

Partners-Only: Next Steps



ProviderCONNECT Training

General

- Tuesdays, 1-2 p.m. [Join Microsoft Teams](#)
- Thursdays, 10-11 a.m. [Join Microsoft Teams](#)

Claims

- Mondays, 1-2 p.m. [Join Microsoft Teams](#)
- Wednesdays, 1-2 p.m. [Join Microsoft Teams](#)

Utilization Management

- Tuesdays, 10-11 a.m. [Join Microsoft Teams](#)
- Thursdays, 1-2 p.m. [Join Microsoft Teams](#)

Providers new to Vaya Partners systems will need to assign a Systems Access Administrator (SSA) to manage staff access to Vaya Partners ProviderCONNECT portal

[SAA Job Aid](#)

Quick Reference Guide

[Provider Quick
Reference Guide |
Vaya Partners
Providers](#)

Vaya Partners Quick Reference Guide



Provider Services

Name:	Vaya Partners Access Provider Services Line
Description:	Get support for provider questions and technical assistance by phone from 7 a.m.-6 p.m., Monday-Saturday, including holidays, or email us at any time.
Phone Number:	1-866-990-9712
Email:	ProviderInfo@VayaPartners.org

ProviderCONNECT Portal

Web Link:	providers.vayapartners.org/portal
Description:	Submit and review authorization requests and claims, manage users, explore resources, and more.
Phone Number:	Access Provider Services Line, 1-866-990-9712

Prior Authorization and Notifications

Name:	Utilization Management (UM) Team
Description:	Submit and review service authorization requests through ProviderCONNECT . For further assistance, contact our UM Team.
Telephone:	1-800-893-6246, ext. 1515 (behavioral health) or ext. 1526 (physical health)
Email:	UM@VayaPartners.org
Web Link:	providers.vayapartners.org/prior-authorization

Provider Operations Manual

- The Vaya Partners Provider Operations Manual is available on the Vaya Partners ProviderCENTRAL webpage.
- The manual applies to all Vaya Partners health plans, including both Medicaid and State-funded services.
- Effective Oct. 1, 2026



Rates and Fee Schedules

Effective Oct. 1, 2026

Vaya Partners Rate Schedules effective Oct. 1, 2026

- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Non-Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(c\)](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(i\)](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Non-Clinician-Based](#) (10/01/2026)
- [Vaya Partners Procedure Code Crosswalk](#) (10/01/2026)

[Rate and Checkwrite Schedules | Vaya Partners Providers](#)

Updates

- Medicaid clinician services
- Medicaid 1915(c)
- NC Innovations Waiver
- Non-Medicaid (State-funded) clinician services
- **Medicaid and non-Medicaid clinician services**
- Behavioral health licensed clinicians (110/129) revised blended rate
- In-home and specialty therapy services
- Addition of alcohol/substance use

Rate Adjustments

- Innovations Waiver and 1915(i) services
- Community Living and Support (CLS)
- Community Networking Services
- Residential Supports
- Supported Living
- Supported Employment
- Medicaid Behavioral Health Crisis Risk Assessment and Intervention
- Non-Medicaid Assertive Engagement
- Clinician-based service enhanced rates billed with modifier YB, YG, 22, and therapy delivered “In-Home” and billed with a residence place of service code
- If you have questions, please email ProviderInfo@VayaPartners.org



Member Services Updates

Individual and Family Directed Services (IFDS)

- When a member participating in Community Alternatives Program for Children (CAP/C) is offered an Innovations Waiver slot, they can choose IFDS Agency With Choice model or the IFDS Employer of Record (EOR) model.
- Community Navigator provider for training and chosen Financial Support Services provider
- Beginning Oct. 1, 2026, Vaya Partners will provide an allowance of up to \$1,500 for approved Employer Supplies for members entering the IFDS EOR model
- For details about EOR services, supplies, Electronic Visit Verification (EVV), procedure code/modifiers, and reviews and audits, see [attached information](#)

In Lieu of Services (ILOS)

- Effective Oct. 1, 2026
- Most services will continue without disruption
- Please review [the linked memo](#) for key operational, authorization, billing, and service updates
- Contact ProviderInfo@VayaPartners.org or UM@VayaPartners.org for support

Quarterly Self-Review Changes

- Innovations Waiver providers will no longer submit self-review tools.
- Providers are expected to send Care Managers short-range goals.
- Care Managers will complete monitoring requirements using State-issued checklist.
- Back-up Staffing (BUS) reports will continue to be required.

Provider Monitoring Updates

- BUS Report Submission
- Quality Management 11 (QM-11) Quarterly Incident Reports
- EOR Monitoring Reviews
- Unlicensed Alternative Family Living Monitoring Reviews
- Relative as Direct Support Employee



Vendors

Vendors

Service	Vendor	Portal
Radiology, cardiology, durable medical equipment, specialized therapies	EviCore	Provider's Hub EviCore by Evernorth
Non-Emergency Medical Transportation (NEMT)	Modivcare	Login – TripCare
Pharmacy	Navitus	Navitus – FFS Prescriber
Vision	Avēsis	Avēsis

Non-Emergency Medical Transportation (NEMT)

- Vaya Partners will continue to use TripCare/Modivcare for NEMT.
- Transportation services will continue without interruption.
- Existing ride reservations and standing orders will transfer automatically.
- [Login - TripCare](#)

NEMT

No Change.
We are still here for you.

Your Non-Emergency Medical Transportation (NEMT) services are not changing.

 Beginning **October 1, 2026**, Partners Health Management and Vaya Health will merge to become Vaya Partners.

Your transportation services will continue with **no interruption**.

What does this mean for your Non-Emergency Medical Transportation (NEMT)?

 No action is required on your part.	 Your current transportation provider, Modivcare, will remain the same.	 Existing ride reservations and standing orders will transfer automatically.	 You will continue receiving transportation services as you do today.
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Our commitment to you

We are committed to making this transition seamless so you can focus on what matters most - your health and well-being.



Questions? We are here to help.

If you have questions about your transition services, please contact your NEMT provider or call Member Services.

Thank you for being a valued member.

We look forward to continuing to serve you as Vaya Partners.



Schedule a ride: **1-888-397-3614**
Ride assistance: **1-888-621-2084**
TTY: **1-866-288-3133**



VAYA PARTNERS
Improves Lives. Strengthens Communities.

P-2607-86-X9999 20260729v1

Language Services

- Get language assistance through ACCESS Member Services
- Available 7 a.m.-6 p.m. Monday-Saturday, including holidays
- Provider are required to offer interpreter services to the members they serve
- [Language Services | Vaya Partners](#)
- **1-888-235-4673** (TTY/TDD 711)



[MemberCONNECT Portal](#) [Find a Provider](#) [Rural Health](#) [ProviderCENTRAL](#) [EN](#) [ES](#)

[Health Plans](#) [Benefits and Services](#) [Get Help](#)



[Home](#) > [Language Services](#)

Language Services

Vaya Partners staff can connect members and recipients to an interpreter service for 150 different languages. Call ACCESS Member Services at [1-888-235-4673](tel:1-888-235-4673) to get started. You may have to wait briefly for the conference call with the interpreter to begin.

Vaya Partners also offers written materials in languages other than English, as well as in large-print and other alternate formats. Call ACCESS Member Services at [1-888-235-4673](tel:1-888-235-4673) to request translation services or materials.



Electronic Visit Verification (EVV)

Vaya Partners EVV

Vaya Partners will use the existing Vaya HHAeXchange portal for EVV:

- Authorizations
- Placements
- Claims and billing guidance
- Support

Vaya Partners EVV

[Vaya Partners Merger Guidance](#)

[Provider Service Desk Request Form](#)

EVV for Community Living and Supports (CLS)

- Vaya Partners will implement changes to CLS authorizations by combining EVV and non-EVV codes into a single authorization
- Innovations Waiver and 1915(i) services
- Current Vaya members combine previously authorized **T2012** and **T2013** services
- Current Partners members will receive a new authorization
- Updated authorizations in HHAeXchange
- May experience an increase in authorized units
- Providers must monitor and manage the use of service codes outside the HHAeXchange system
- Billing processes remain unchanged
- Questions? Contact your Provider Network Contract Manager or email ProviderInfo@VayaHealth.org

EVV and Service Authorization Transition

- Effective Oct. 1, 2026, Partners and Vaya UM transition existing service authorizations to Vaya Partners.
- The transition is intended to support continuity of care for members and recipients.
- At this time, we anticipate EVV authorizations scheduled to be effective Oct. 1, 2026, in HHAeXchange will not be finalized and available on that day.
- Legacy Partners EVV service authorizations will transfer with an adjusted start date of Oct. 1, 2026, with the originally authorized units.
- Legacy Vaya CLS authorizations are also being transitioned with a start date of Oct. 1, 2026. Some of these CLS authorizations will have prorated units, and some will have the full original amount authorized.

Non-EVV Authorizations

- Legacy Partners authorizations will transition to the Vaya Partners system with the full originally approved date range and authorized units. These authorizations are active in the Vaya Partners system effective Oct. 1. Legacy Vaya authorizations for non-EVV services will remain the same.
- Transferring an authorization does not change the provider's responsibility to deliver services at the intensity and frequency approved in the member's treatment plan. Providers must also meet all applicable service, documentation, eligibility, and billing requirements.

Authorization Transitions

- **What do providers need to do?**

- Providers must continue to deliver services in accordance with each member's approved treatment plan and maintain complete, accurate, and timely documentation showing that each billed service was delivered as authorized.
- All services and claims remain subject to post-payment review.

Who can providers contact if they have questions?

If you have urgent questions regarding a specific member or service, please contact your Provider Network Contract Manager. Providers with questions can also email UM@VayaPartners.org.



Member Enrollment

Member Enrollment

- Automatic enrollment with Vaya Partners on Oct. 1, 2026
- Member direct communication mid-September



Eligibility and Enrollment Updates

- State-funded services
- Social Security number is required to enroll individuals
- "Homeless" designation

State Enrollment Changes Oct. 1, 2026

Conduent HSP Claims System

- Medicaid enhanced services processed for CDW without requiring a State enrollment layer
- Providers will no longer be required to submit a request for a State layer solely for CDW tracking purposes
- Conduent HSP claims system will allow these services to be recognized without the additional State enrollment layer requirement

State Enrollment Changes continued

State enrollment for members with active third-party insurance:

- Must include a service code from the North Carolina Department of Health and Human Services (NCDHHS) bypass list
- If not, the enrollment request will be returned
- The provider should follow up with the private insurance company for payment or provide the service code from the NCDHHS bypass list
- **Effective Oct. 1**, providers will be able to post-date target populations up to 60 days in advance
- **Effective Oct. 1**, the NC Support Needs Assessment Profile (NC-SNAP) must be emailed to NCsnaps@VayaPartners.org



Upcoming Merger Sessions

Claims and Billing

- Using the existing Vaya claims system
- One-stop shop for behavioral health, physical health, and EVV claims
- Across both regions beginning Oct. 1, 2026
- Vaya Partners payor ID 13010
- Upcoming claims session 2-3 p.m., Oct. 12, 2026

[Claims Submission | Vaya Partners Providers](#)



Utilization Management

- Serving members

Vaya Partners Utilization Management

- Vaya Partners is using the previous Vaya Provider Portal, which became ProviderCONNECT on Oct. 1, 2026
- All service authorization requests (SARs) are being processed in the Vaya Partners GuidingCare platform
- Portal training

Vaya Partners Prior Authorization webpage



[ProviderLEARN](#) [Vaya Partners](#) [ProviderCONNECT Portal](#)

[Provider Network](#) ▾

[Authorization and Billing](#) ▾

[Resources](#) ▾

[About Us](#) ▾

[Home](#) ▸ [Prior Authorization](#)

Prior Authorization

Vaya Partners network providers must submit service authorization requests (SARs) electronically through the Vaya Partners [ProviderCONNECT](#) portal. This includes prospective, continuing, and retrospective authorizations.

For more information about which services require prior authorization, refer to our [Authorization Guidelines](#) page. Providers are responsible for submitting a SAR for each service requiring authorization, supplying required documentation, and demonstrating medical necessity. Requests must include the name of the individual who is providing the service or who is most knowledgeable about the case, along with their telephone number.

[Prior Authorization | Vaya Partners Providers](#)

Authorization Guidelines



[ProviderLEARN](#) [Vaya Partners](#) [ProviderCONNECT Portal](#)

[Provider Network](#) [Authorization and Billing](#) [Resources](#) [About](#)



[Home](#) > [Authorization Guidelines](#)

Authorization Guidelines

Coupled with applicable federal and state rules, regulations, clinical coverage policies, and other guidance, Vaya Partners uses the authorization guidelines in making decisions about requests for authorization. You and your staff must be familiar with them as they apply to the conditions and diagnoses you treat. For services that require authorization, you may not seek payment for amounts or units that exceed those approved for authorization by Vaya Partners.

[Authorization Guidelines | Vaya Partners Providers](#)

Authorization Change Example

- **Long-Term Community Supports (LTCS)**
- Legacy Vaya required six-month authorizations
- New Vaya Partners authorization guideline allows for authorizations for LTCS of up to one year

Please refer to the new Vaya Partners [Authorization Guidelines](#) for all SARs

Merger Prior Authorization Process

- Vaya Partners will honor all current authorizations crossing over the Oct. 1, 2026, merger date
- Providers with authorizations issued by Partners or Vaya will not need to enter new authorization requests for services already approved
- Historical data up to two years
- Prior authorization flexibilities in place through Dec. 29, 2026

Prior Authorization Flexibilities

Services delivered after Sept. 30, 2026, through Dec. 29, 2026, will not require prior authorization or admission notification:

- Physical health services. *Exception: Services that have EVV requirements.*
- Mental health/substance use disorder services.
Exceptions: 1915(i) services and Psychiatric Residential Treatment Facility (PRTF).

Admission Notification

- Physical health inpatient services
- Behavioral health inpatient services

Providers must send an admission notification via the Vaya Partners ProviderCONNECT portal using the authorization request form

Retroactive Authorizations

Vaya Partners will accept retroactive authorizations for the following services:

- Innovations Waiver services
- 1915(i) services
- Research-Based Behavioral Health Treatment
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)

Services that require EVV will require prior authorization for providers to schedule visits for billing

Vaya Partners will review all retroactive SARs for medical necessity. Please reference the posted authorization guidelines for required elements of a request.

Personal Care Services

- Requests for authorizations for PCS services for members not previously approved should be submitted per the instructions posted online: [Personal Care Services](#)
- Requests for independent assessments
- 828-707-9349
- Reassessments will be scheduled in accordance with NC Medicaid Clinical Coverage Policies 3L and 3L-1
- Post-payment review

Clinical Policies and Authorization Guidelines

- Vaya Partners will continue to use the NCDHHS' published [clinical coverage policies](#). MCG clinical guidelines are used in clinical situations in which NCDHHS policies are silent.
- Vaya Partners is in process of evaluating recommended additional internal policies to support decision-making.
- Vaya Partners will provide educational guidance to providers at least 30 days prior to implementation of new policies or guidelines.

UM Support

For assistance with authorization requests, call

1-800-893-6246

Behavioral health – ext. 1515

Physical health – ext. 1526

UM@VayaPartners.org

For help using the ProviderCONNECT portal, call

ACCESS Provider Services at 1-866-990-9712





Closing

Provider Merger Sessions

Provider Merger Sessions Schedule

Utilization
Management

Attend

[October 5, 2026](#)

Claims and Billing
Management

Attend

[October 12, 2026](#)

PNO/Contracting
Management

Attend

[October 19, 2026](#)

[Please take 5 minutes to let us know how we can serve you better in the Provider Merger Sessions](#)

[Provider Merger FAQ](#)

Meeting Recordings

September 28, 2026

PNO and Contracting Management



[September 28, 2026 Slides](#)

- Live webinars with department subject matter experts
- Link to attend upcoming session
- Recordings and slide decks from previous sessions
- Download the slide deck to access links to resources

[Vaya Partners' Provider Merger Sessions](#)
[| Vaya Partners Providers](#)

Provider FAQ

Provider Merger Sessions Schedule

Utilization
Management

Attend

[October 5, 2026](#)

Claims and Billing
Management

Attend

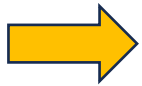
[October 12, 2026](#)

PNO/Contracting
Management

Attend

[October 19, 2026](#)

[Please take 5 minutes to let us know how we can serve you better in the Provider Merger Sessions](#)



Provider Merger FAQ

[Submit a Question about the Vaya Partners Merger](#)

[Vaya Partners' Provider Merger Sessions | Vaya Partners Providers](#)

ACCESS Provider Services

- Telephone support and issue resolution available for providers
- Hours of operation: 7 a.m. to 6 p.m.
- Also available on holidays

ACCESS Provider Services

1-866-990-9712

ProviderInfo@VayaPartners.org

Stay in the Know!



[ProviderLEARN](#) [Vaya Partners](#) [ProviderCONNECT Portal](#)

[Provider Network](#) [Authorization and Billing](#) [Resources](#)



[Home](#) > [Provider Communication Bulletins](#)

Provider Communication Bulletins

Our Provider Communication Bulletin delivers the information and resources you need to care for Vaya Partners members and recipients. Subscribe or access the archive below to stay up to date on network news, announcements, changes to policies and processes, upcoming trainings, and provider participation opportunities.

[Subscribe to Vaya Partners' Provider Communication Bulletin](#)

Subscribe to our weekly Provider Communications Bulletins for the information you need to do business with Vaya Partners and support members.

[Provider Communication Bulletins | Vaya Partners Providers](#)

Provider Touchpoint

- Biweekly webinar for the latest information and resources for providers
- Registration is not required
- Webinar link is published in the Provider Communications Bulletin
- View past webinar recordings and slides online

2026 Provider Touchpoint Videos



[View September 18 Slides](#)

[Provider Touchpoint](#)

Action Item

What	• Overlapping and State-funded providers complete Vaya Partners amendment • Non-overlapping providers complete Vaya Partners contract
When	• Now, check for pending DocuSign • Sign ASAP
How	• DocuSign (10-day expiration) • From a DocuSign-generated email address
Why	• Remain in Vaya Partners network (amendment) • Join Vaya Partners network (contract) • Receive welcome letter with next steps

Amendment and Contract Support
Vaya Health

vayahealth.com

1-866-990-9712

Email: ProviderInfo@VayaPartners.org

Partners Health Management

partnersbhm.org

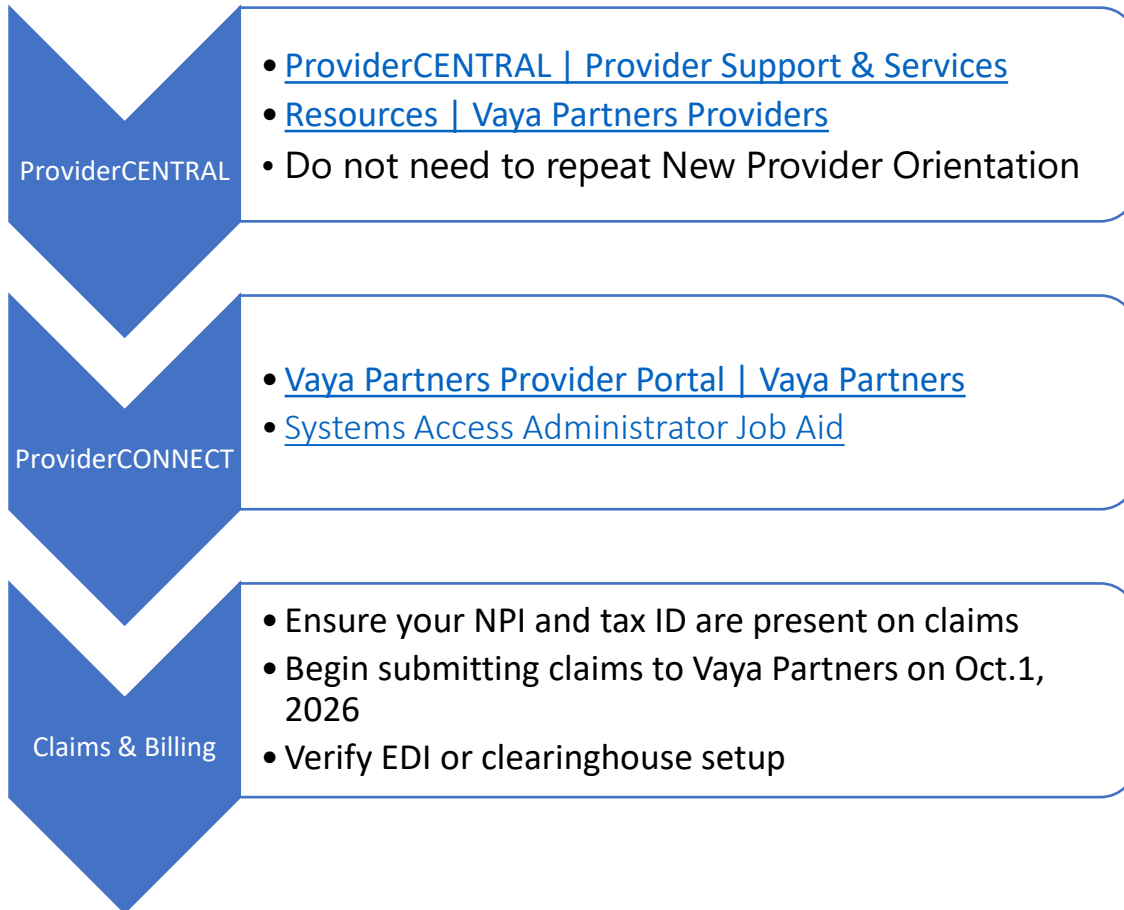
1-877-398-4145

contracts@partnersbhm.org

Partners-only Providers



Partners-only Onboarding



Reach out to your Provider Network Contract Manager for additional onboarding support.

ProviderCONNECT Training Schedule

General

- Tuesdays, 1-2 p.m. [Join Microsoft Teams](#)
- Thursdays, 10-11 a.m. [Join Microsoft Teams](#)

Claims

- Mondays, 1-2 p.m. [Join Microsoft Teams](#)
- Wednesdays, 1-2 p.m. [Join Microsoft Teams](#)

Utilization Management

- Tuesdays, 10-11 a.m. [Join Microsoft Teams](#)
- Thursdays, 1-2 p.m. [Join Microsoft Teams](#)

We recommend these portal trainings to any provider who has not used legacy Vaya systems.

[Training Schedule](#)

How are we doing?



[Provider Merger Session Survey](#)

Thank You
