

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

- George Ingram, Provider Network Senior Advisor
- Beth Lackey, VP BH/IDD Network Operations
- Celeste Ordiway, VP PH Network Operations and Value Based Contracting

Claims and Billing Presenter

- Carter London, Claims Supervisor

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.

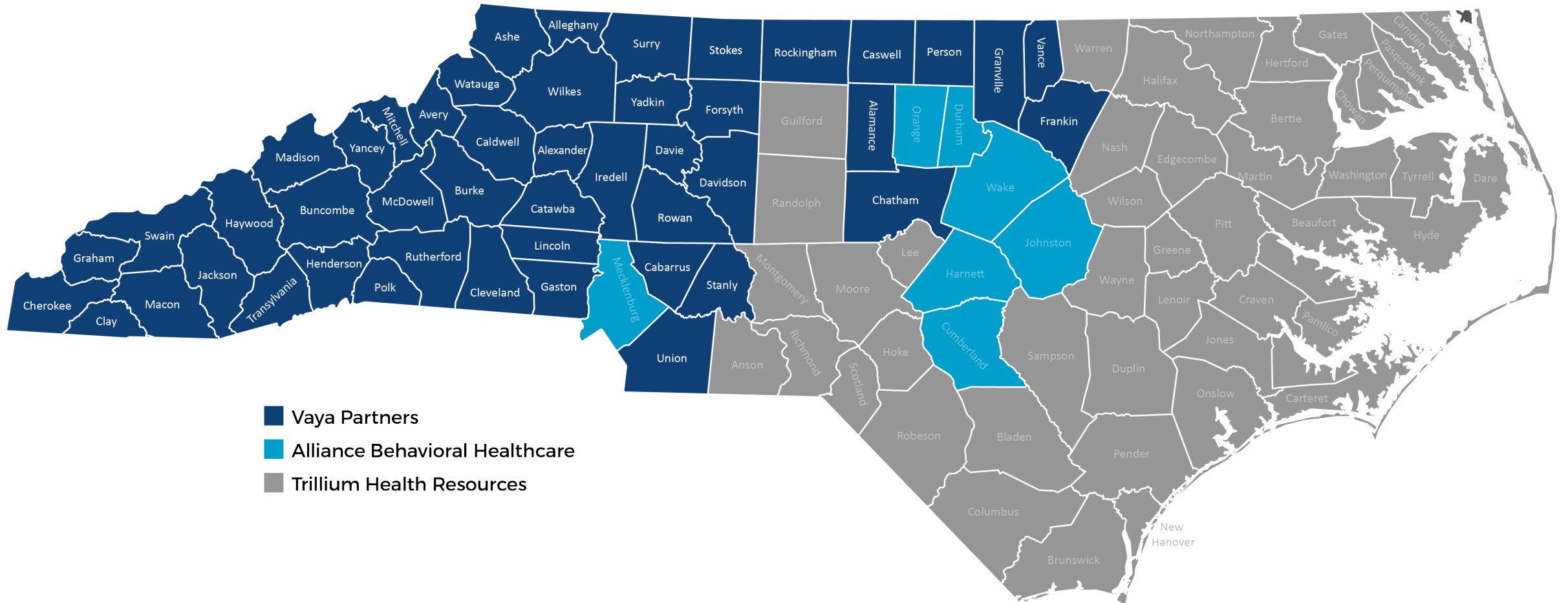
Better Together

Welcome to **Vaya Partners!**

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

[Learn about merger](#)

Better Together- Vaya Partners



ProviderCENTRAL

- [ProviderCENTRAL](#)
- Announcements
- Technical Support
- Resources
- [ProviderCONNECT](#)
- Authorization
- Billing

Provider Resources

Forms and Resources

Get forms and tools needed to do business with us and support Vaya Partners members and recipients.

[View Forms](#)

Provider Communication Bulletins

Stay on top of the latest news, updates, and announcements for Vaya Partners network providers.

[Communication Bulletins](#)

Provider Touchpoint

Catch up on the latest informational webinars for Vaya Partners network providers.

[Provider Touchpoint](#)

Provider Operations Manual

Reference our Provider Operations Manual for network participation requirements.

[Provider Operations Manual](#)



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

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

ProviderCONNECT

- Vaya Partners is using the 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.
- Legacy Vaya Providers, please note that ProviderCONNECT has a new url.

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](#)

ProviderCONNECT Training

General

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

Claims

- Mondays, 10-11 a.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

Operational Updates



Doing Business with Vaya Partners

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](#)

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

Provider Monitoring Updates

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

[Provider Monitoring Updates Memo](#)

Vaya Partners Electronic Visit Verification (EVV)

Vaya Partners is using the legacy Vaya
HHAeXchange portal for EVV:

- Authorizations
- Placements
- Claims and billing guidance
- Support

Vaya Partners EVV

October 1, 2026

Vaya Partners Merger Guidance

Provider Service Desk Request Form

Member IDs

- Member **Medicaid IDs remain the same**
- Legacy Vaya members will retain their current six-digit Conduent HSP ID
- Legacy Partners members will be assigned a new six-digit Conduent HSP ID
- Prior legacy Partners Alpha IDs are not valid in ProviderCONNECT.
- Best practice for Member search is to use First Name, Last Name, and Date of Birth. If you want use another identifier, use Medicaid ID or Social Security Number



Claims and Billing



Revenue Cycle Management

ProviderCONNECT

Vaya Partners is using the Vaya legacy Provider Portal, which became Vaya Partners ProviderCONNECT, for claims submission dates of services beginning Oct. 1, 2026.

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.

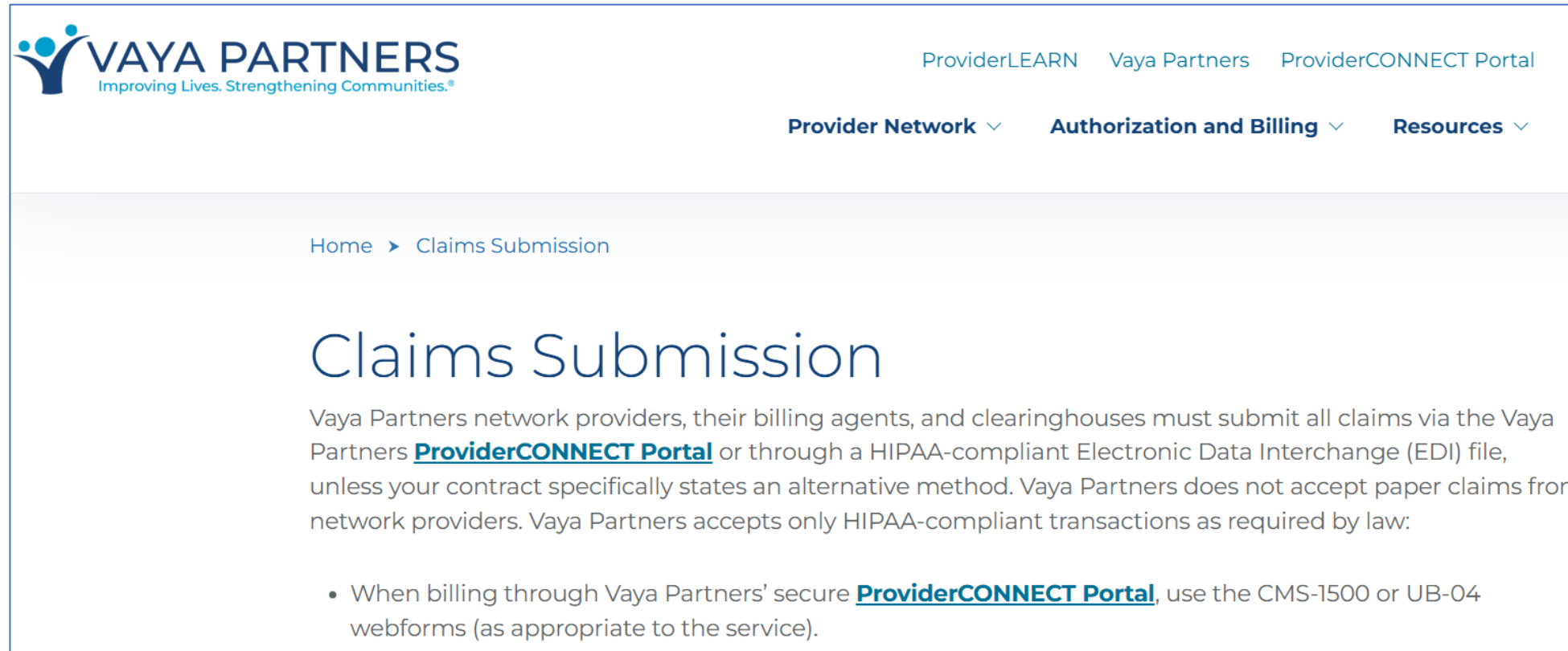
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 [Vaya Partners ProviderCONNECT Portal](#)

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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).

Claims Webpage



The screenshot shows the Vaya Partners website header with the logo and tagline "Improving Lives. Strengthening Communities.®". Navigation links include "ProviderLEARN", "Vaya Partners", "ProviderCONNECT Portal", "Provider Network", "Authorization and Billing", and "Resources". The breadcrumb trail is "Home > Claims Submission". The main heading is "Claims Submission". The text explains that claims must be submitted via the "ProviderCONNECT Portal" or a HIPAA-compliant EDI file, and that paper claims are not accepted. A bullet point specifies that billing through the "ProviderCONNECT Portal" requires using CMS-1500 or UB-04 webforms.

VAYA PARTNERS
Improving Lives. Strengthening Communities.®

ProviderLEARN Vaya Partners ProviderCONNECT Portal

Provider Network ▾ Authorization and Billing ▾ Resources ▾

Home > Claims Submission

Claims Submission

Vaya Partners network providers, their billing agents, and clearinghouses must submit all claims via the Vaya Partners [ProviderCONNECT Portal](#) or through a HIPAA-compliant Electronic Data Interchange (EDI) file, unless your contract specifically states an alternative method. Vaya Partners does not accept paper claims from network providers. Vaya Partners accepts only HIPAA-compliant transactions as required by law:

- When billing through Vaya Partners' secure [ProviderCONNECT Portal](#), use the CMS-1500 or UB-04 webforms (as appropriate to the service).

[Claims Submission | Vaya Partners Providers](#)

Provider EFT Enrollment

- Existing providers currently enrolled for electronic funds transfer (EFT) with both Partners and Vaya will not be required to complete a new EFT enrollment process.
- New providers can retrieve the EFT authorization form from the Vaya website at [EFT Authorization Agreement for Automatic Deposit](#) and email it to Payables@VayaPartners.org when completed and dated (if any fields are left blank, the form will be returned to be fully completed).
- Providers can email Payables@VayaPartners.org if they have any questions or concerns about the EFT authorization form.
- To pay any provider, regardless of network status, Vaya Partners must have the provider's W-9 form on file.

HSP Claims System

Method	Beginning Oct. 1, 2026 Physical health, behavioral health, and EVV claims
Electronic	Vaya Partners will offer the following claims submission options for network providers, authorized billing agents, and healthcare clearinghouses: 1. Secure ProviderCONNECT portal using the CMS-1500 or UB-04 webforms (as appropriate to the service) 2. Through EDI HIPAA-compliant 837I or 837P claim files submitted via the current Vaya managed file transfer platform: • Please note we accept only .txt and .x12 file formats; we do not accept .pdf or .xlsx files • Any provider currently submitting EDI 837 claims files directly to or through a certified clearinghouse to Vaya will continue to do so without need for re-EDI enrollment • Any provider currently submitting EDI 837 claims files directly to or through a certified clearinghouse to Partners will continue to do so without need for re-EDI enrollment • Note: If your provider was not previously contracted with Partners or Vaya, you may require provider network enrollment • New providers can request EDI enrollment by filling out and submitting an EDI enrollment to EDI@vayahealth.com • Provider EDI Enrollment/Managed File Transfer Access Request Form 3. Vaya Partners EDI system address: 901 S. New Hope Rd. Gastonia, NC 28054

HSP Claims System

Method	Beginning Oct. 1, 2026 Physical health, behavioral health, and EVV claims
Paper	Vaya Partners Attn: Claims & Reimbursement 200 Ridgefield Court, Suite 218 Asheville, NC 28806
Payor ID	13010
Processing	Vaya's Conduent HSP claims system is now Vaya Partners' claims system

Clearinghouse Setup

- Certified clearinghouses that were submitting claims to Vaya are not required to go through EDI re-certification.
- Clearinghouses that were submitting claims to Vaya continue to use their existing sender/submitter ID.
- Only two clearinghouses were submitting claims to Partners that were not submitting claims to Vaya.

Electronic Data Interchange (EDI) Action

WHO

- Legacy Partners providers
- Previously submitted EDI claims through Partners **and**
- Not using a Vaya-contracted EDI clearinghouse
- Any provider who wishes to receive remittance advice or other EDI-related files

WHAT

- Complete this [EDI Enrollment Form](#)
- Answer Question 7: "Our organization needs an account for MFT"
- Complete this action **now** to minimize disruptions to electronic claims submissions

New Clearinghouse Setup

- Any clearinghouse new to Vaya or Partners will be required to go through standard EDI certification and approval testing.
- Steps for EDI certification and approval testing can be found on the Forms page of the current Vaya Provider Central website by navigating to Resources > Forms > Steps for 837P and 837I Testing and Approval.
- <https://providers.vayahealth.com/resources/steps-for-837p-and-837i-testing-and-approval-110216>

Clearinghouse Claims Submissions

- Clearinghouses submitting claims for Partners with dates of service before Oct. 1, 2026, will do so through the Partners SFTP folder platform.
- Clearinghouses submitting claims for Partners with dates of service on or after Oct. 1, 2026, will do so through the **new Vaya Partners managed file transfer platform.**
- New Vaya Partners URL: **sftp.VayaPartners.org**

Claims Submission Timeframes

- NC Medicaid Direct and Tailored Plan claims must be submitted and received within 365 days of the date of service or the date of discharge.
- State-funded services claims must be submitted and received within 90 days of the date of service.
- Secondary claims for which Vaya Partners is the secondary payor must be submitted within 180 days of receiving the denial or payment determination from the primary or other third-party payor, not to exceed 365 days from date of service or the discharge date.
- Vaya Partners will deny initial claims submitted after the applicable filing deadline. These claims are not eligible for resubmission, unless an approved exception applies (such as retroactive Medicaid eligibility).
- We encourage network providers to submit routine claims on a weekly or biweekly basis to align with the Vaya Partners [checkwrite schedule](#).

Professional Services

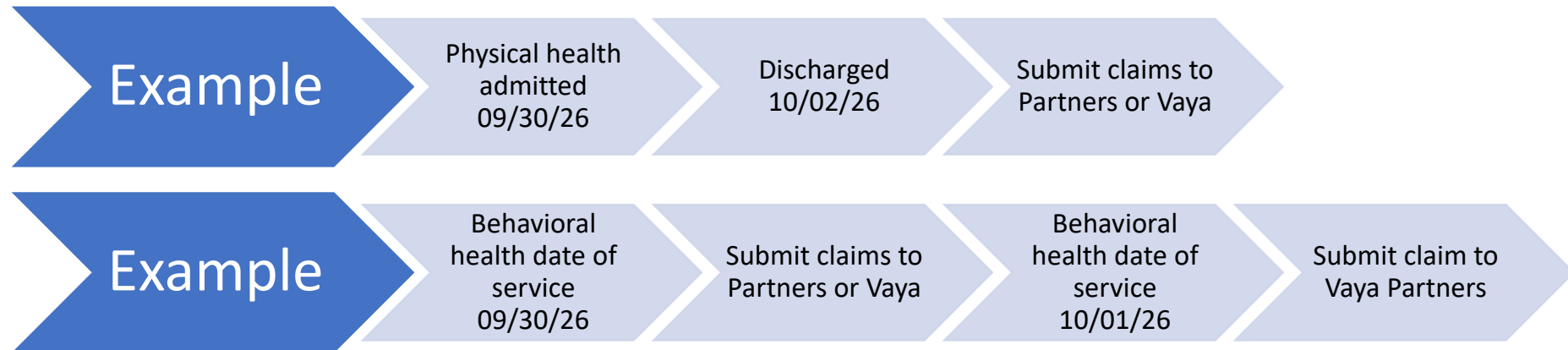
- Professional services (CMS1500):
- Submit claims for dates of service on or before Sept. 30, 2026, to Partners or to Vaya.
- Submit claims for dates of service on or after Oct. 1, 2026, to Vaya Partners.

Split Claims

Providers will separate these services into two claims

Inpatient Stays

- Submit Tailored Plan **physical health** inpatient claims (DRG) for processing to the plan (Vaya or Partners) that is in effect on the member's ***date of admission***.
- Submit NC Medicaid Direct/Tailored Plan **behavioral health** inpatient claims (per diem) to the appropriate plan based on the ***date of service***.



State-funded Services

Service	Date of Service	Submit Claims to
Professional (CMS1500)	On or before 09/30/26	Partners or Vaya
Professional (CMS1500)	On or after 10/01/26	Vaya Partners
Institutional (UB04)	On or before 09/30/26	Partners or Vaya
Institutional (UB04)	On or after 10/01/26	Vaya Partners

- Providers must ensure claims do not include dates of service that span different health plans.
- State-funded service claims must be submitted and received within 90 days of the date of service.

Other Insurance Validation

- NCTracks is the source of truth for verifying member Medicaid eligibility, Medicare coverage, and all other third-party liability coverage. Providers should verify eligibility prior to rendering services and submitting claims.
- Providers may also verify member Medicaid, Medicare, and other insurance coverage through the Vaya Partners ProviderCONNECT portal.

Claims Validation Checks

On and after Oct. 1, 2026:

- Reviews claims for required information
 - Member and claim-identifying
 - Service and claim-specific
 - Specialty providers and billing scenarios
- Returns for corrections and resubmissions

Example:

- Billing provider taxonomy 193200000X or 193400000X, rendering provider information is required
- Claims submitted without it will be rejected and must be corrected before resubmission
- Providers will receive a 999 response file

Payment Information/Remittance Advice

- Providers can email Payables@VayaPartners.org if they have questions about payment information.
- If providers need a remittance advice (RA):
Log in to the ProviderCONNECT portal to retrieve the RA. If you cannot locate your RA in the portal, submit a ticket requesting the information using the [Provider Service Desk Request Form](#).

Escalation Process

- For claims inquiry help, use the [Provider Service Desk Request Form](#).
- You may also call Vaya Partners' Claims Department at 1-800-893-6246:
 - Behavioral health, intellectual/developmental disability, and traumatic brain injury services – extension 2455
 - Physical health services – extension 2456

Interest Payments

- Pended medical claims: Vaya Partners shall pay or deny pended medical clean claims within 30 calendar days of receipt.
- The 30-day timeframe includes the initial 18-day period used to determine whether a claim is clean and eligible for payment or denial.
- Interest for late payments: If an approved clean claim is not paid within the required timeframe, Vaya Partners shall pay the provider interest at an annual rate of 18% of the claim amount, beginning the day after the payment was due.
- Interest is calculated at time of payment and is included on the RA.





Closing

Provider Merger Sessions

Provider Merger Sessions Schedule

Utilization
Management

Attend
[October 26, 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 questions about the merger](#)

Meeting Recordings

October 5, 2026

Utilization Management

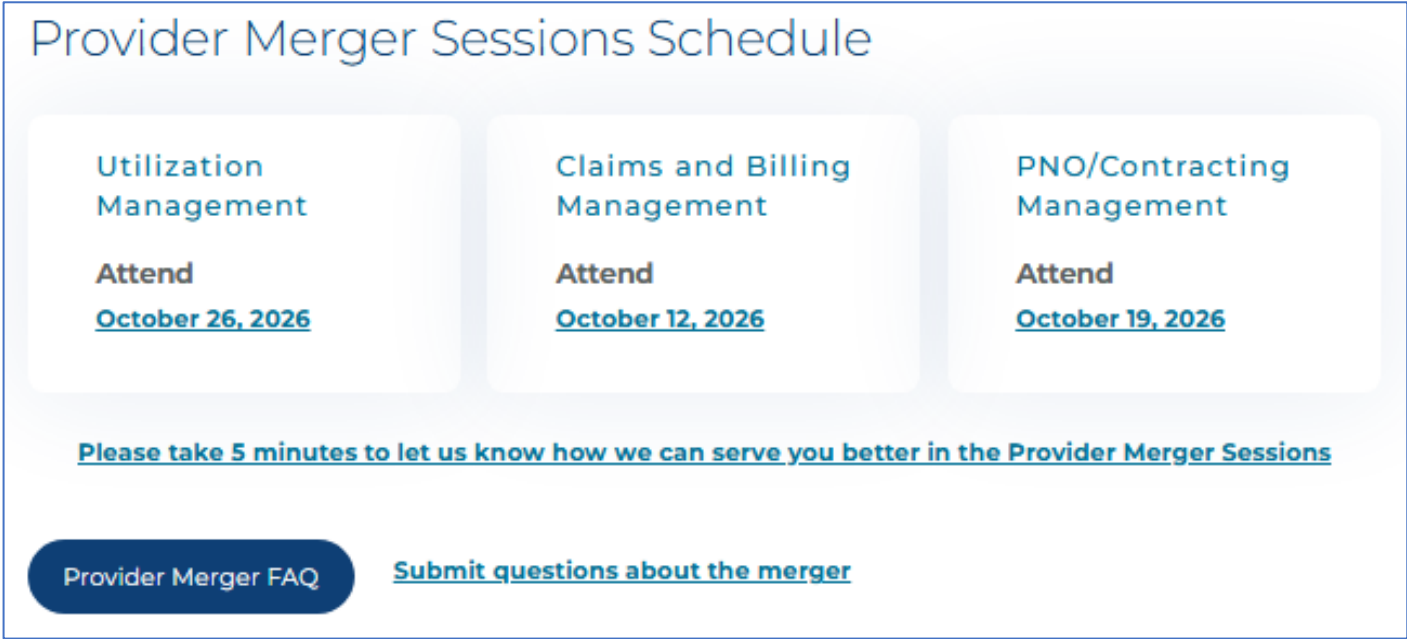


[October 5, 2026 Slides](#)

- 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
- Last Provider Merger Session 10/26/26

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

Provider FAQ



Provider Merger Sessions Schedule

Utilization Management	Claims and Billing Management	PNO/Contracting Management
Attend October 26, 2026	Attend October 12, 2026	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 questions about the merger](#)

[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](#)

Partners-only Onboarding

ProviderCENTRAL

- [ProviderCENTRAL | Provider Support & Services](#)
- [Resources | Vaya Partners Providers](#)
- Do not need to repeat New Provider Orientation

ProviderCONNECT

- [Vaya Partners Provider Portal | Vaya Partners](#)
- [Systems Access Administrator Job Aid](#)

Claims & Billing

- Ensure your NPI and tax ID are present on claims
- Begin submitting claims to Vaya Partners on Oct.1, 2026
- Verify EDI or clearinghouse setup

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, 10-11 a.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



[Provider Merger Session Survey](#)

Thank You
