Better Together:
Provider Merger Session

Provider Network Operations and Contracting

VAYA PARTNERS
Improving Lives. Strengthening Communities.®

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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

Contracts Presenter

- Ian Morris, PH Contracting and Relationship Director

Agenda

- Important Information
- Provider Action Items
- Where to Find Support
- Q&A

General Information

The Vaya Partners Merger

It's Official!

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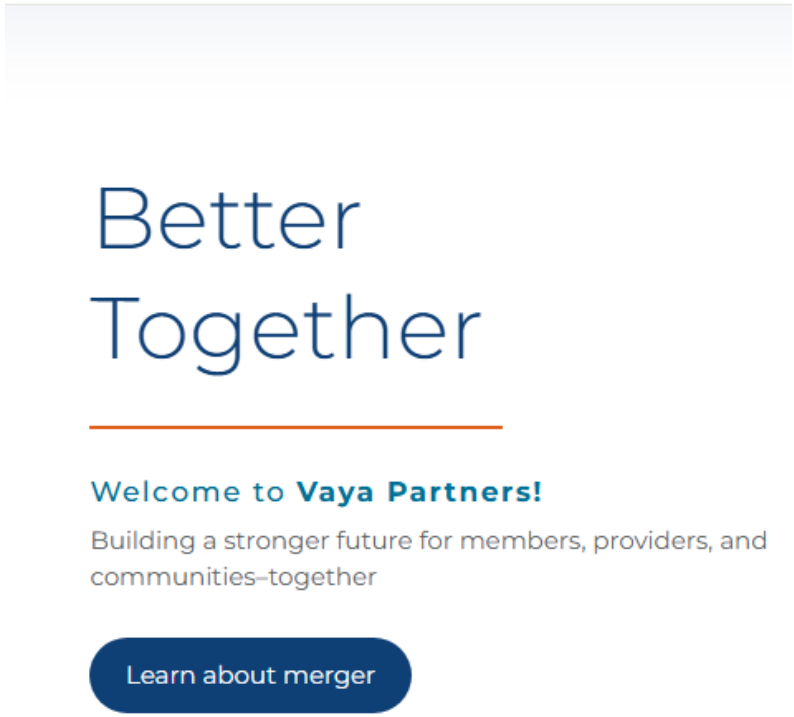
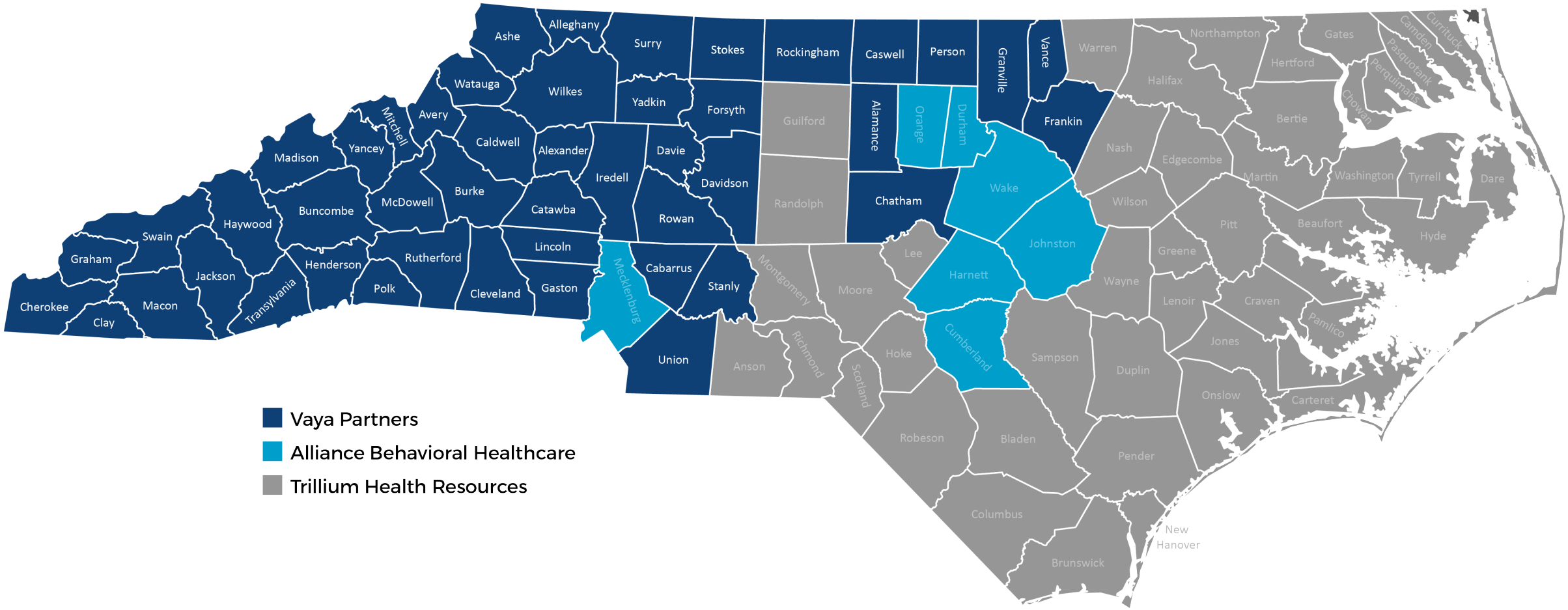
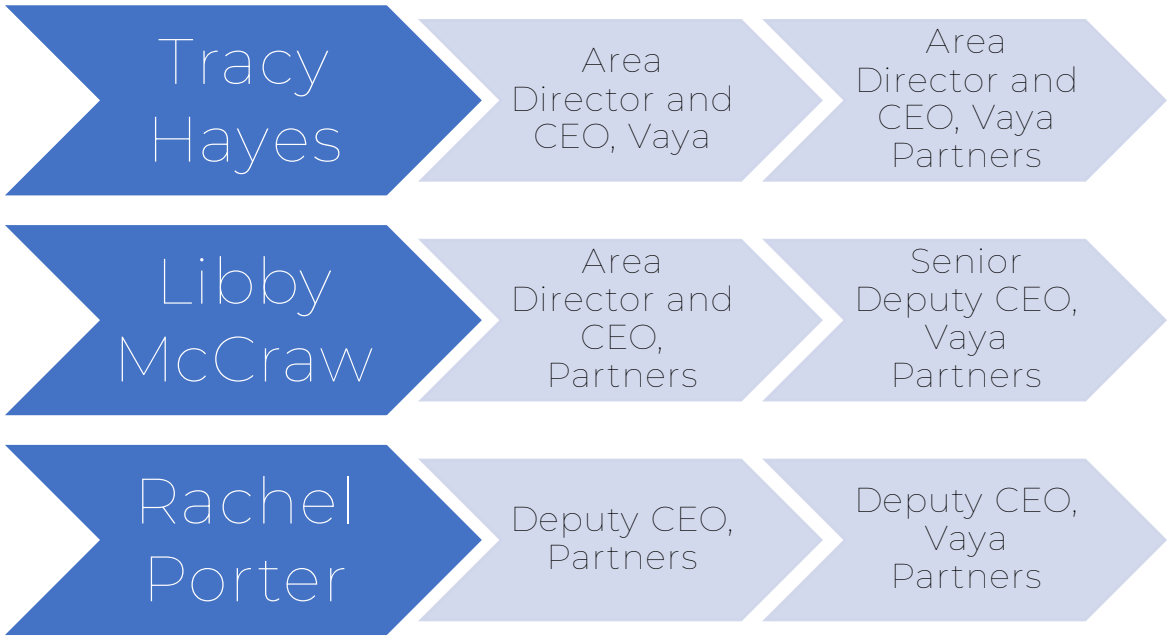
- We are officially Vaya Partners!
- We are positioned for long-term stability.



Better Together- Vaya Partners



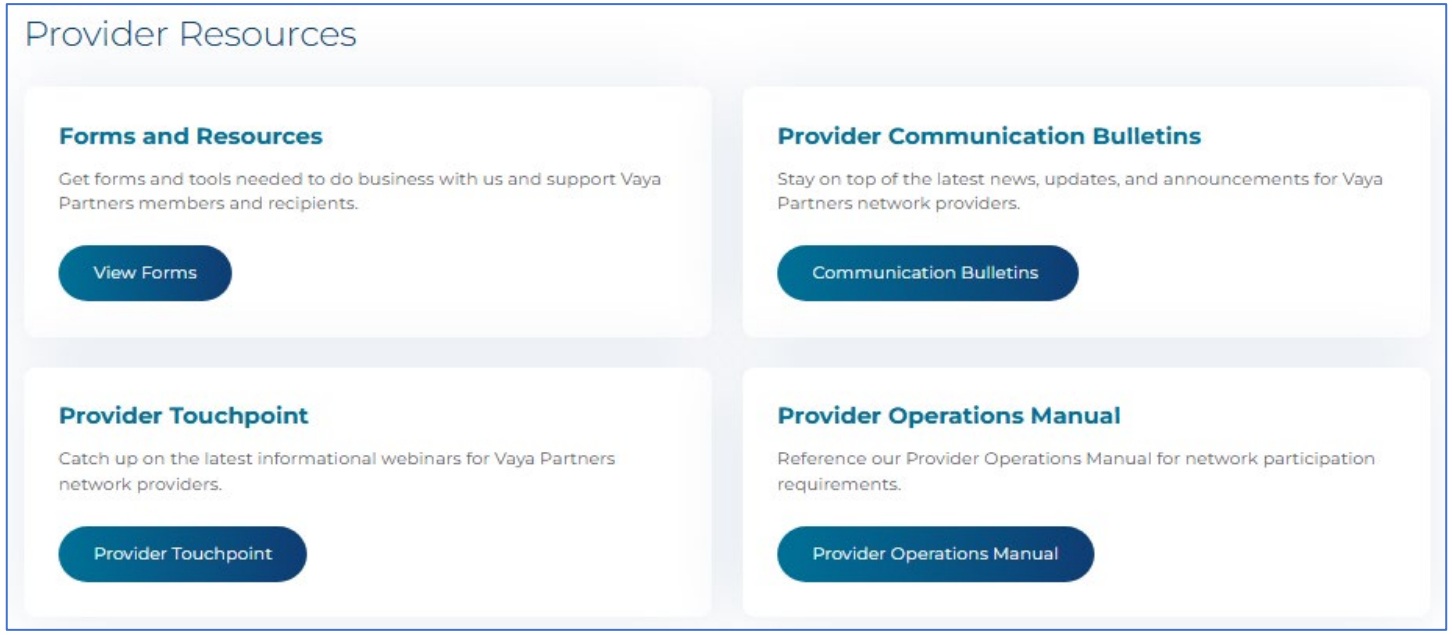
Leadership and Governance

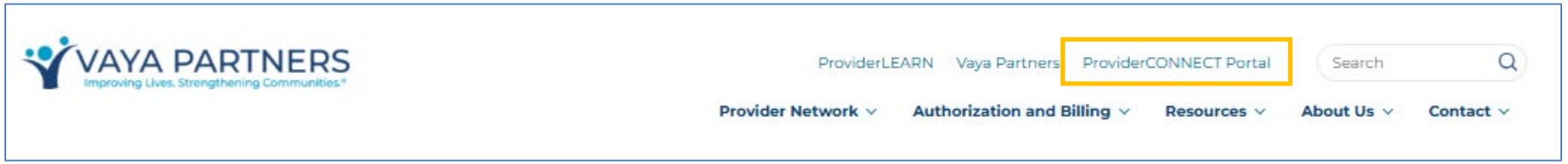


- **Board of Directors**
- Members from each organization – 26 total
- Consumer and Family Advisory Committee (CFAC) – four members
- Combined Provider Advisory Council

ProviderCENTRAL

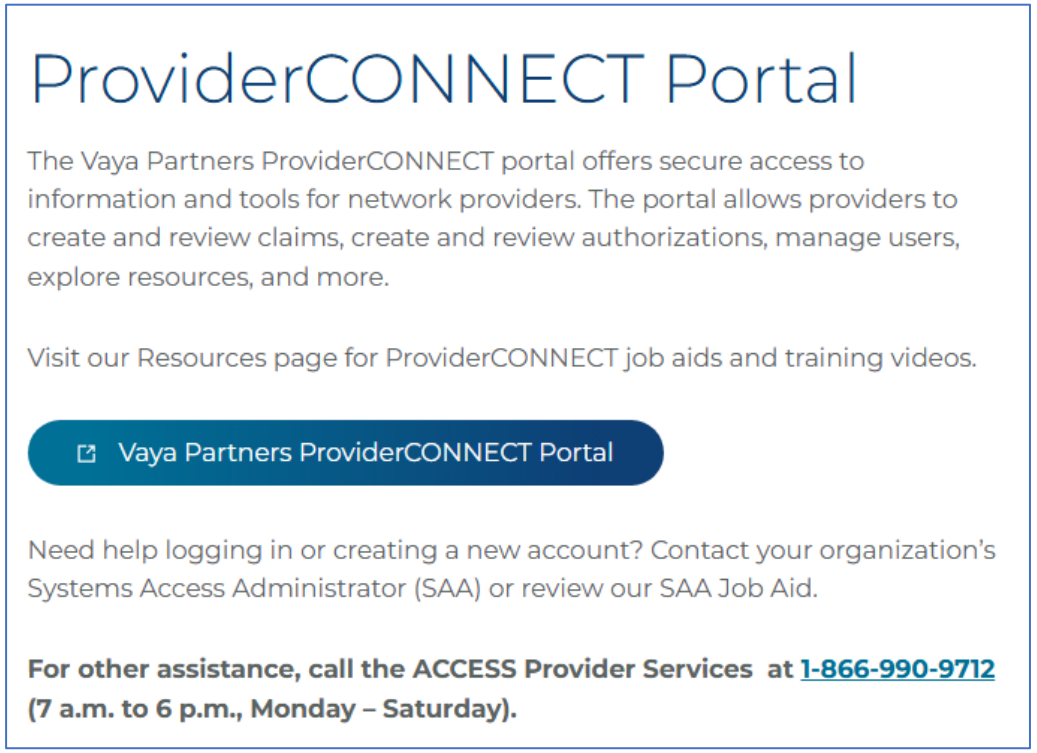
- ProviderCENTRAL
- Announcements
- Technical Support
- Resources
- ProviderCONNECT
- Authorization
- Billing





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 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

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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

Provider Operations Manual

Operational Updates

Doing Business with Vaya Partners

Rates and Fee Schedules

Rates and Fee Schedules

- Blended rate approach
- Standard rates
- Provider-specific rates

Standard rates were published Sept. 1, 2026

Rate and Checkwrite Schedules | Vaya Partners Providers

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

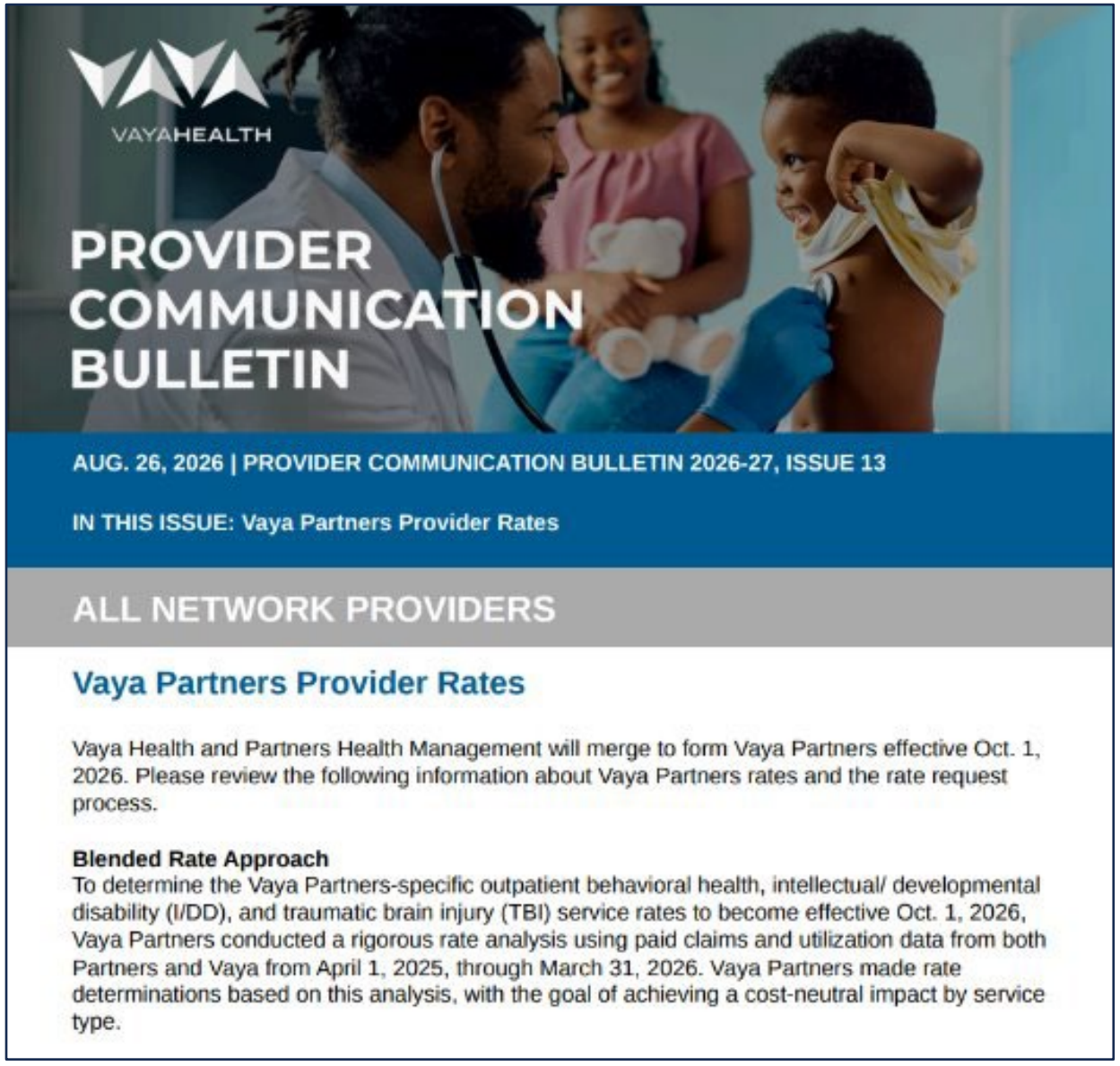
Rate Adjustments

- 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

Pause on Rate Requests

- Provider-specific rates
- Member-specific rates



VAYAHEALTH

PROVIDER COMMUNICATION BULLETIN

AUG. 26, 2026 | PROVIDER COMMUNICATION BULLETIN 2026-27, ISSUE 13

IN THIS ISSUE: Vaya Partners Provider Rates

ALL NETWORK PROVIDERS

Vaya Partners Provider Rates

Vaya Health and Partners Health Management will merge to form Vaya Partners effective Oct. 1, 2026. Please review the following information about Vaya Partners rates and the rate request process.

Blended Rate Approach
To determine the Vaya Partners-specific outpatient behavioral health, intellectual/ developmental disability (I/DD), and traumatic brain injury (TBI) service rates to become effective Oct. 1, 2026, Vaya Partners conducted a rigorous rate analysis using paid claims and utilization data from both Partners and Vaya from April 1, 2025, through March 31, 2026. Vaya Partners made rate determinations based on this analysis, with the goal of achieving a cost-neutral impact by service type.

Electronic Visit Verification (EVV)

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

EVV and Service Authorization Transition

- Effective Oct. 1, 2026, Partners and Vaya UM transitioned existing service authorizations to Vaya Partners.
- We anticipated that EVV authorizations scheduled to be effective Oct. 1, 2026, would take time to process through our systems.
- Legacy Partners EVV service authorizations should transfer with an adjusted start date of Oct. 1, 2026, with the originally authorized units.
- Legacy Vaya CLS authorizations should transition 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.

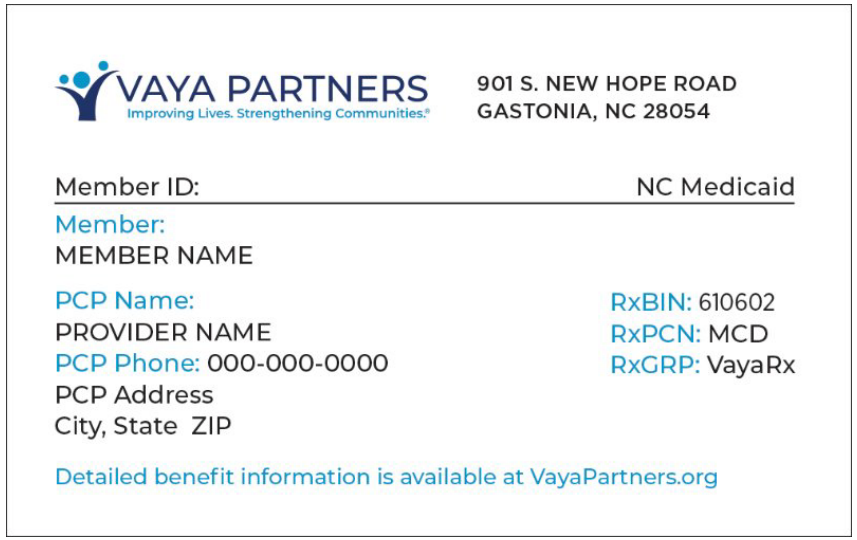
EVV Member Availability in ProviderCONNECT

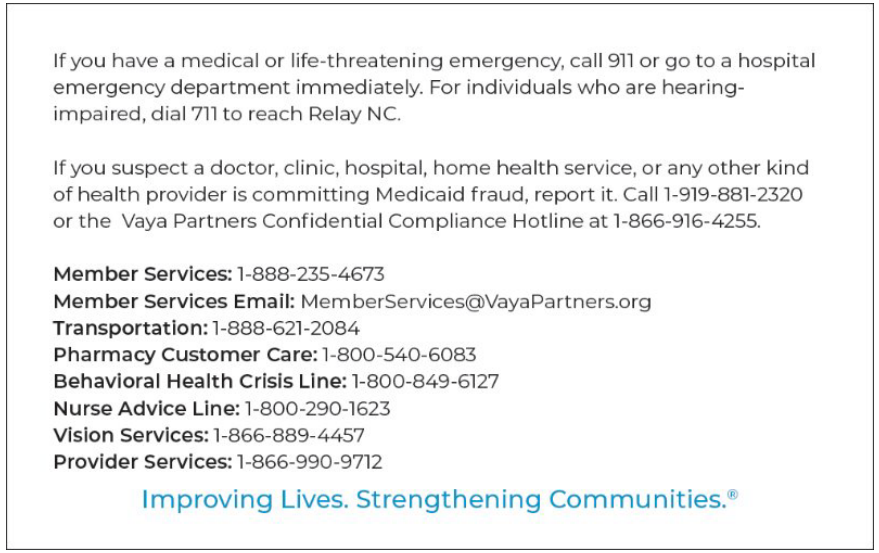
What should I do if I don't see my EVV authorizations in ProviderCONNECT or HHAeXchange?

- Currently, there are 1,742 pending placements
- Check your pending placement queue
- If you are not finding them there, please submit a Service Desk Ticket

Member Enrollment

Member ID Cards





Please direct any members with questions to call Member Services at 1-888-235-4673.

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



Contracts and Amendments

Joining the Vaya Partners Network

How to become a Vaya Partners Provider

Vaya Only	Overlapping	Partners Only	State-funded
• No change • Continue using Vaya systems	• Vaya systems for both Vaya and Partners • Contract amendment	• Vaya Partners contract • Welcome packet • Vaya systems starting Oct. 1, 2026	• Contract amendment • Welcome packet • Vaya systems starting Oct. 1, 2026

Contracting Updates

Contracts

- Partners Providers should have received a Vaya Partners contract
- If not, please email tpcontracting@vayahealth.com
- Include the provider's legal name, NPI number, legal signatory full name, title, email address, and phone number

Amendments

- Amendments are not specifically tied to the merger but are required for NCDHHS compliance
- Include modifications to contract expiration dates and updated service area
- If you have questions or concerns, please contact your Vaya Partners Provider Network Contract Manager

Action Item

Amendment and Contract Support
Vaya Partners @
tpcontracting@vayahealth.com
1-866-990-9712
Email: ProviderInfo@VayaPartners.org

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.

System Access Administrator

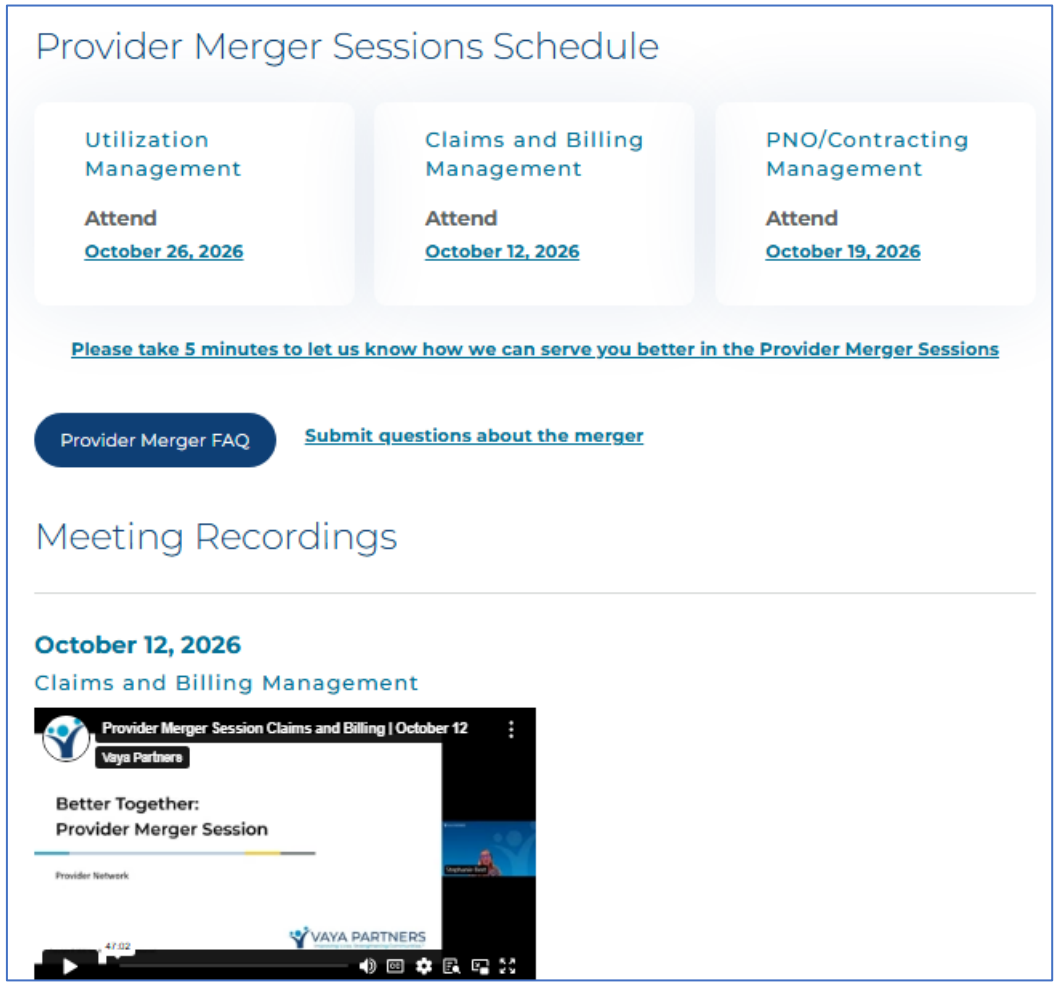
- During the Contracting Phase, organizations name a System Access Administrator (SAA) for their organization
- This person can add, amend, delete users in their organization for the ProviderCONNECT Portal.
- If you need portal access, reach out to your SAA.
- If you are the SAA for your organization, please refer to this Job Aid to set up Users.

System Access Administrator Job Aid



Closing

Provider Merger Sessions



- 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- Topic is UM

[Vaya Partners' Provider Merger Sessions | Vaya Partners Providers]

Provider FAQ



Submit a Question about the Vaya Partners Merger

Vaya Partners' Provider Merger Sessions | Vaya Partners Providers

ACCESS Provider Services

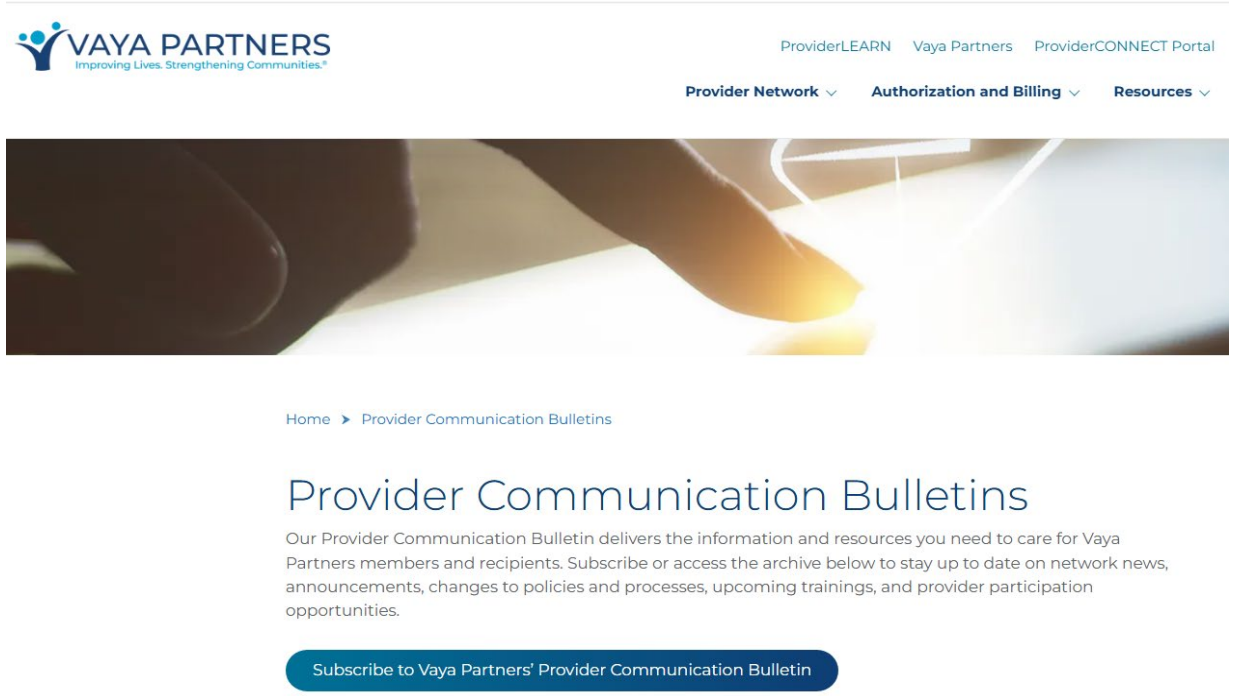
- Telephone support and issue resolution available for providers
- Hours of operation: 7 a.m. to 6 p.m.
- Also available on holidays

ACCESS Provider Services

1-866-990-9712

ProviderInfo@VayaPartners.org

Stay in the Know!



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 October 2 Slides

Provider Touchpoint

ProviderCONNECT Training Schedule

General

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- Thursdays, 10-11 a.m. Join Microsoft Teams

Claims

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- 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

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