Better Together:
Provider Merger Session

Utilization Management

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

Utilization Management Presenter

- Dr. Andrea Soltau, Senior Director, Physical Health Utilization Management

Agenda



Important Information



Provider Action Items



Where to Find Support



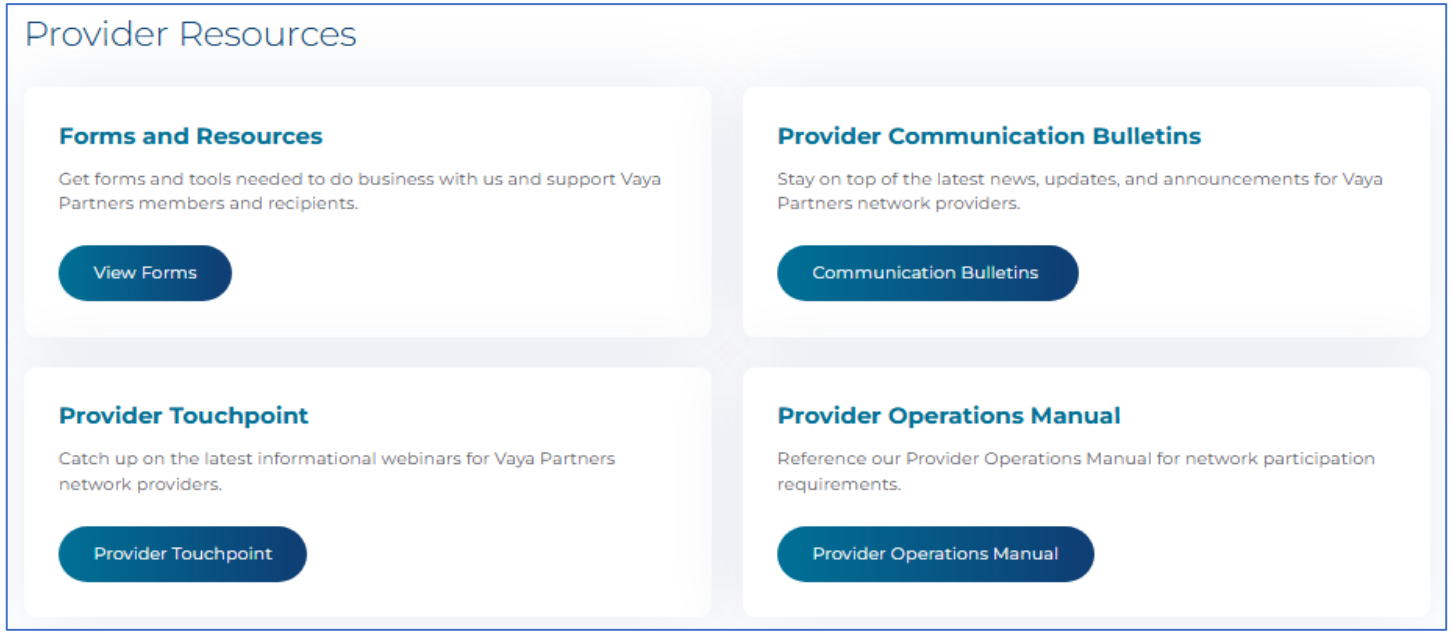
Q&A

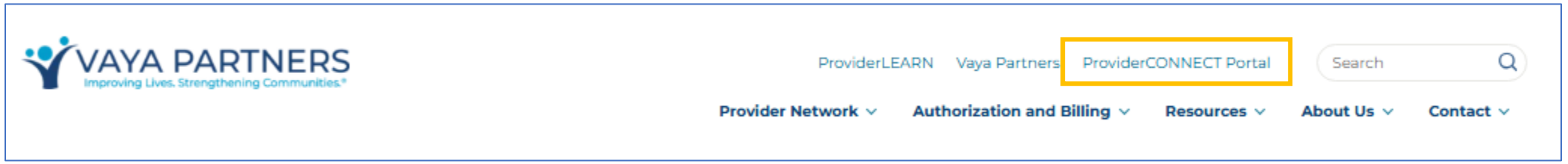
General Information

The Vaya Partners Merger

ProviderCENTRAL

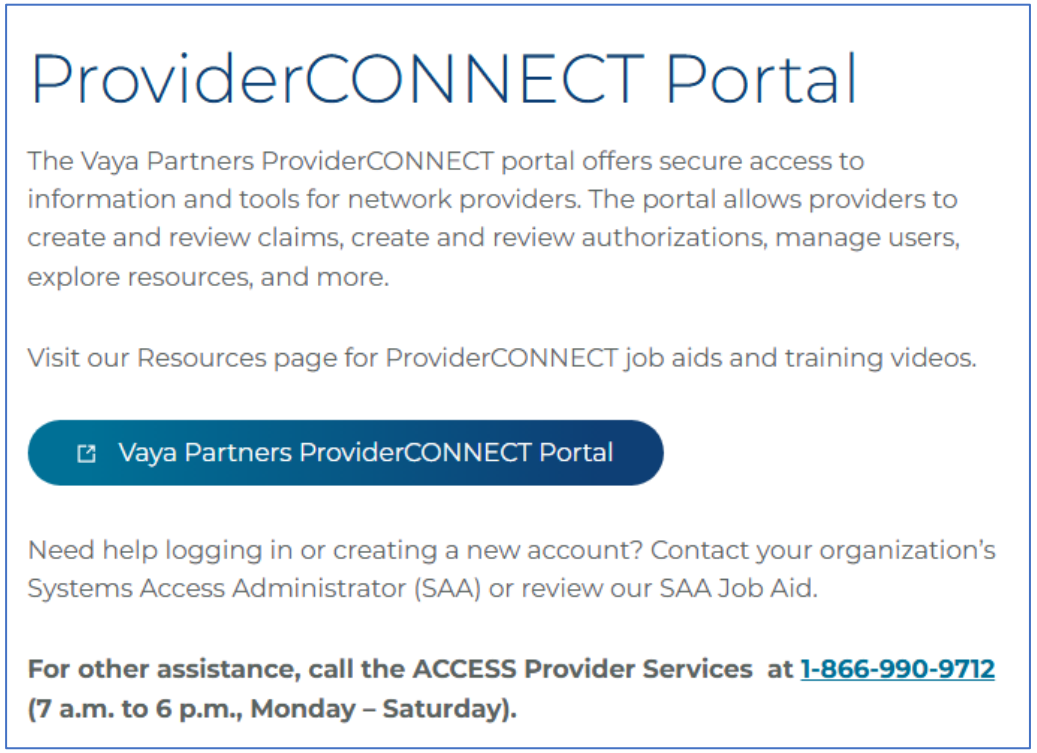
- ProviderCENTRAL
- Announcements
- Technical Support
- Resources
- ProviderCONNECT
- Authorization
- Billing





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

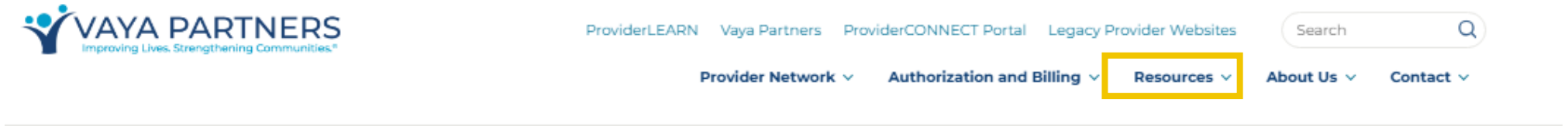
Utilization Management

- 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

ProviderCONNECT Training Resources



- Systems Access Administrator
- Service Authorizations
- Enrollment, Updates, and Discharges
- Grievances, Appeals, and more
- Claims

Quick Reference Guide

[Provider Quick Reference Guide | Vaya Partners Providers]



Vaya Partners
Quick Reference Guide

VAYA PARTNERS
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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 Provider.Info@VayaPartners.org

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?

- Check your pending placement queue
- If you don't see your member, then this could mean there is no authorization OR something occurred in the linking.
- Please ensure the Taxonomy Code is included because we are seeing the taxonomy code may be missing.
- If you need additional support, please submit a Service Desk Ticket

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.



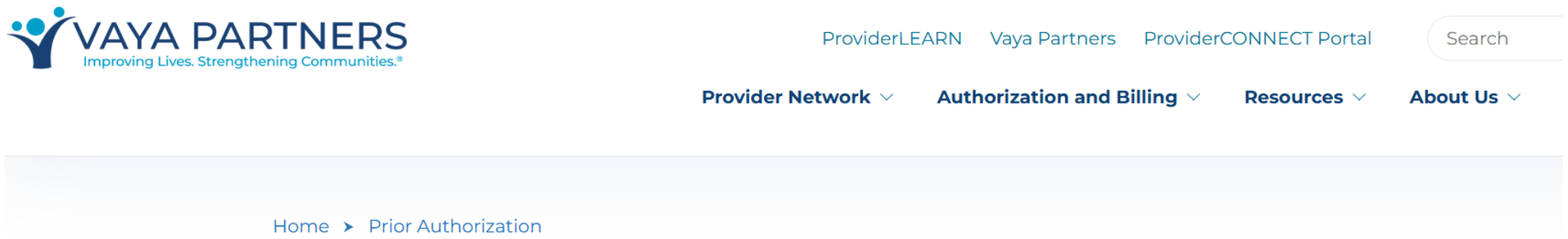
Utilization Management

- Serving members

Vaya Partners Utilization Management

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

Vaya Partners Prior Authorization webpage



Prior Authorization | Vaya Partners Providers

Authorization Guidelines



[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
- **Personal Care Service (PCS)**
  - Legacy Partners authorized PCS on a monthly basis
  - New Vaya Partners authorization guideline alllows for up to one year auth period.

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

- Physical health services. ***Exceptions****: Personal Care Services and Electronic Visit Verification (EVV) services*
- Behavioral health/substance use disorder services. ***Exceptions****: 1915(i) services and Psychiatric Residential Treatment Facility (PRTF).*

Transitions of Care (TOC) Merger Flexibilities

- Certain I/DD services and special processes for inpatient services
- Standard Utilization Management requirements remain
  - NC Innovations Waiver services
  - Intermediate Care Facility for Individuals with Intellectual Disabilities
  - Research-Based Health Treatment
  - 1915(I) services
  - Long-Term Community Supports
  - Psychiatric Residential Treatment Facility services
  - Personal Care Service [PCS]

Please refer to the new Vaya Partners Authorization Guidelines for all SARs

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

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
- Submit requests for independent assessments to 828-707-9349
- Reassessments will be scheduled in accordance with NC Medicaid Clinical Coverage Policies 3L and 3L-1
- Post-payment review

Drug Testing and Detox Services

Drug Testing WITH Detox Services

- When drug testing is requested in conjunction with detox services, the authorization request should be directed to the Behavioral Health Team for review and processing.

Drug Testing WITHOUT Detox Services

- Prior authorization is NOT required for drug testing when detox services are not requested.
- Providers should NOT submit an authorization request for drug testing alone.

Vaya Partners Utilization Management MEMO October 8, 2026

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.

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.
- Prior Authorization Look-up Tool and Guidelines- Behavioral Health
- Prior Authorization Look-up Tool and Guidelines- Physical Health
- Vaya Partners will provide educational guidance to providers at least 30 days prior to implementation of new policies or guidelines.

Authorization Submission and Fax Information

Physical Health Authorization Requests

- Please submit service authorization requests through ProviderCONNECT
- Physical Health Authorization Fax: Visit our Prior Authorization page for more information

Behavioral Health Authorization Requests

- Please submit service authorization requests through ProviderCONNECT
- Behavioral Health Authorization Fax: Visit our Prior Authorization page for more information

UM Support

For Authorization or General Provider Assistance, ACCESS Provider Services at 1-866-990-9712 or Email: Provider.Info@VayaParnters.org

For ProviderCONNECT Technical Assistance,

Vaya Partners ServiceDesk: 1-800-893-6246, ext. 1500

Email: ServiceDesk@VayaPartners.org

Online: Provider Service Desk Request Form

Quick Links

- ProviderCENTRAL website
- ProviderCONNECT portal
- Provider Authorization Information
- Authorization Guidelines
- Provider Forms and Resources
- Provider Communication Bulletins



Closing

Provider Merger Sessions



- Last session is today
- Recordings and slide decks from previous sessions
- Download the slide deck to access links to resources

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

ACCESS Provider Services

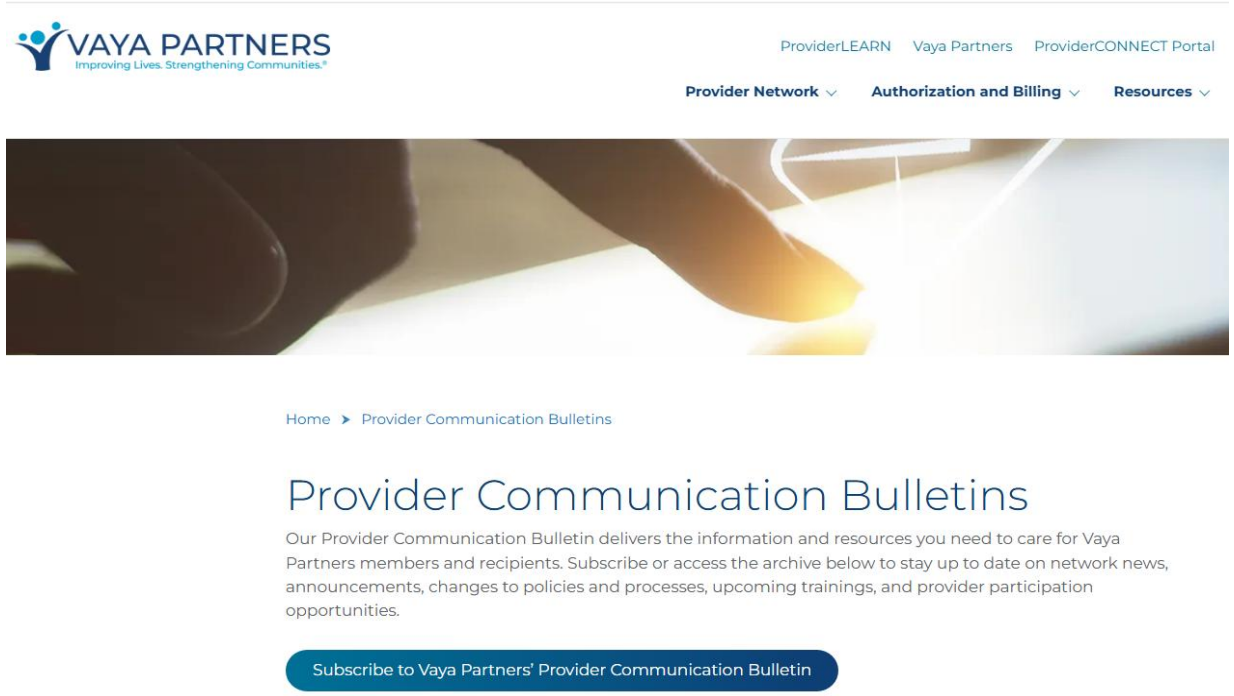
- Telephone support and issue resolution available for providers
- Hours of operation: 7 a.m. to 6 p.m.
- Also available on holidays

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



Provider Touchpoint

Contracting Support

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

ProviderCONNECT Training Schedule

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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 did we do?



Provider Merger Session Survey

Thank You

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