Vaya Partners Provider Touchpoint

Friday October 16, 2026

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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 take two breaks throughout the broadcast to address Q&A submissions.**
- 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.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email Provider.Info@VayaPartners.org.

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Where Can I Find…



Provider Touchpoint

Recordings and Resources

[Provider Touchpoint Recordings and Slides: Vaya Partners]



Provider Communication Bulletin

Sign-up and Archive

[Provider Communication Bulletins: Vaya Partners]

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Provider Touchpoint

Friday, Oct. 16, 2026

- Welcome
- National Disability Employment Awareness Month
- Better Together: Vaya Partners Merger Updates
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Q&A

Vaya Partners Participants

- **Annelies Kisiah,** PH UM Vendor Management Assistant Director
- **David Boyd, (Host),** BH Contracting and Relationship Director
- **Dr. Karin Suess**, Senior Director of Medical Pharmacy Benefits
- **Monica Thomas (Q&A Moderator)**, PNO Administrative Support Professional
- **Stephanie Best**, **(Co-Producer)**, Provider Educator

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WELCOME

National Disability Employment Awareness Month

Supported Employment Services

NC Innovations Waiver and Medicaid 1915(i)

How does it work?

1. Connect with your Care Manager
2. Identify area program
3. Get help with resume writing, interviewing, and job searching
4. Receive support with new hire paperwork, developing job skills, and on-site support



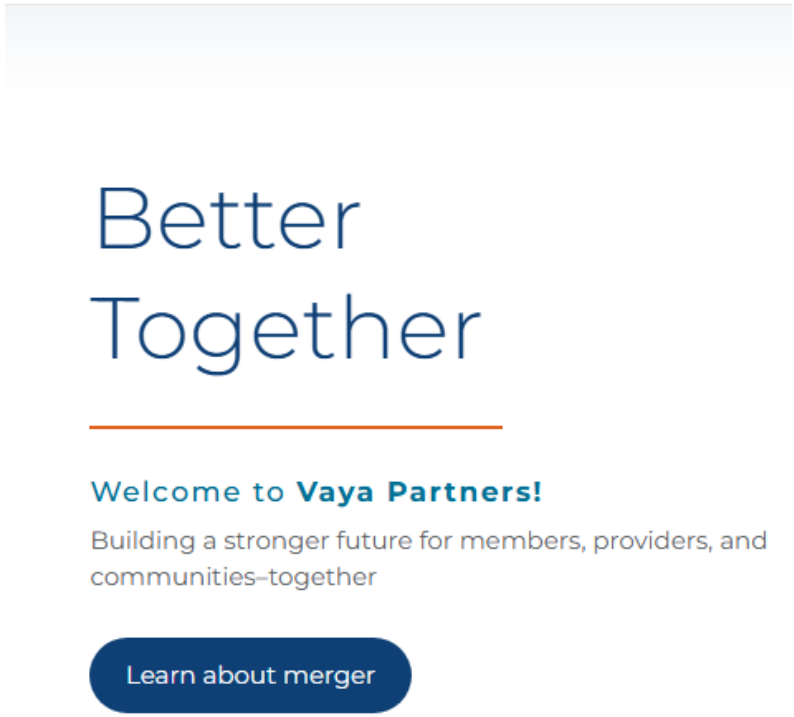
Better Together: Vaya Partners Merger Updates



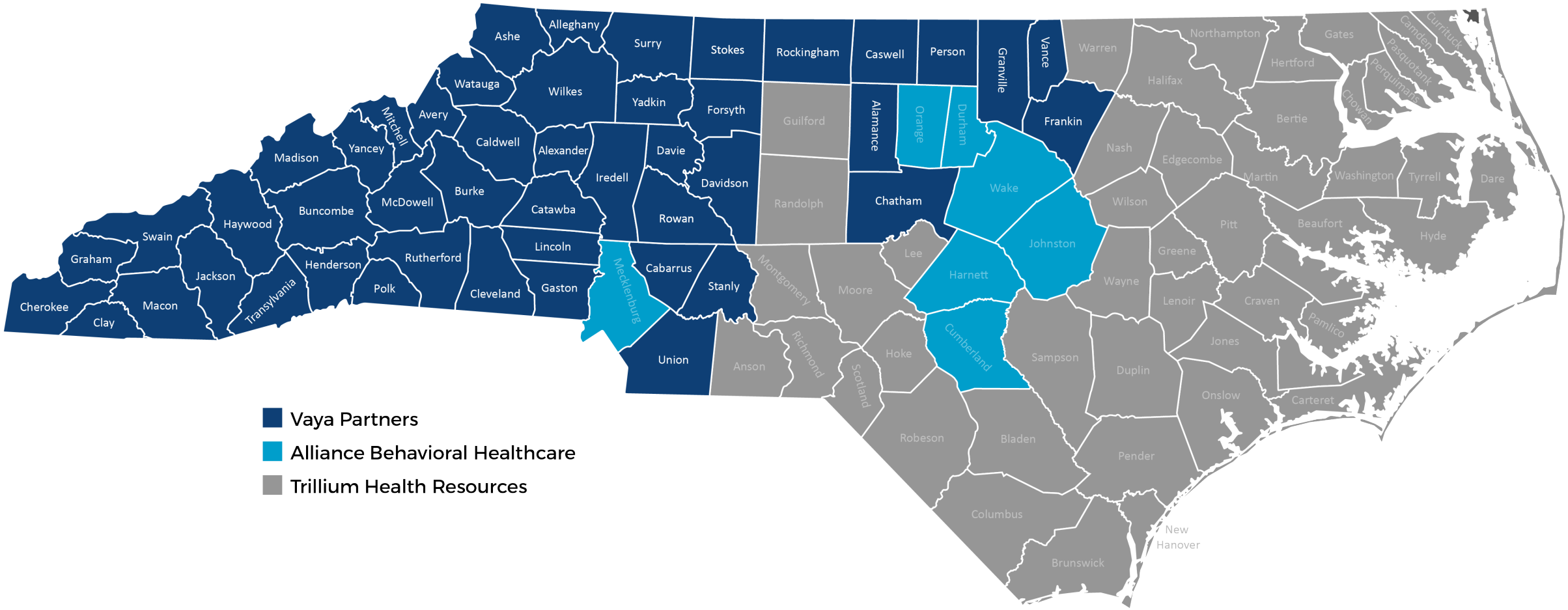
It's Official!

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



Better Together- Vaya Partners

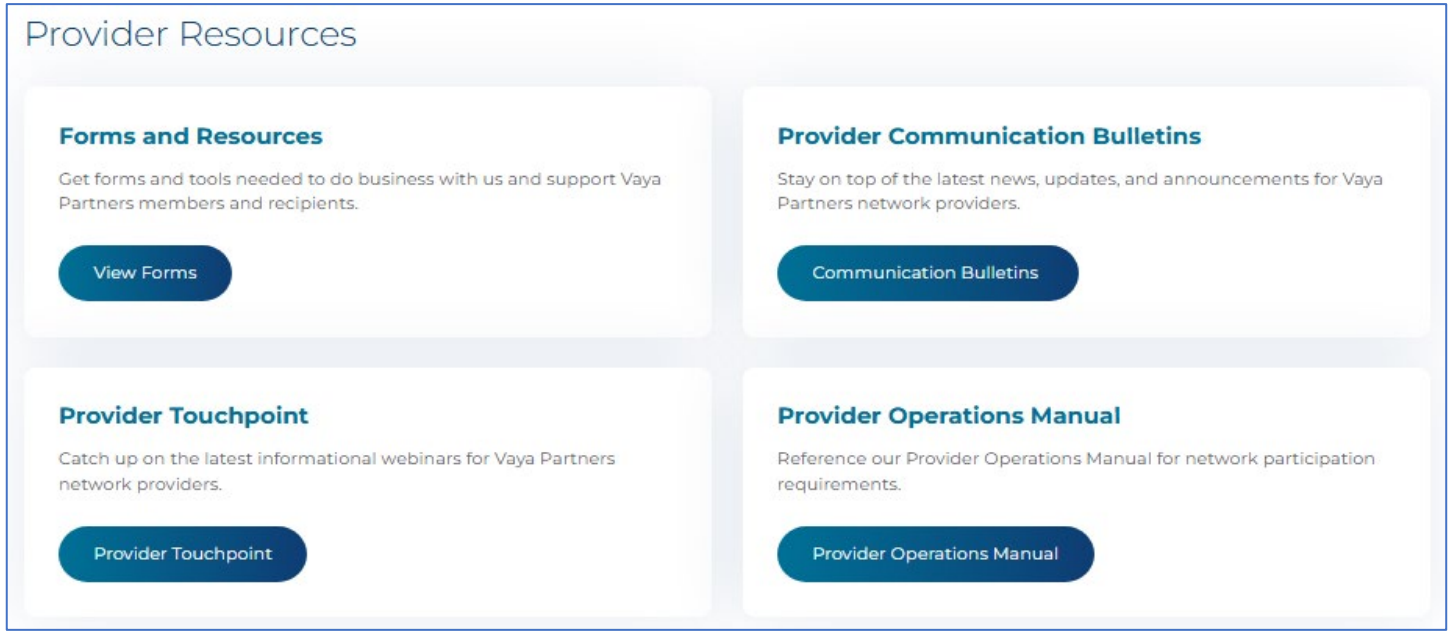


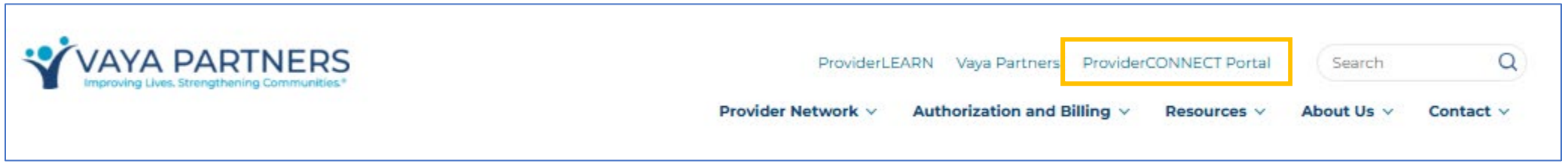
Navigating Vaya Partners: Authorization, ProviderCONNECT, and Transition Updates

- As transition continues following the Vaya Partners merger effective Oct. 1, 2026, we recognize providers are adapting to new systems, processes, resources, and authorization workflows. We appreciate your partnership and patience.
- Please review the Vaya Partners memo to help ensure service authorization requests are submitted appropriately and to reduce unnecessary processing delays.
- **Topics covered include prior authorization flexibilities, the ProviderCENTRAL website and ProviderCONNECT portal, authorization submission and fax information, authorization guidance on drug testing and detox services, and provider support, technical assistance, and training contacts.**

ProviderCENTRAL

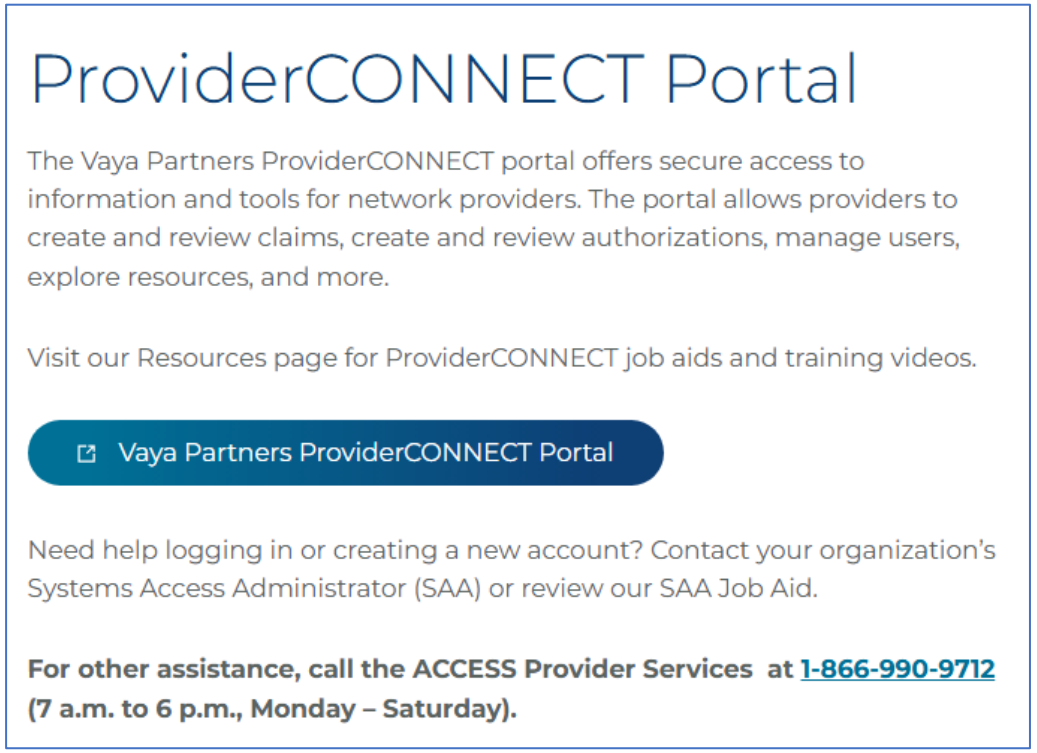
- ProviderCENTRAL
- Announcements
- Technical Support
- Resources
- ProviderCONNECT
- Authorization
- Billing





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 one 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**

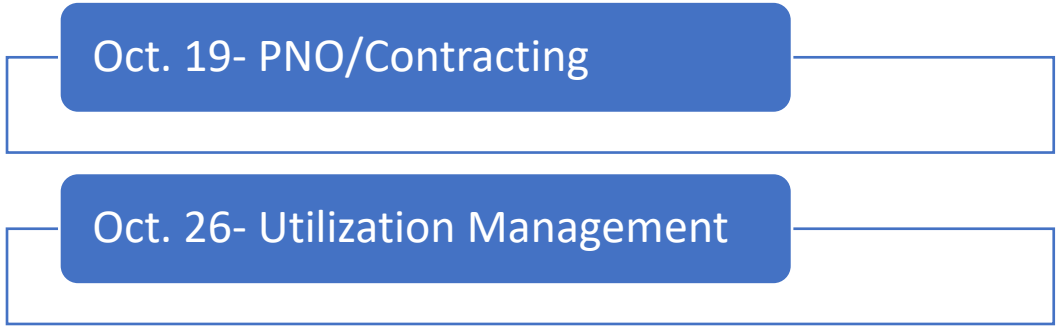
Provider Operations Manual

Provider Merger Sessions

Oct. 19, 2026, 2-3 p.m.

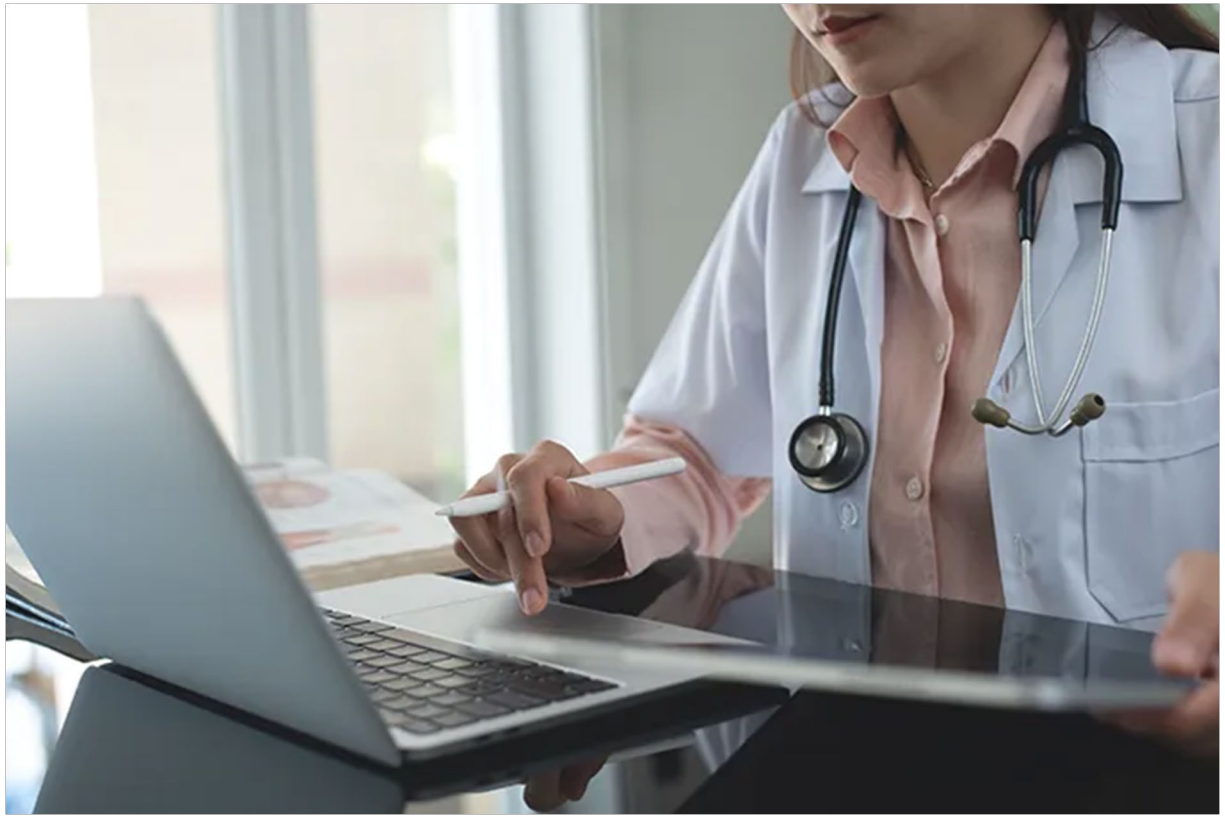
Stay connected and informed throughout the merger transition by attending our weekly Provider Merger Information Sessions.

- Sessions will be held on **Mondays** from **2-3 p.m.** and will **rotate** between our departments: Provider Network Operations (PNO) Contracting, Utilization Management (UM), and Claims & Billing.
- These are the last 2 sessions of the series.



Join our next session **on Oct. 19, 2026,** with information from Provider Network Operations and Contracting

On Your Radar Provider Announcements



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Utilization Management Clinical Criteria Coverage Policies

- As a reminder, Vaya Partners' utilization management staff use NC Medicaid clinical coverage policies and NCDHHS State-funded services 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



North Carolina Child Welfare Trauma-Informed Assessment Provider(s) Needed

Vaya Partners is seeking behavioral health providers in Buncombe County who are interested in conducting trauma-informed assessments as part of the North Carolina Child Welfare Trauma-Informed Assessment (CWTIA) initiative slated to begin **Jan. 1, 2027**.

If you are eligible to provide services under NC Medicaid Clinical Coverage Policy 8C and are interested in completing the training to provide assessments, email Alicia Damico, Child & Family Network Continuum Manager, at Alicia.Damico@VayaPartners.org.

Physical Health Provider Updates



Seasonal Vaccines

- Vaya Partners encourages all providers to engage with their patients.
- Influenza and COVID-19 vaccines are now available at retail pharmacies and doctor's offices.
- Vaya Partners aligns our billing requirements with NCDHHS.
- NC Medicaid Influenza Vaccine Guidelines for 2026-2027
- NC Medicaid COVID-19 Vaccine Guidelines for 2026-2027

- Please note an **ICD-10** codes of **Z23** (encounter for immunization) is required for billing immunizations on medical claims

Q&A



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Learning and Participation Opportunities



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Resource Connections Provider Association, Inc Town Hall Meeting

- WHO Providers, Community, Partnerships, Community Members
- WHAT “Who will be left standing? HR1 and the Fight to Keep NC Providers Afloat”
- WHEN Oct. 27, 2026, 4 - 6 p.m.
- WHERE 658 Sussex Street, Kinston, NC 28501
- HOW Learn more about Resource Connections Provider Association and Register Here

NC- H.O.P.E. Peer Support Appreciation Day 2026

- WHO — Community Partners of NC-H.O.P.E.
- WHAT — Peer Support Appreciation
- WHEN — Oct. 30, 2026, 11:30 a.m. – 5 p.m.
- WHERE — Marsh Creek Community Center, Raleigh, NC
- HOW — The event is currently Sold Out. Join the Wait List HERE. For more information, email **Dr. Kemi Amola-Hill** at kemi@voice-ts.com.

NC Rural Health Transformation Program and MC Medicaid Primary Care Payment Pilot Program

- WHO Primary Care Providers
- WHAT Pilot program to strengthen financial stability for rural PCP and expand access
- WHEN Oct. 15, 2026, 12 - 1 p.m.
- WHERE Virtual Webinar (Webex)
- HOW Register Here

Vaya Partners ACT Summit

- WHO — Assertive Community Treatment (ACT) involved
- WHAT — 2-day Summit
- WHEN — Oct. 21-22, 2026, from 10 a.m.-3 p.m.
- WHERE — Statesville Civic Center
- HOW — Register Online

Child and Family Team (CFT) 1 Revised Training

- WHO — Parents, Caregivers, and Professionals (only 3 individuals from each provider organization)
- WHAT — System of Care and CFT process training provides 11 contact hours
- WHEN — Dec. 2 – 3, 2026, 9 a.m. - 4 p.m.
- WHERE — Free virtual course
- HOW — Registration Opens on Oct. 21, 2026

The Role of Peer Support within ACT Services

- WHO — UNC Institute for Best Practices
- WHAT — Overview of the Tool for Measurement of Assertive Community Treatment (TMACT) and service model requirements for Peer Specialist on an ACT team.
- WHEN — Nov. 16 – 17, 2026, 9:30 a.m. - 12:30 p.m.
- WHERE — Virtual Webinar (Zoom)
- HOW — Please register in advance. Learn More and register online.

Final Q&A



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Thank You

Join us again on Friday, October 30, 2026

For further questions regarding this week's touchpoint, please email ProviderTraining@VayaPartners.org

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