Vaya Partners Provider Touchpoint

Friday October 30, 2026

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 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. 30, 2026

- Welcome
- National Breast Cancer Awareness Month
- Better Together: Vaya Partners Merger Updates
- Claims Updates
- Provider Announcements and Updates
- Utilization and Management Updates
- Navigating the ProviderCONNECT Portal
- Learning and Participation Opportunities
- Q&A

Vaya Partners Participants

- **Annelies Kisiah,** PH UM Vendor Management Assistant Director
- **Celeste Ordiway,** VP of PN Network Operations and Value Based Contracting
- **Kate Glance,** Regulatory Reporting Director
- **Rhonda Colvard,** VP of Claims
- **Kurt Boldt, (Host),** PH Provider Contracting and Relationship Director
- **Monica Thomas (Q&A Moderator)**, PNO Administrative Support Professional
- **Shelby Holland,** Tribal Liaison
- **Stephanie Best**, **(Co-Producer)**, Provider Educator

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WELCOME

National Breast Cancer Awareness Month

“Every story is unique, every journey matters.”

World Health Organization

Centers for Disease Control and Prevention recommendations

- Early Detection
- Symptoms to Watch
- Risk Factors
- Reducing Risk



Data Dig
With Kate Glance



Breast Cancer In the United States

	Common Types of Cancer	Estimated New Cases 2026	Estimated Deaths 2026
1	Prostate Cancer	333,830	36,320
2	**Breast Cancer (Female)**	**321,910**	**42,140**
3	Lung and Bronchus Cancer	229,410	124,990
4	Colorectal Cancer	158,850	55,230
5	Melanoma of the Skin	112,000	8,510
6	Bladder Cancer	84,530	17,870
7	Kidney and Renal Pelvis Cancer	80,450	15,160
8	Non-Hodgkin Lymphoma	79,320	19,970
9	Uterine Cancer	68,270	14,450
10	Leukemia	67,790	23,910

Female breast cancer represents 15.2% of all new cancer cases in the U.S.



According to data from 2019-2023 shared at cancer.gov, trends for the 47 counties in the Vaya Partners catchment area show breast cancer rates as:

- Stable in 36 counties (76.6%)
- Rising in 9 counties (19.1%)
- Falling in 2 counties (4.3%)

https://seer.cancer.gov/statfacts/html/breast.html

Better Together: Vaya Partners Merger Updates



Legacy Partners and Vaya Websites

- Legacy Partners and Vaya websites redirect to VayaPartners.org.
- We continue to add forms and other resources to the new Vaya Partners ProviderCENTRAL website.
- You can access legacy websites from Vaya Partners ProviderCENTRAL website.



To access legacy forms and documents, please use the links below:

Partners:

https://legacy.providers.partnersbhm.org

Vaya:

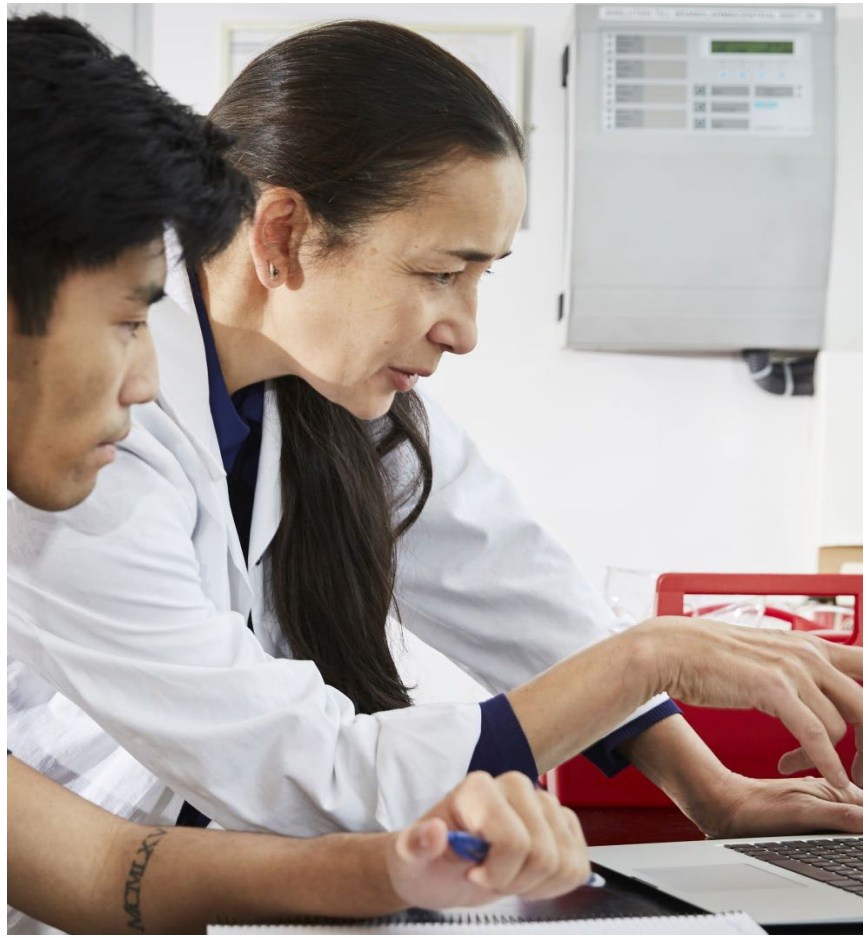
https://legacy.providers.vayahealth.com

Claims Updates



Billing Update

- Vaya Partners claims system follows a “lesser of” payment methodology.
- Providers must submit a billed amount that is at least equal to the contracted rate to receive the full contracted amount.
- This is a change for legacy Partners Health Management providers, who previously submitted claims through Alpha+ and received the contracted rate regardless of the amount billed on the claim.
- Claims submitted to Vaya Partners for less than the contracted rate will be reimbursed at the lower billed amount.



EFT Remittance Emails About Payment Amounts and Date

- Providers will no longer receive email notifications for Electronic Funds Transfers (EFTs) associated with dates of service on or after **Oct. 1, 2026,** as they previously did through Partners.
- Legacy Partners will continue to email notifications for EFTs associated with dates of service prior to **Oct. 1, 2026.**
- We encourage network providers to submit routine claims on a weekly or biweekly schedule in alignment with our checkwrite schedule.
- Please note Vaya Partners does not send advance email notifications regarding upcoming EFT payments.

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Remittance Advice (RA) Access

To retrieve RA documents, providers must register for access to the Vaya Partners ProviderCONNECT portal.

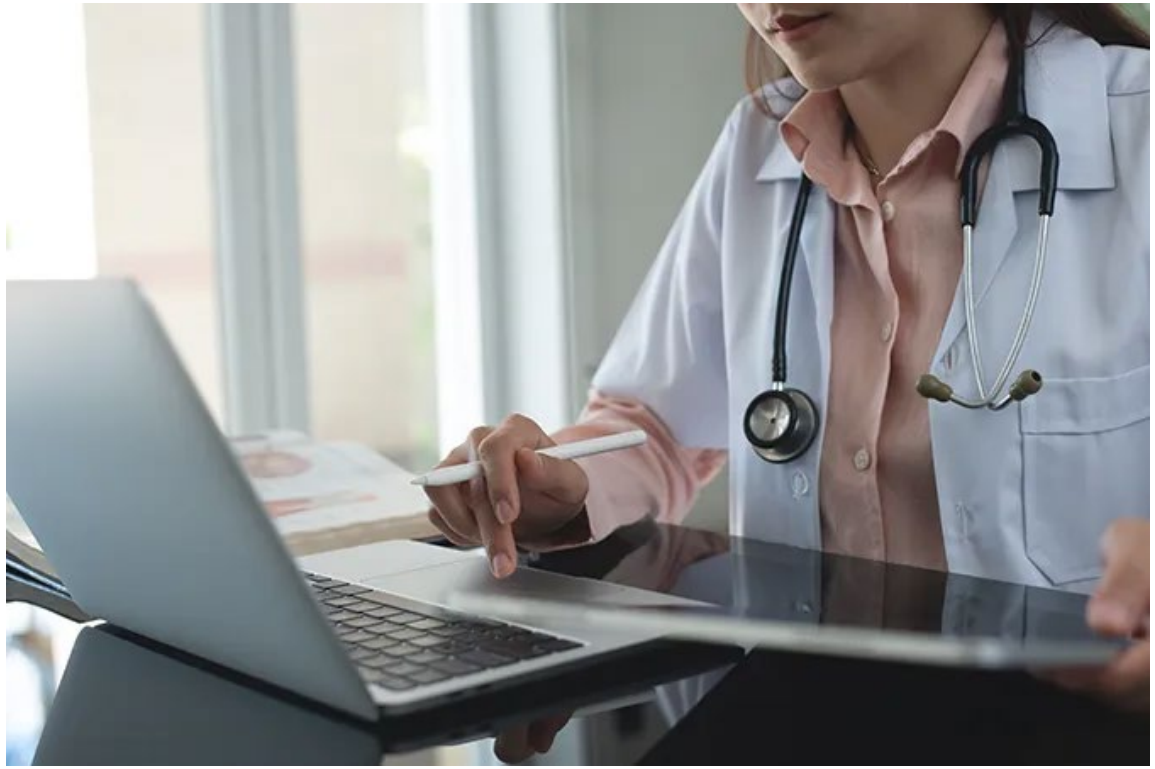
- Once you have access, review the ProviderCONNECT Portal Claims Job Aid for details about how to retrieve RA documents.

If you need help logging in or want to create a new account, contact your organization's designated systems access administrator (SAA).

- The Systems Access Administrator (SAA) Job Aid helps SAAs add, disable, resend, and review provider employee user profiles in ProviderCONNECT.

*For technical assistance, call our ServiceDesk at **1-800-893-6246, ext. 1500**, or email ServiceDesk@VayaPartners.org. For additional support, call ACCESS Provider Services, **1-866-990-9712**, Monday through Saturday, from 7 a.m. to 6 p.m.*

On Your Radar Provider Announcements



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Provider Reverification Application Reminders

- All providers enrolled in the NC Medicaid program must complete the reverification application process every five years, as mandated by federal law **42 CFR § 455.414.**

- This process ensures provider information is accurate and current and includes an evaluation of the provider's credentials and qualifications to ensure they meet professional requirements and remain in good standing.

- Please review our reverification reminders memo for details, including changes to unannounced site visits.

Unannounced site visits

Beginning Oct. 1, 2026, site visits mandated under **42 CFR § 455.432**, will no longer be scheduled ahead of time.

- The state Medicaid agency must require any enrolled provider to allow the Centers for Medicare and Medicaid Services, its agents, its designated contractors, and/or the state Medicaid agency to conduct unannounced on-site inspections of any and all provider locations.
- Failure to grant prompt and reasonable access may result in suspension of the provider and/or of reimbursements or terminations from participation in the NC Medicaid program.
- Providers subject to visits on or after Oct. 1, 2026, should expect to receive a notification from PCG that a visit will happen within a specified timeframe. The site visit will not be scheduled on a specific date or time.
- Providers who have already completed a site visit through Medicare within the past **5 years** should indicate this on their application.

Updated Standard Rate Schedules

Vaya Partners has updated our standard rate schedules for Medicaid 1915(c) NC Innovations Waiver services and Non-Medicaid Non-Clinician services.

Updates include:

- Additon of note that rates include the direct care worker (DCW) increase effective for dates of service on or after **Oct. 1, 2026,** where applicable
- Addition of the DCW rate increase to Alternative Family Living Residential Supports to correct a previous oversight
- Addition of the DCW rate increase to Community Living and Supports codes T2012 (Individual) and T2012 HQ (Group) to match the same rates with the GC modifier

The revised Non-Medicaid Non-Clinician rate schedule was corrected to restore missing codes **YP740** through **YP852**.

Updated Standard Rate Schedule Cont.

- Please remember to make any necessary changes to provider billing systems, including in the HHAeXchange system, for all Electronic Visit Verification services, and to bill charges at or above the posted rates to receive the full unit reimbursement.

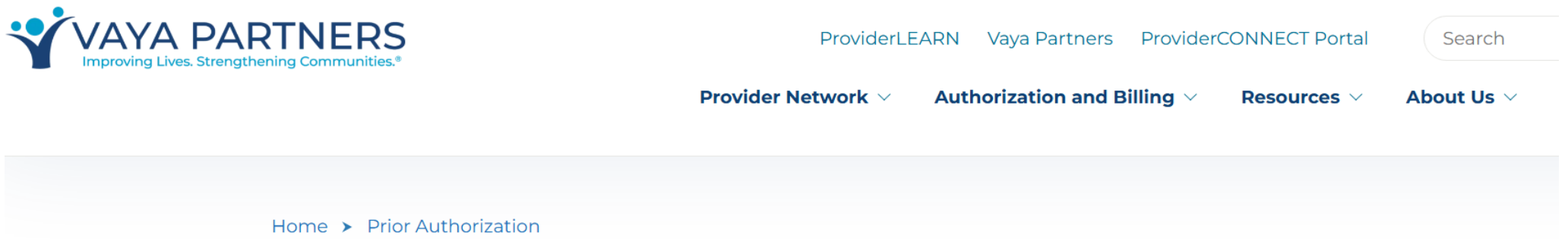
- Visit the Rate and Checkwrite Schedules page of our ProviderCENTRAL website for more information.

- If you have questions, please email Provider.Info@VayaPartners.org.

Utilization Management (UM) Updates



Vaya Partners Prior Authorization Webpage



Prior Authorization | Vaya Partners Providers

Authorization Guidelines



[Authorization Guidelines | Vaya Partners Providers]

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

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

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.

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

UM Provider Questions and Answers

Question #1:

- During the flexibility period ending **12/29/2026**, are providers still required to submit SARs/authorization requests for **S5145** Therapeutic Foster Care? If authorizations are not required during this period, how should providers handle TFC placements that began on or after **10/01/2026**?

Answer:

- Providers can just admit the member and submit their claims. We will have additional communication about submitting authorizations for the end of the flexibility period soon.

UM Provider Questions and Answers

Question #2:

- Will TFC claims be processed and paid during the flexibility period without an approved authorization?

Answer:

- Yes

UM Provider Questions and Answers

Question #3:

- Is there any action that our agency needs to take to document or notify Vaya Partners of new TFC placements during this period?

Answer:

- No

UM Provider Questions and Answers

Question #4

- Could you please provide a copy of Provider Communication Bulletin Issue 15 (**Sept. 1, 2026**)?

Answer

- Provider Communication Bulletin 2026-27, Issue 15 (Sept. 1, 2026)



Q&A Updates:

Provider Touchpoint

Oct. 16, 2026

Provider Questions and Answers

Question #1:

- Do we need to submit the 1915(i) RADSE form for approval?

Answer:

- 1915(i) CLS is only up to **28** hrs/week and relative living in home of adult can provide up to the full **28** hrs. Relative can only do CLS and there is currently no notification process required for provider to notify QM in relative is DSP

Provider Questions and Answers

Answer to Question #1, cont.

Excerpts:

- Relatives who live in the same home as a beneficiary who is under 18 years old may not provide Community Living and Supports. (Relatives can provide Community Living and Supports if they live in the same home as a beneficiary who is 18 or older and the relative meets the required staffing qualifications.)

- Beneficiaries who are in school (through age 21 unless proof of graduation is provided) are eligible for up to 15 hours (or 60 units) a week on weeks school is in session and up to 28 hours (or 112 units) a week on weeks school is not in session

- Beneficiaries age 22 and up (or graduated, with proof of graduation) Community Living and Supports may be authorized up to 28 hours (or 112 units) a week

Provider Questions and Answers

Question #2:

- Partners did not process any of our prior authorization request in September. After a point in time (**9/23/2026**) we were no longer able to enter prior auth's for SUD. How will we be compensated for those services? We have emails from Partners UM but no follow up has been completed.

Answer:

- SUD authorizations were processed as Administrative Approvals prior to merger on **10/01/2026** via Partners. If you have some authorizations for SUD that were not submitted, please do so in ProAuth.
- For **10/01/2026** most services fall under flexibilities through **12/29/2026.** Please review Provider Communication Bulletins for further information and go to Authorization Guidelines | Vaya Partners Providers to see the current Benefit Grid.

Provider Questions and Answers

Question #3:

- 1915(i) Respite authorization requirements do not require SARs for up to **1200** units/year. Is that about to change?

Answer:

- Please sign up to receive Provider Communication Bulletins and Alerts to stay informed about changes to authorization processes. Please note that 1915(i) Respite requires prior authorization and requires that it was Administratively Approved recently (**10/01/1026 to 10/31/2026**). Full medical necessity review will resume on **11/01/2026.** Please review the Benefit Grid for requirements at Authorization Guidelines | Vaya Partners Providers.

Q&A



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Mini-Training:
Navigating the ProviderCONNECT Portal



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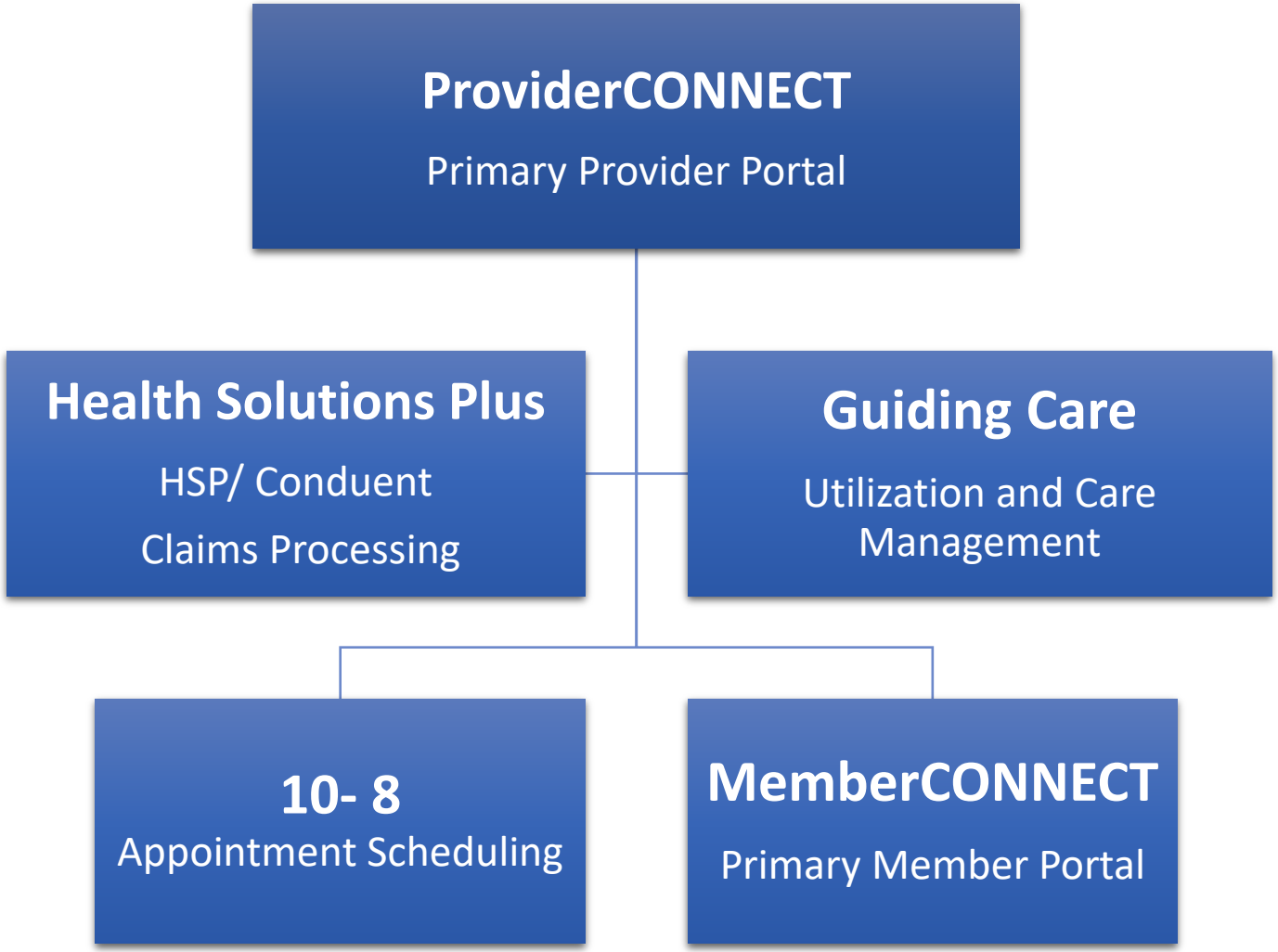
ProviderCONNECT Portal Access Restored

- Vaya Partners has resolved a technical issue that disrupted access to the ProviderCONNECT portal beginning yesterday, **Oct. 29, 2026**.

- Providers should be able to access the portal as usual to file and check the status of claims, service authorizations, and complete other portal functions.

- If you continue to encounter technical issues, please submit a Provider Service Desk Request Form, email ServiceDesk@vayapartners.org, or call **1-800-893-6246 ext. 1500**.

Five Core Systems for Providers



System Access Administrator

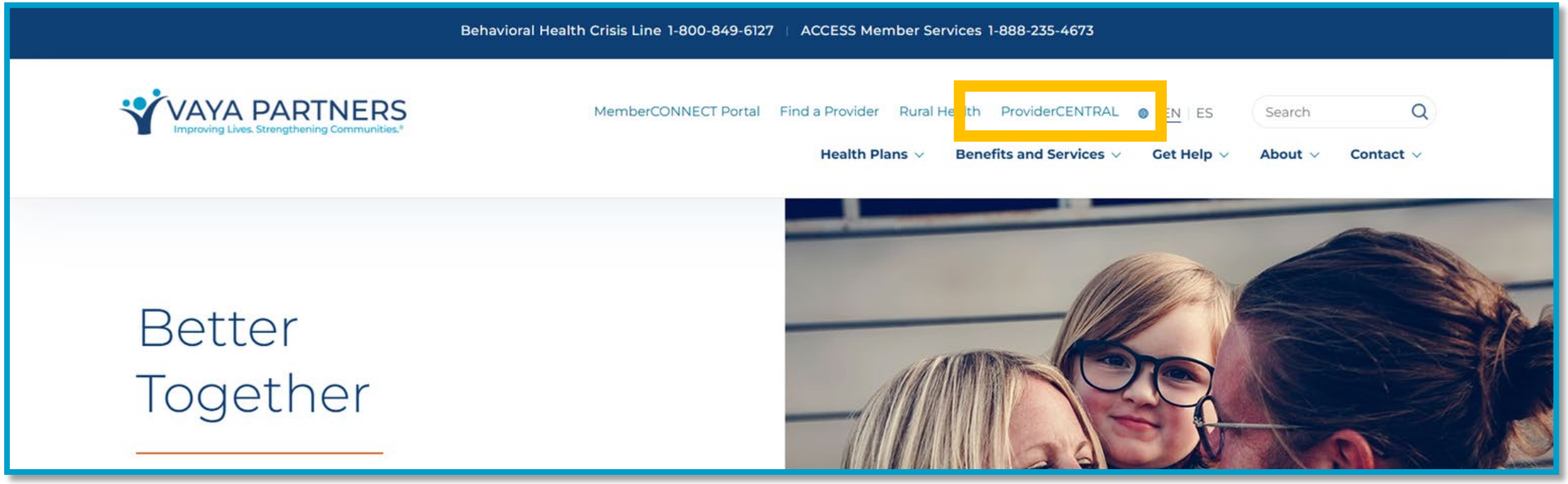
- During the Contracting Phase, organizations name one System Access Administrator (SAA) for their organization
- This person can add, amend, delete users in their organization for the ProviderCONNECT Portal.
- To set up your organization's SAA, complete the Network Provider Systems Access Administrator Designation form located on the Forms page of the Provider CENTRAL website.
- Bookmark Provider CONNECT for easy access.

System Access Administrator Job Aid

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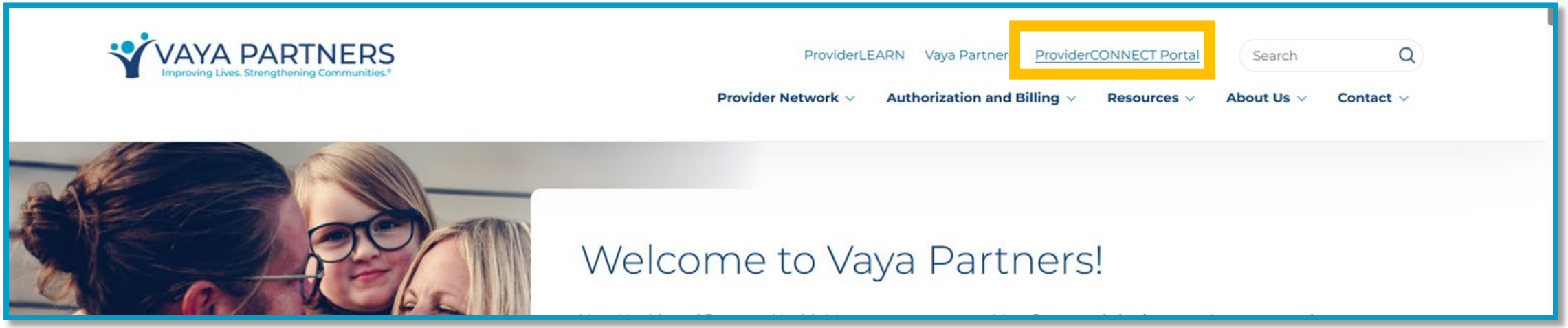
Navigate to ProviderCENTRAL

Navigate to www.vayapartners.org and select ProviderCENTRAL from the top navigation bar.



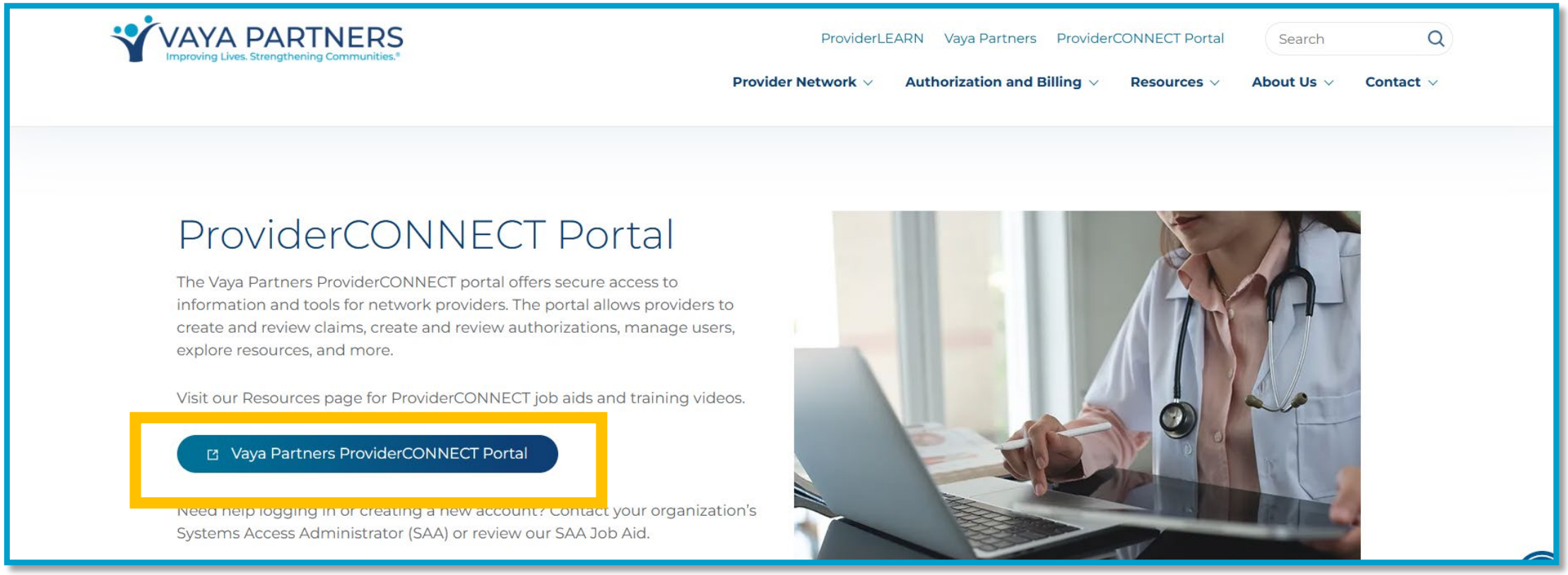
ProviderCONNECT Portal

From ProviderCENTRAL, select ProviderCONNECT Portal.



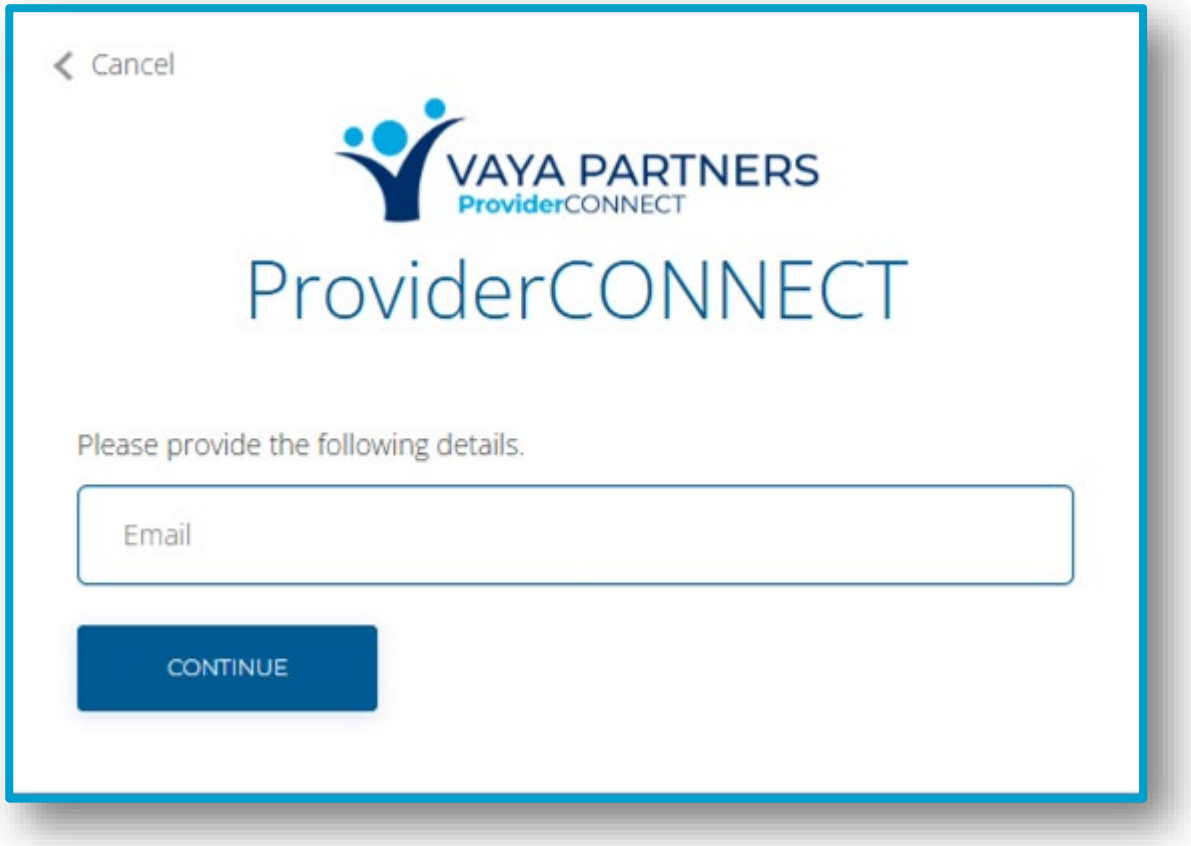
Sign in to ProviderCONNECT

From the ProviderCONNECT Portal page, select the Vaya Partners ProviderCONNECT Portal button to proceed to the login screen



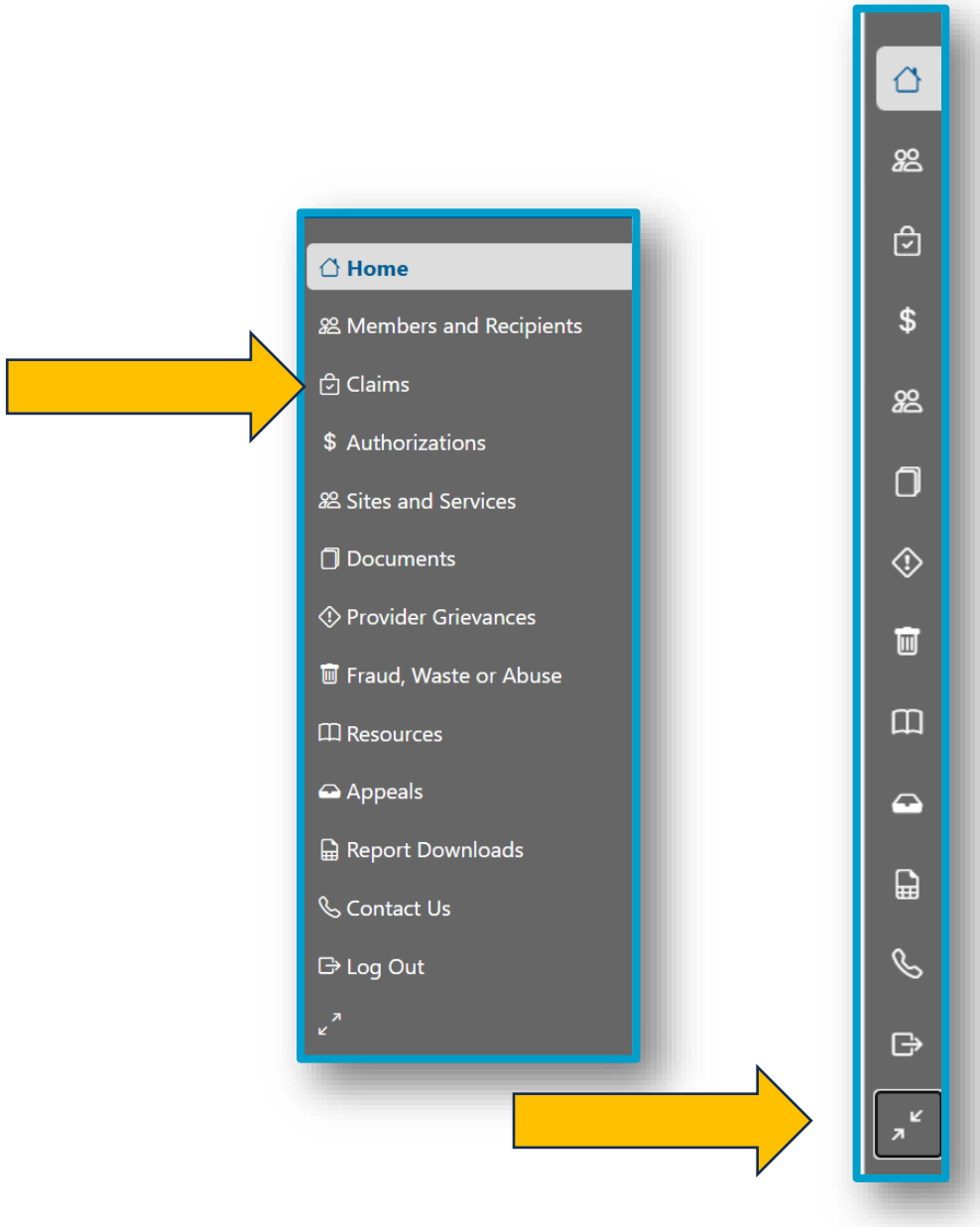
Sign In to ProviderCONNECT

- Enter email address associated with your ProviderCONNECT account.
- Select **Continue.**
- Enter your password on the next screen.

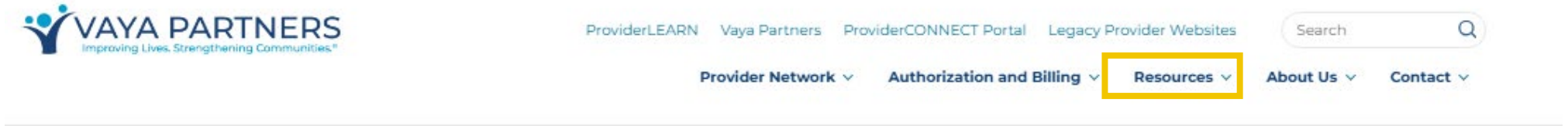


Navigation

- Select **Members and Recipients** to enroll Members
- Select **Claims** to access HSP Claims system
- Select **Authorizations** to access GuidingCare
- Select **Resources** to find job aids, manuals, etc.
- File a Grievance, Appeal, and Report Fraud, Waste, or Abuse



ProviderCONNECT Training Resources



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

Common Solutions

- New Vaya Partners ProviderCONNECT url: https://providers.vayapartners.org/portal/
- Missing Vendor Locations? Complete a Service Desk Request to have locations added to the system
- Legacy Partners (ALPHA) Member IDs are not valid in ProviderCONNECT and will cause your Member search to fail.
  - Please use First Name, Last Name, and Date of Birth to search for Members.
  - If you want to use an optional identifier, we recommend using the Social Security Number.

Provider Portal Training Sessions

Provider Portal Training Schedule

General Provider Portal Overview and Navigation

Tuesdays, 1-2 p.m. at **Join on Microsoft Teams**
Thursdays, 10-11 a.m. at **Join on Microsoft Teams**

Utilization Management Provider Portal Authorizations

Tuesdays, 10-11 a.m. at **Join on Microsoft Teams**
Thursdays, 1-2 p.m. at **Join on Microsoft Teams**

Provider Portal Claims Overview

Mondays, 10-11 a.m. at **Join on Microsoft Teams**
Wednesdays, 1-2 p.m. **Join on Microsoft Teams**

For more information, email **providertraining@vayapartners.org**.

Learning and Participation Opportunities



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Native American Heritage Month

There are several ways you can get involved in Native American Heritage Month across North Carolina this November.

For more information, email Tribal Liaisons Shelby Holland at Shelby.Holland@VayaPartners.org or Davan Wildcatt at Davan.Wildcatt@VayaPartners.org

- **Nov. 2, 2026**: Native American Heritage Night with the Charlotte Hornets
- **Nov. 7, 2026**: Celebrating Native American Heritage Through Storytelling
- **Nov. 14, 2026**: 4th Annual Lumbee Cultural Health Fair
- **Nov. 15, 2026**: The U.S. Indian Affairs' Rock your Mocs Day
- **Nov. 16, 2026**: Learning about Harm Reduction and Family Game Night
- **Nov. 20, 2026**: NC Museum of History Virtual Education Day
- **Nov. 21, 2026**: Celebration At the North Carolina Museum of Art



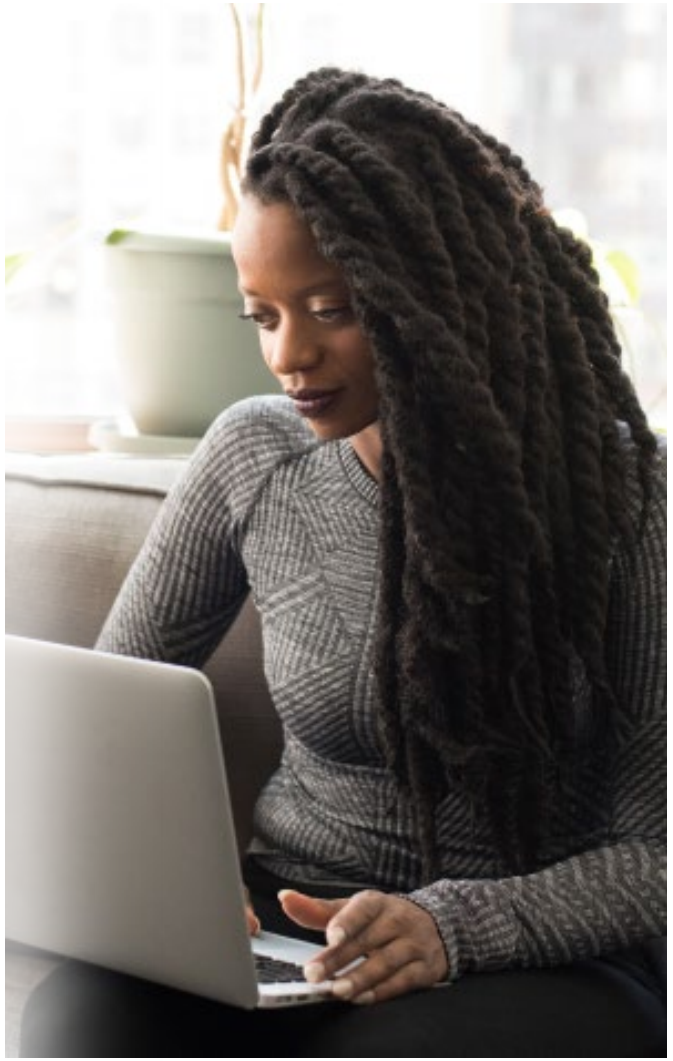
Learn more about these events here.

Statewide Provider Survey:
Assisted Outpatient Commitment

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services wants to hear from North Carolina mental health professionals who support people with serious mental illness.

- In partnership with the North Carolina Collaboratory and pursuant to House Bill 1104, this anonymous survey conducted by the Wilson Center for Science & Justice at Duke Law is part of a statewide research effort to better understand perspectives on assisted outpatient treatment in North Carolina.

Learn more or complete the survey by Nov. 9, 2026.



Community Connections: 2027 Winter Conference

January 12-14, 2027

Winston-Salem, NC

Join the people and families with lived experience, providers, plans, public agencies, advocates, community organizations, and other partners for this North Carolina Association of Public Community Health Plans (NCAPCHP) conference.

- Explore conference details and reserve your place for three days of statewide perspectives, shared learning, conversation, and connection.
  - Register through **Nov. 14, 2026**
  - Exhibition and sponsorship slots are still available.



Image: https://ncpublichealthplans.com/conference/registration-information/

Provider Communication Bulletins and Alerts



[Sign up here and review all past issues]

[PCB #5, Oct. 29, 2026]
[Provider Alert – ProviderCONNECT Outage, Oct 29, 2026]
[PCB #4, Oct. 22, 2026]
[Provider Alert – Changes to Access to Legacy Partners, Vaya Health Websites, Oct. 16, 2026]

Final Q&A



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Thank You

Join us again on Friday, Nov. 13, 2026

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

VAYA PARTNERS
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