Vaya Partners Provider Touchpoint

Friday November 13, 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, Nov. 13, 2026

- Welcome
- National Month: Veteran’s Day and Native American Heritage Month
- Provider Announcements and Updates
- Mini-Training: Introducing Our Tribal Liaisons
- Learning and Participation Opportunities
- Q&A (For questions related to today's production, which will be available to providers On Demand, please email ProviderInfo@VayaParnters.org.)

Vaya Partners Participants

- **Beth Brown, (Host)** Provider Network Relations Director
- **Christine Fraser,** Claims Trainer
- **Davan Wildcatt,** Tribal PN Contract Manager and Tribal Liaison
- **Jody Hill,** Clinical Systems Development Supervising Director
- **Kate Glance,** Regulatory Reporting Director
- **Monica Thomas (Q&A Moderator)**, PNO Administrative Support Professional
- **Olivia Wilson**, **(Co-Producer)**, Provider Educator
- **Tamikka Woods,** Quality Management Performance and Improvement Assistant Director
- **Shelby Holland,** Tribal Liaison

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WELCOME

Veterans Day

The purpose of Veterans Day:

“A celebration to honor America’s veterans for their patriotism, love of country, and willingness to serve and sacrifice for the common good.”

- U.S. Department of Veterans Affairs

Explore stories from the Veterans History Project during Native American Heritage Month:

- Legacies of Service: Celebrating Native Americans | Diverse Experiences in Service | Serving: Our Voices | Veterans History Project Collection | Digital Collections | Library of Congress



Native American Heritage Month

History was made in the recent midterm elections:



New Mexico- **Deb Haaland** was elected Governor making her the first Native American woman elected to lead a U.S. State.



Minnesota- **Peggy Flanagan** was elected as the first female Native American senator.

- **Visit:** nativeamericanheritagemonth.gov
- **Explore**: Indigenous Peoples of the Americas: Story Maps - Library of Congress
- **Watch**: Indigenous Peoples of the Americas: Lectures and Discussions, Music and Dance Performances, Poetry Readings - Library of Congress
- **Learn**: Indigenous Peoples of the Americas: Library of Congress Digital Collections

Data Dig
With Kate Glance



Native American Veterans in the U.S.





According to U.S. Census documentation for the 2025 American Community Survey, of the almost three million Americans identifying as Native American, 150,925 also identified as veterans.

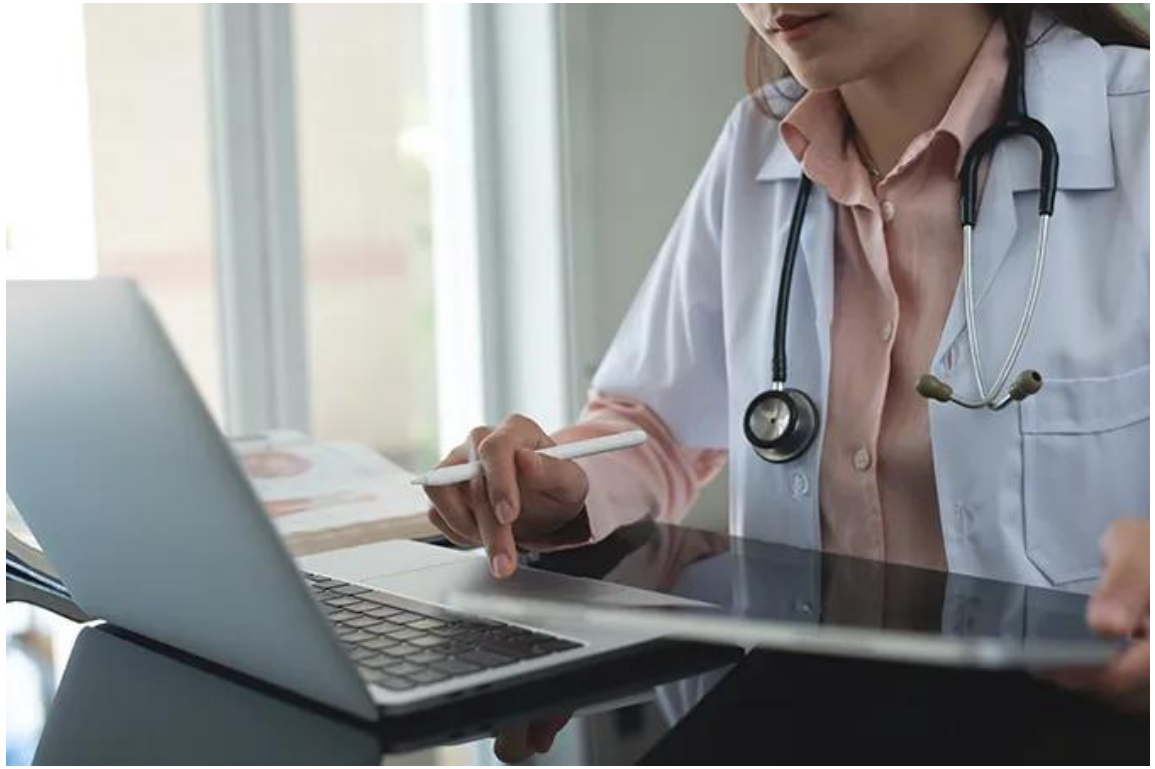
During World War II, forty-four thousand of a total Native American population of 350,00 saw active duty, including nearly 800 women. For their service, they earned at least 71 Air Medals, 34 Distinguished Flying Crosses, 51 Silver Stars, 47 Bronze Stars and five Medals of Honor.

Approximately 10,000 Native American soldiers fought during the Korean War.

During the Vietnam War, of the 42,000 Native Americans who served, 90 percent were volunteers. Approximately one of every four eligible Native American people served, compared with one of 12 in the general population.

https://data.census.gov/table/ACSST1Y2025.S2101?q=S2101:+Veteran+Status

On Your Radar Provider Announcements



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Community Connections 2027 Winter Conference: Early Bird Registration Ends Saturday

- For years, the i2i Center for Integrative Health brought the public health community together to learn, connect, and shape the future. Community Connections builds on that legacy with a new name and a renewed vision for what happens when our community comes together.

- 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 Jan. 12-14, 2027, in Winston-Salem.

Community Connections 2027 Winter Conference: Early Bird Registration Ends Saturday

- Early bird registration is open through **Nov. 14, 2026**, and exhibition and sponsorship slots are still available. Explore conference details and reserve your place for three days of statewide perspectives, shared learning, conversation, and connection.

- NCAPCHP is dedicated to improving the health and well-being of North Carolina's communities through advocacy, collaboration, and support for North Carolina's LME/MCOs:
    - Alliance Health, Trillium Health Resources, and Vaya Partners, and the members, families, and providers we serve. Learn more.

Significant Reductions in State Block Grant Funding

- Vaya Partners is notifying providers of significant reductions in federal block grant funding administered by the North Carolina Department of Health and Human Services (NCDHHS) through its Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS).

- On **Oct. 26, 2026**, DMHDDSUS notified Vaya Partners of **$4,600,866** in block grant funding reductions across our 47-county service area.
    - According to DMHDDSUS, the reductions reflect broader statewide funding adjustments as the state addresses the expiration of federal American Rescue Plan Act (ARPA) funding and works to align expenditures with available resources.

Significant Reductions in State Block Grant Funding

Potential Impact on Services

- Block grant funding supports critical behavioral health services, particularly for individuals who are uninsured or underinsured.
- Vaya Partners is carefully evaluating the reductions and identifying opportunities to absorb costs and minimize disruptions to services wherever possible. However, given the magnitude of these reductions, we anticipate that funding adjustments to certain programs and services will be necessary.
- Our priority is to preserve access to essential services and minimize the impact on the individuals, families, providers, and communities we serve.

Significant Reductions in State Block Grant Funding

Next Steps

- Vaya Partners is developing a plan to implement the funding reductions while minimizing the impact on providers and members of our communities.
- As decisions are finalized, we will communicate directly with affected providers regarding specific program or funding changes, implementation timelines, and any necessary transition planning.
- We recognize the challenges these reductions may create for our provider network and the individuals who rely on these services. We value our partnership with providers and remain committed to working collaboratively with you to minimize disruptions to members' services wherever possible.
- Additional information will be shared as it becomes available.

ProviderCONNECT Portal Authorization Notification Update

Vaya Partners has updated *ProviderCONNECT* to issue authorization notifications. Beginning Nov. 5, 2026, providers will receive email notifications alerting them when:

- An authorization has been entered into the portal.
- A decision has been made on an authorization.
- A note has been added to an authorization.

For assistance, call *ACCESS Provider Services* at **1-866-990-9712** or email ProviderInfo@VayaPartners.org.

ProviderCONNECT Portal Training

Vaya Partners is offering training to help providers navigate our ProviderCONNECT portal. Subject matter experts will be available to answer questions, and registration is not required.

- Portal job aids are also available on the Resources page of our ProviderCENTRAL website.
- Upcoming training opportunities will continue through **11/19/2026**, these include:

ProviderCONNECT Portal Training

General ProviderCONNECT Overview and Navigation

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

Utilization Management ProviderCONNECT Authorizations

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

ProviderCONNECT Claims Overview

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

Behavioral Health Updates



Back-Up Staffing Form Update

- Vaya Partners asks *NC Innovations Waiver service providers* and *Employers of Record* to review the following reminders about back-up staffing and Plan of Correction implementation report submission.
- Providers of Innovations Waiver services and Employers of Record (EORs) must complete the Back-up Staffing Report when back-up staffing is unavailable to support a member. Submit reports using the Back-up Staffing Reporting Form.
- Vaya Partners will use Cognito Forms to support multiple entries within a single submission. This represents a process change for legacy Vaya Health network providers and EORs.
- In addition, Vaya Partners has added two new questions to the form, representing a process change for legacy Partners Health Management network providers and EORs.
- **Reporting period**: Reports for the 1st-15th of the month are due by the last day of the current month. Reports for the 16th-last day of the month are due by the 15th of the following month.

Back-Up Staffing Form Update

- Providers and EORs who experience no back-up staffing incidents during a reporting period must submit the Attestation of No Back-Up Staffing Incidents using the Back-up Staffing Reporting Form. This attestation confirms a Back-up Staffing Report is not required for the applicable reporting period and represents a process change for legacy Vaya network providers and EORs.

- As a reminder, service breaks do not require Back-up Staffing Reports. Service breaks are defined as holidays, vacations, weather conditions, illnesses, and member scheduling conflicts.

- Email questions to BackUpStaffing@VayaPartners.org.

Back-Up Staffing Form Update

Plans of Correction (POC) Implementation Report Submission

- Providers who have *back-up staffing-eligible service codes* in their Vaya Partners contract are required to submit **either** a *Failure to Provide Back-up Staffing incident* (which can include several members) **or** *an attestation that there were no incidents* in the frequency stated earlier. Failure to do so after two consecutive quarters will result in Vaya Partners putting a POC into place.

- The *Performance Improvement Team* will provide a list of providers who failed to meet back-up staffing requirements to the Provider Quality Team per the following schedule:
    - April 2027 for the 1st quarter (January-March 2027)
    - July 2027 for the 2nd quarter (April-June 2027)
    - October 2027 for 3rd quarter (July-September 2027)
    - January 2028 for 4th quarter (October-December 2027)

Tailored Care Management Provider Manual Update

- On **Nov. 2, 2026**, NCDHHS released an updated Tailored Care Management Provider Manual that will take effect **Dec. 1, 2026**.

- The manual and a summary of changes are located on the NCDHHS website.

ACT Available in Cherokee, Clay, and Graham Counties

- NCG Acquisitions/Appalachian Community Services is now offering Assertive Community Treatment (ACT) services in Cherokee, Clay, and Graham counties.

- For more information, contact Frank Hinson at frank.hinson@carolinaoutreach.com or **828-389-1494.**

Claims Updates



Provider Reminder: Updated Procedure Codes

- Please ensure you submit claims with correct procedure codes for Vaya Partners.

- To view updated codes for legacy Partners Health Management services, review the Procedure Codes Crosswalk Effective for Dates of Service Before/After Oct. 1, 2026.

Deadline for Legacy Partners State-Funded Services Claims

- Legacy Partners requests that providers submit all claims for State-funded services with dates of service from July 1 through Sept. 30, 2026, **by Dec. 31, 2026**.
- All claims must be submitted through Alpha+, including both original and replacement claims.
- For assistance, call the legacy Partners Claims Line at **704-842-6486**.

Claims Submission Reminder

- Providers submitting claims through a clearinghouse or via **837** file upload are encouraged to regularly review their claim response files.
- These files provide important information regarding claim acceptance, rejections, and errors that may require correction.
- Timely review and resolution of identified issues can help reduce processing delays and ensure claims are processed as efficiently as possible.

Utilization Management (UM) Updates



UM Clinical Coverage Policies

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

Provider Mini-Training: Introducing Our Tribal Liaisons

- Shelby Holland, MSW, LCSW
- Davan Wildcatt, MPA

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Tribal Liaisons

Shelby Holland, MSW, LCSW- The Lumbee Tribe of North Carolina Shelby.Holland@VayaPartners.org

Davan Wildcatt, MPA- The Eastern Band of Cherokee Indians Davan.Wildcatt@VayaPartners.org

Helps community members understand the needs of our state and federal tribal members

Provides training on marginalized populations for our community stakeholders and providers

Works collaboratively with tribal leaders to build a network of services and supports for our Native American members



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. 14, 2026**: 4th Annual Lumbee Cultural Health Fair
- **Nov 14, 2026:** Stories in Motion: Celebrating Native American Heritage
- **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
- **Nov. 21, 2026:** Catawba Nation Celebrates Culture "Yap Ye Iswa"



Learn more about these events here.

Learning and Participation Opportunities



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Preparing for H.R.1: Managing Medicaid Eligibility, Redeterminations & Access to Care On-Demand Webinar

- H.R.1 is poised to reshape Medicaid eligibility administration, redetermination processes, and coverage requirements across the country. While the impact will vary by state, behavioral health and human services organizations are already evaluating how evolving requirements may affect operations, staffing, documentation, reimbursement, and patient access to care.

- For provider organizations, the challenge extends beyond compliance. Changes in eligibility verification, renewal requirements, and coverage continuity have the potential to increase administrative burden, disrupt revenue cycles, and create new barriers to care for vulnerable populations.

- Learn more in an on-demand webinar through Open Minds.

Building a Stronger TBI Network Across North Carolina

North Carolina is launching a *Statewide Traumatic Brain Injury Provider Collaborative* to **strengthen connections** and **expand support** for people living with brain injuries.

- This new effort responds to workforce shortages and a growing need for more coordinated services while reinforcing the call for stronger partnerships across the state.

By joining the collaborative, providers will help shape statewide TBI priorities and contribute to a more connected network of support.

- Providers who serve people with brain injuries are encouraged to participate and share input through the North Carolina TBI Provider Collaborative Meeting Questionnaire.
- To learn more about TBI, visit the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services' TBI webpage.

Expanding the Clubhouse Model in North Carolina: Opportunities for Provider and Advocates

Nov. 17, 2026, 11 a.m.

- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with Clubhouse International, will offer a free informational webinar about the clubhouse model.
- There are currently *seven clubhouses* operating in North Carolina, and NCDHHS is seeking to develop more.
- This webinar covers the scope of work and supports that are available, along with steps to take if you are interested in learning more about starting a clubhouse.
    - Get more information or register online.
    - If you have questions, email *Jack Yatsko, Chief Operating Officer* at Clubhouse International, at jyatsko@clubhouse-intl.org.

Western and Eastern North Carolina ACT Coalition Meetings

Join the UNC Institute for Best Practices for the Eastern and Western **ACT Coalition meetings**.

- Each meeting includes “open mic” time for ACT team leads to ask questions and receive support from other team leads and ACT experts.

- Registration is ***not required***.

- These in-person meetings will take place at the following locations **Nov. 18, 2026**:
    - **Western**: *11:30 a.m.-3:30 p.m.*, Boxcar Grille in Claremont
    - **Eastern**: *11 a.m.-3 p.m.*, Dee’s Diner in Goldsboro

Provider Communication Bulletins and Alerts



Sign up here and review all past issues

Provider Alert: Significant Reductions in State Block Grant Funding (Oct. 30, 2026)
Provider Communication Bulletin #6 (Nov. 5, 2026)
Provider Communication Bulletin #7 (Nov. 12, 2026)

Final Q&A



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Thank You

Join us again on Friday, Dec. 11, 2026

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

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