



Provider Touchpoint

**Friday, October 31,
2025**



Provider Touchpoint

Friday, Oct. 31, 2025

- Welcome
- ADHD Awareness
- Legislative Update
- On Your Radar Provider Announcements
- Provider Updates
- Provider Spotlight
- Provider Portal Update
- Learning and Participation Opportunities
- Q&A



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 multiple 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@vayahealth.com
- **Keep an eye out for trivia!**



Where Can I Find...



Provider Touchpoint
Recordings & Resources

Provider Central > Resources
> Provider Touchpoint



**Provider Communication
Bulletin**
Sign-up & Archive

Provider Central > Resources >
Communication Bulletins



Vaya Participants

- **Bryan Hardie**, Behavioral Health UM Manager
- **Corey Ellison**, CM Manager
- **Danyale Isaacs**, BH & IDD PN Contract Manager
- **Drew Elliot**, VP of Public Affairs
- **George Ingram**, VP of PH PNO & Valued Based Contracting
- **Jennifer Jennings**, SU Network Development Director
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (**Co-Producer**)
- **Kurt Boldt**, Assistant VP of PH Provider Network Operations (**Host**)
- **Melissa Isaacs**, Executive Director of Finance
- **Savannah Englebach**, MRS Svcs Clinical Director



Welcome



ADHD
AWARENESS
OCTOBER 2025

THE MANY FACES OF ADHD



ADHD Awareness Month is celebrated every October, with the 2025 theme being "The Many Faces of ADHD," aimed at increasing understanding and support for individuals with ADHD.



ADHD Awareness- Daily Tips



**Write it down
to remember it**

ADHDAwarenessMonth.org



**Start
small**

ADHDAwarenessMonth.org



**Use
color
coding**

ADHDAwarenessMonth.org



**Practice
healthy
sleep habits**

ADHDAwarenessMonth.org



**Minimize
distractions**

ADHDAwarenessMonth.org



**Set
reminders**

ADHDAwarenessMonth.org



**Use
digital
tools**

ADHDAwarenessMonth.org



**Keep
communication
with teachers
open**

ADHDAwarenessMonth.org

Data Dig

With Kate Glance



ADHD in Adults (2023 Data)

An estimated 6.0% of adults had a current ADHD diagnosis, equivalent to one in 16, or approximately 15.5 million U.S. adults.

More than half of adults with ADHD (55.9%) received their diagnosis during adulthood.

Approximately one half of adults (50.4%) with ADHD were prescribed medication to treat their ADHD during the previous 12 months.

Almost one half of adults with ADHD (46%) reported ever receiving telehealth services for their condition.

At the time this data was collected, approximately one third of adults with ADHD were not receiving any treatment (36.5%), while another third were receiving both medication and counseling or BH treatment (35.2%).

“

“Reading the Tea Leaves”



”

Legislative Update

- State Update
 - Medicaid Rebase
- Federal Update
 - Shutdown

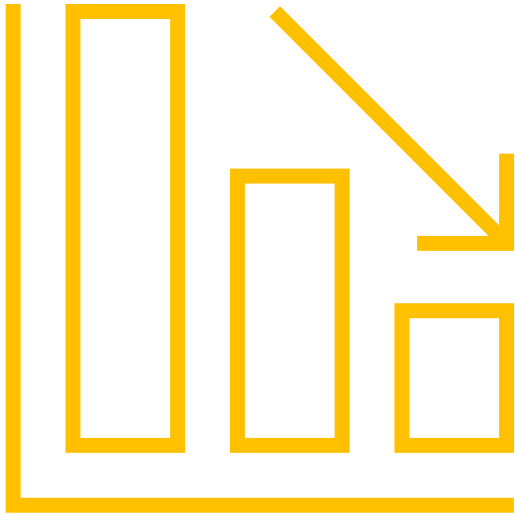


On Your Radar: Provider Announcements



NC Medicaid Rate Reductions

In September, the North Carolina Division of Health Benefits (DHB) announced **planned reductions to NC Medicaid provider reimbursement rates** as part of efforts to **keep the Medicaid program within the current funding allocation**. For more information, reference the [NC Medicaid Bulletin](#).



This communication serves to reiterate the timing of rate updates mentioned in previous bulletins:

- The rate **changes took effect on Oct. 1, 2025**, but are subject to change if additional funding is approved.
- Vaya decided to update our systems to implement the rate changes no earlier than Nov. 1, 2025.
- **If there is no legislative agreement by today, Oct. 31, Vaya will implement the rate cuts on Nov. 1, retroactive to the effective date of Oct. 1.**
- On that date, we plan to update our systems to pay at the newly published rates, and we will take steps to recoup the difference in reimbursement for services provided back to Oct. 1.

NC Medicaid Rate Reductions

- As of today, additional funding for the NC Medicaid program has not been approved. Vaya has prepared our systems to implement the rate cuts for claims with dates of service beginning Oct. 1, 2025.
- Details about the recoupment process for previously paid claims with dates of service between Oct. 1-31, 2025, will be communicated in a future Provider Communication Bulletin.
- As a reminder, NC Medicaid is reducing the capitation rates of Vaya and other Medicaid managed care plans effective Oct. 1 to reflect the new rates, and we do not have the funding or flexibility to postpone the cuts indefinitely unless action is taken at the state level that reverses the provider rate reductions.
- We understand the impact this may have on you, Vaya members, and the entire health care community. We were hopeful that rate reductions would be avoided, and we continue to advocate for a solution that will stop these cuts from being implemented



A red pen with a silver tip is positioned vertically over a calendar grid. The calendar shows days of the week (W, T, F, S) and dates (1, 2, 3, 8, 9, 10, 14, 15, 16, 17, 21, 22, 23, 24, 28, 29, 30, 31).

Updated Checkwrite Schedule

- Due to the **Veterans Day holiday**, Vaya's weekly provider checkwrite payment for **Nov. 12, 2025**, will be deposited on **Nov. 14, 2025**.
- Review the full 2025 schedule on our [Rate and Checkwrite Schedules](#) webpage or email provider.info@vayahealth.com for more information.



NC DHHS and CHESS Health Launch Free Resources for Veterans

- NCDHHS, CHESS Health, and Diamond Mind, LLC, have launched [an initiative to provide specialized resources and services](#) for veterans and mental health providers through the [Connections recovery support app](#).
- The app provides **24/7 access to trained peers, moderated online communities, daily check-ins, and proven coping tools.**
- NCDHHS sponsors this **free resource**, which is available in English and Spanish and can be used by any North Carolinian, including providers who want to enhance their recovery-support resources.



Enhanced Rate Request Changes Updates

Due to the recent NC Medicaid rate reductions, at this time Vaya will consider **new** requests for enhanced rates in the ***updated following circumstances only***:

- If a child under age 18 is in the emergency department (ED), all other options have been exhausted, and the only way a provider will accept placement is with an enhanced rate due to the child's complexity/acuity
- If member with I/DD is in the ED, all other options have been exhausted, and the provider will accept placement only with an enhanced rate due to the member's complexity/acuity
- If a child under age 18 is involved with the Department of Social Services (DSS) and requires placement or other appropriate support due to the child's complexity/acuity; Vaya will consider enhanced rate requests required for DSS-involved children to maintain their placement through Nov. 30, 2025, if clinically appropriate



Enhanced Rate Request Changes Updates

- If a member receives NC Innovations Waiver or 1915(i) services and the provider is requesting **renewal** of an existing enhanced rate; Vaya may renew these rates with a 3% reduction to the existing rate, if appropriate
- If the member receives Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) services and the ICF/IID provider is requesting renewal of an existing enhanced rate; Vaya may renew these rates with an 8% reduction to the existing rate, if appropriate
- If the member receives Psychiatric Residential Treatment Facility (PRTF) services and the PRTF provider is requesting renewal of an existing enhanced rate; Vaya may renew these rates with a 10% reduction to the existing rate, if appropriate

To request an enhanced rate, visit the [Forms](#) page of Vaya's Provider Central website to download the [Member- and/or Recipient-Specific Rate Request](#) form and [Enhanced Rate Budget Worksheet](#). Complete and submit both documents using the instructions on the form. For more information, email provider.info@vayahealth.com

Physical Health Provider Announcements





Nursing Initiative Loan Repayment Program



- The North Carolina [Office of Rural Health](#) (ORH) has opened **the application period** for the North Carolina Nurse Initiative Loan Repayment Program **as of Oct. 27, 2025**.
- The program provides **up to \$40,000 in student loan repayment** on a first-come, first-served basis for qualifying registered nurses and clinical nurse specialists.
- Applicants must deliver comprehensive primary care services in eligible outpatient settings in Health Professional Shortage Areas or at independent private practices located in Tier 1 and Tier 2 counties under the state's County Distress Rankings.
- [Learn more](#)



SFY 2026-2027 Community Health Grants

- The ORH will accept **Community Health Grant applications** for State Fiscal Year 2026-2027 through 5 p.m. Dec. 19, 2025.
- Grant funds are to ensure access to primary and preventive care to meet the needs of vulnerable, underserved, and medically indigent patients, **with emphasis on providing medical services to uninsured or medically indigent patients.**
- When an eligible organization provides integrated care, funding may also support dental, pharmacy, maternal, and behavioral health services.
- Applicants may request **up to \$150,000 per grant year.** [Learn more and apply](#)

DME Authorization Information

- Vaya partners with EviCore to review prior authorization requests for non-NC Innovations Waiver Durable Medical Equipment (DME), including items with “W” codes. If you have a question about non-Innovations Waiver DME items with “W” codes, except those related to feeding supplies and equipment, designated EviCore subject matter experts are available to help.
- To contact EviCore’s Provider Services Team, call **1-800-646-0418**, option 4, or email clientservices@evicore.com. To access the EviCore portal, visit our [Provider Portal](#) webpage.
- For other authorization questions, contact Vaya’s Provider Support Service Line at **1-866-990-9712** or email UM@vayahealth.com.





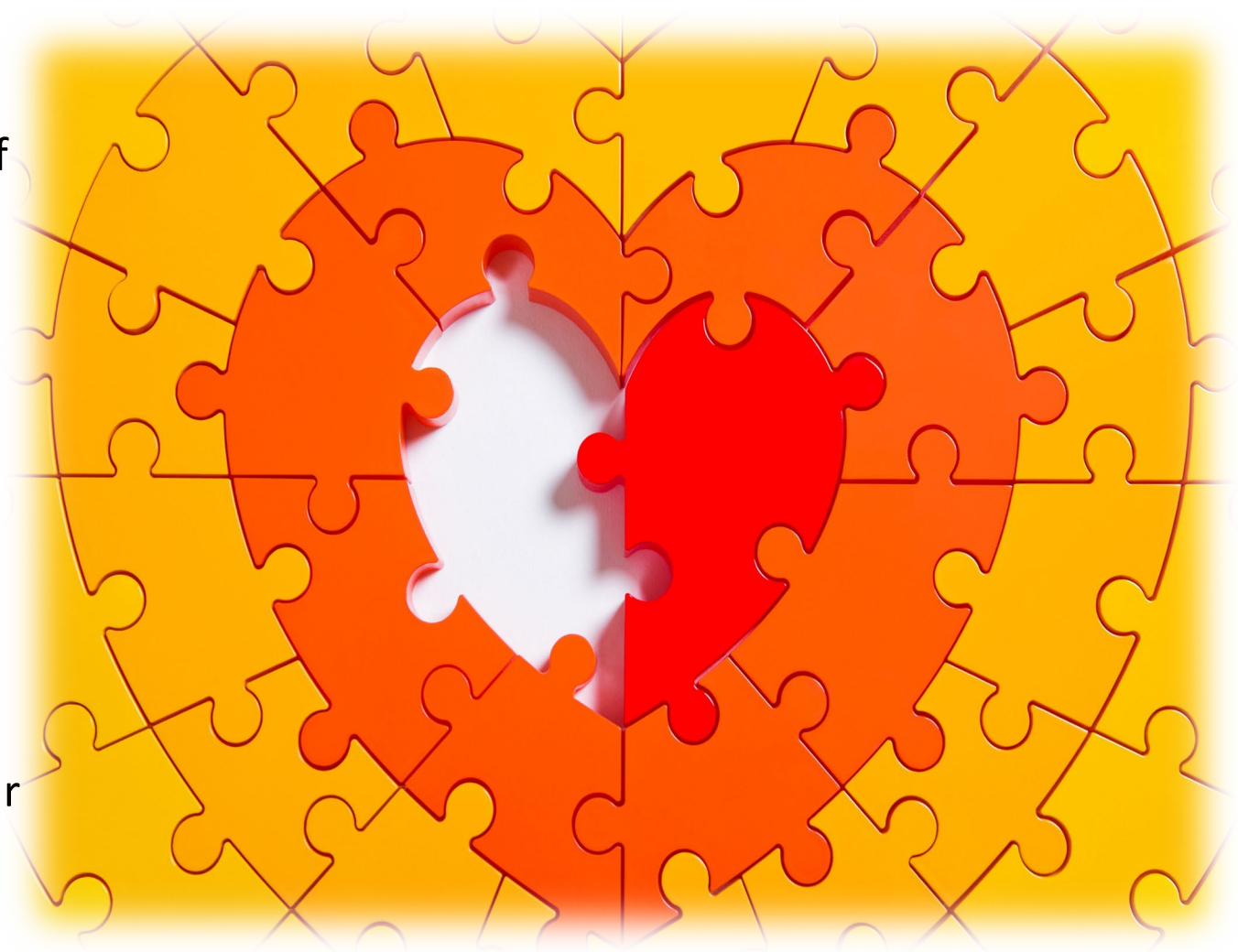
Vaya Physical Health Network Needs

Vaya has identified a **network need for providers** of the services in **ALL** counties:

- Skilled Nursing Facilities
- Pediatric Specialist
- Personal Care Services
- DME Providers
- Primary Care Providers
- Home Health Providers

If you are interested in adding these services to your service array or need more information, email

TPContracting@vayahealth.com



Behavioral Health Provider Announcements





Substance Use Service Licensure Waiver Process Updated

- The following NC Medicaid and State-funded **clinical coverage policies will promulgate on Jan. 1, 2026:**
 - Substance Use Intensive Outpatient Treatment (ASAM 2.1)
 - Substance Use Comprehensive Outpatient Treatment (ASAM 2.5)
 - Clinically Managed Residential Withdrawal Management (ASAM 3.2 WM)
 - Clinically Managed Low Intensity Residential (ASAM 3.1)
 - Clinically Managed Population Specific High Intensity Residential (ASAM 3.3)
 - Clinically Managed High Intensity Residential (ASAM 3.5)
 - Medically Managed Intensive Inpatient Residential (ASAM 3.7)
- Each service will include **updated licensure requirements** through the North Carolina Division of Health Service Regulation (DHSR), and providers who intend to deliver these services **must request a licensure waiver.**
- DHSR will send waiver forms to all providers currently licensed for the service.

Substance Use Service Licensure Waiver Process Updated



- The forms must be completed and submitted to DHSR along with a letter of support from each health plan with which the provider contracts. **If you have not received a waiver form, please contact DHSR.**
- To request a letter of support from Vaya, submit completed waiver request forms to QMTeam@vayahealth.com and add “Waiver Request” in the subject line.
- This will help streamline requests and ensure the email is routed to the correct team. A letter of support is required for each service for which you intend to request a waiver.
- For more information, email provider.info@vayahealth.com.



Vaya Behavioral Health Network Needs

- Vaya has identified a network need for providers of the following substance use disorder services:
- **Child Substance Abuse Intensive Outpatient Program** (Cherokee, Clay, Graham, Swain, Macon, Jackson, or Haywood counties)
- **Clinically Managed Population-Specific High-Intensity Residential (ASAM 3.3)** (new service launching Jan. 1, 2026, for individuals with substance use disorder and TBI)
- **Clinically Managed Residential Withdrawal (ASAM 3.2 WM – Social Setting Detox)** (new service launching Jan. 1, 2026)



If you are interested in adding these services to your service array or need more information, email jennifer.jennings@vayahealth.com



Coming Soon: National Core Indicators (NCI)

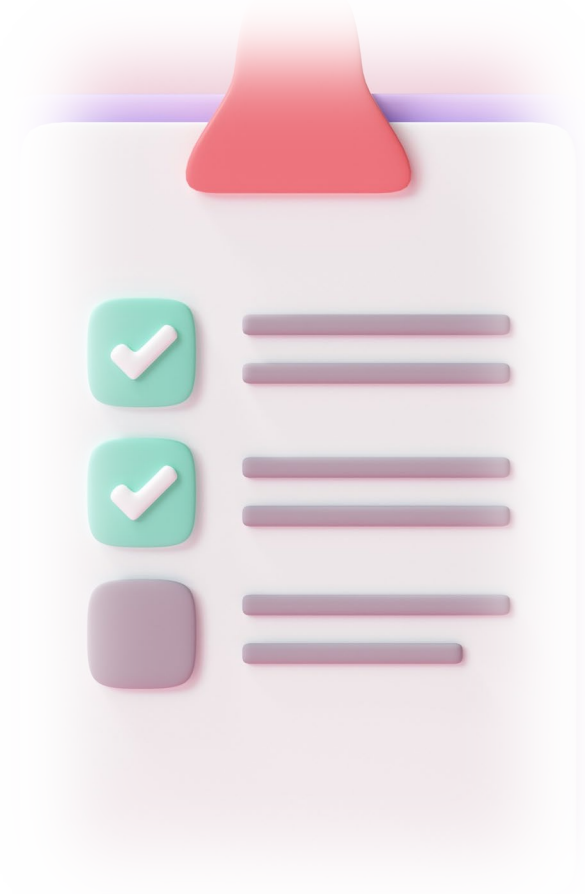


- National Core Indicators® (NCI) is a program that **conducts member surveys to help public agencies serving individuals with I/DD measure and track performance.**
- This survey is the only **annual, statewide survey** of people receiving I/DD services and supports.
- Each year, NCDHHS selects a sample of Vaya members to take part in the NCI survey and give feedback about services.
- This year's survey will take place from **November 2025 to January 2026**. Member participation in the survey is voluntary; however, Vaya asks that providers help members and guardians understand the importance of the survey and encourage them to complete it.
- Participation will **help Vaya, providers, and NCDHHS better understand member needs and improve services** for people with I/DD, and their families, at both the Vaya and statewide levels.
- The survey's standard measures (core indicators) address topics including **employment, member rights, service planning, community inclusion, choice, and health and safety.**



Coming Soon: National Core Indicators (NCI)

- The Carolina Institute for Developmental Disabilities at UNC Chapel Hill administers the survey, which can be completed in person, via Zoom, or on paper.
- If a member (or their guardian) agrees to participate, the provider must complete and return the following three components to Vaya for entry into the NCDHHS database:
 - **Written documentation of member/guardian verbal consent to participate in the survey**
 - **Background information/member demographics**
 - **Pre-screening survey with details related to member health, employment, and housing**
- Once NCDHHS has selected members to participate in the survey, Vaya will email providers with additional information.
- Thank you in advance for your time and effort to help improve I/DD services and supports locally and throughout North Carolina.





Change in Authorizations for Innovations Waiver CLS

- Innovations Waiver Community Living and Supports (CLS) providers should note the following change to authorizations. **Effective Dec. 1, 2025**, the following CLS codes will be authorized to a bundled set at both the individual and group levels:
- **T2012 and T2012 GC – CLS Individual (non-electronic visit verification [EVV])**, includes relative as provider living in the home or when the service is provided only in the community and does not begin or end at the member's home
- **T2012 HQ and T2012 GC HQ – CLS Group (non-EVV)**, includes relative as provider living in the home or when the service is provided only in the community and does not begin or end at the member's home
- No action is required by providers for this update. **Please note this change *does not* include T2013 TF and T2013 TF HQ.**
- If you have questions, contact Vaya's UM Team at UM@vayahealth.com or **1-800-893-6246, ext. 1513.**

Provider Spotlight



Provider Spotlight

BlueRock Behavioral Health

*We were **so excited** to have BlueRock Behavioral Health present at our July Residential Roundtable!*

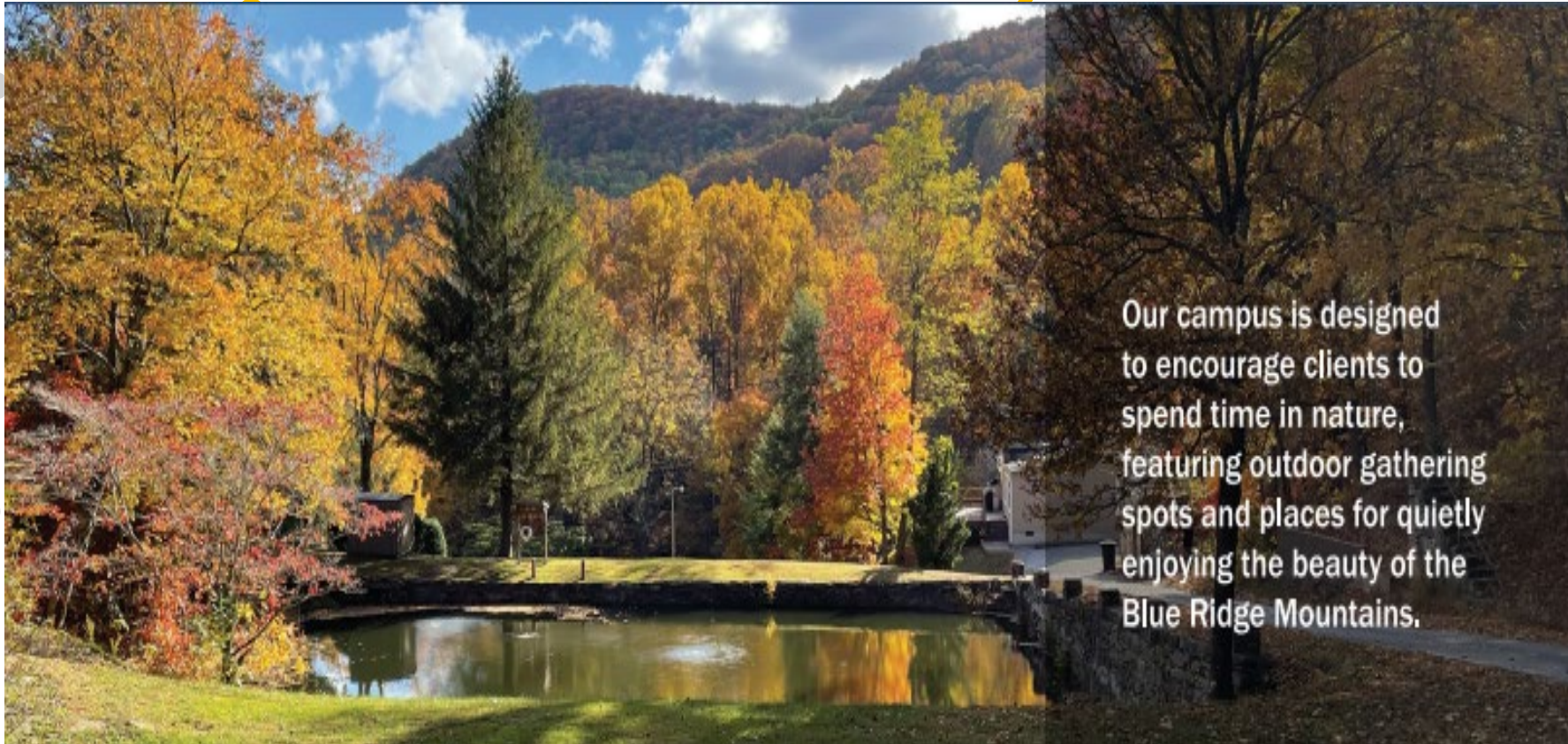
BlueRock is a locally owned **NC DHHS Licensed Level II residential treatment center for youth ages 13-18, males**. Their program and beautiful 140-acre scenic campus are designed to create a safe, supportive, familial environment promoting healing.

Program Details:

3-6 months average length of stay; 3 licensed clinicians on-site daily; Trauma-informed model of care; weekly individual, family, and group therapy; weekly off-site experiential and nature-based outings led by a recreation therapist (a focus on building skills and confidence through hands-on, engaging activities); Family Involvement and Community Integration; and Academics on-site.

Contact: 828-671-3003 Laura@BlueRockBH.com
Located in Bat Cave, NC www.BlueRockBH.com

A Round of Applause for...



Our campus is designed to encourage clients to spend time in nature, featuring outdoor gathering spots and places for quietly enjoying the beauty of the Blue Ridge Mountains.

Provider Portal Updates



Provider Portal Weekend Maintenance



- Due to system maintenance, Vaya's [Provider Portal](#) authorization section will be intermittently unavailable from:

11 p.m. Saturday, Nov. 1, to 10 a.m. Sunday, Nov. 2, 2025.
- Providers are encouraged to limit authorization creation in the portal during this time range.

Learning & Participation Opportunities





Child & Family Teams Training

December 1-2, 2025, 9 a.m.-4 p.m.

- This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; **gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills** to support youth and families.
- This training is intended for Vaya members/recipients and network providers. Only three individuals from each provider organization may register, and attendance is capped at 28 people.
- [Register online by Nov. 21, 2025](#). Participants will receive a link to the training a few days before the event.
- If you have questions, email provider.training@vayahealth.com



SIS Assessment Training

- Vaya will offer virtual Supports Intensity Scale® (SIS) Assessment Training, a **one-hour introduction to the SIS assessment and how it is administered.**
- Topics include **who is involved in the assessment, assessment purpose and frequency, and what participants can expect when they complete one.**
- Participants must register at least one week prior to the free event and will receive a link to the training. To RSVP, select your preferred date and time:
 - [Nov. 18, 2025](#), 10-11 a.m.
 - [Nov. 20, 2025](#), 1-2 p.m.
 - [Dec. 9, 2025](#), 1-2 p.m.
 - [Dec. 11, 2025](#), 10-11 a.m.
- For more information, email provider.training@vayahealth.com





Diabetes Management Training

December 4, 2025, 10 a.m. – 12 p.m.

- During this **free, virtual session**, Vaya trainers will provide participants with **foundational knowledge about diabetes** and **essential self-management skills**.
- The training is suitable for community stakeholders and aims to increase awareness and understanding of the condition, helping people take control of their health or better support those living with diabetes.
- [Register by Nov. 27, 2025](#). Each organization may sign up for two training slots. For more information, email training@vayahealth.com



Cognitive Therapy for Treatment of Psychosis

November 18-19, 2025, 9:30 a.m.-1:30 p.m.

- NCDHHS will sponsor a **two-day virtual training** provided by the UNC Institute for Best Practices that will offer **theoretical frameworks for how cognitive behavioral therapy may be used to address psychotic thinking**.
- This free training is currently limited to Assertive Community Treatment, Community Support Team, Individual Placement and Support, and Transition Management Services providers in North Carolina.
- Participants who complete the full training will receive **six hours of CEU credit**.
- [Register online](#) or email questions to Stephen Betuker at Stephen_Betuker@med.unc.edu.





Thank You

Join us again on Friday, November 14, 2025!

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

