



Provider Touchpoint

**Friday, January 9,
2026**

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- Welcome
- Human Trafficking Prevention Month
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Final 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

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

- Breonna Martin, Provider Educator (***Co-producer***)
- Carter London, Claims Supervisor
- George Ingram, Vice President of PH Network Operations and Value Based Contracting (***Host***)
- Jennifer Jennings, SU Network Development Director
- Jill Queen, Provider Quality Operations Director
- Kate Glance, Regulatory Reporting Director
- Monica Thomas, Administrative Support Professional (***Q&A Moderator***)
- Vanita Shipp, Mental Health Network Development Director



Happy New Year

Human Trafficking Prevention Month

On December 18, 2025, NC Governor Josh Stein declared January 2026 as “**National Human Trafficking Prevention Month**” and January 11, 2026, as “**Human Trafficking Awareness Day**” in North Carolina following the [presidential tradition established by President Obama in 2010](#) of declaring the month each year for human trafficking awareness.

“National Human Trafficking Prevention Month provides a vital opportunity to **raise awareness about the most effective practices for protecting community members and preventing exploitation**; this month reaffirms our commitment to **confront human trafficking through prevention efforts and intervention partnerships**, so we can build stronger communities grounded in empowerment and safety for all” – Josh Stein

Read his full proclamation [here](#).



Data Dig

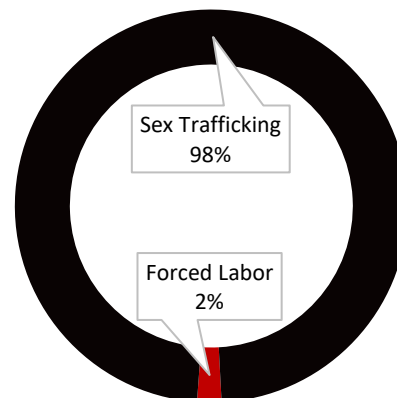
With Kate Glance



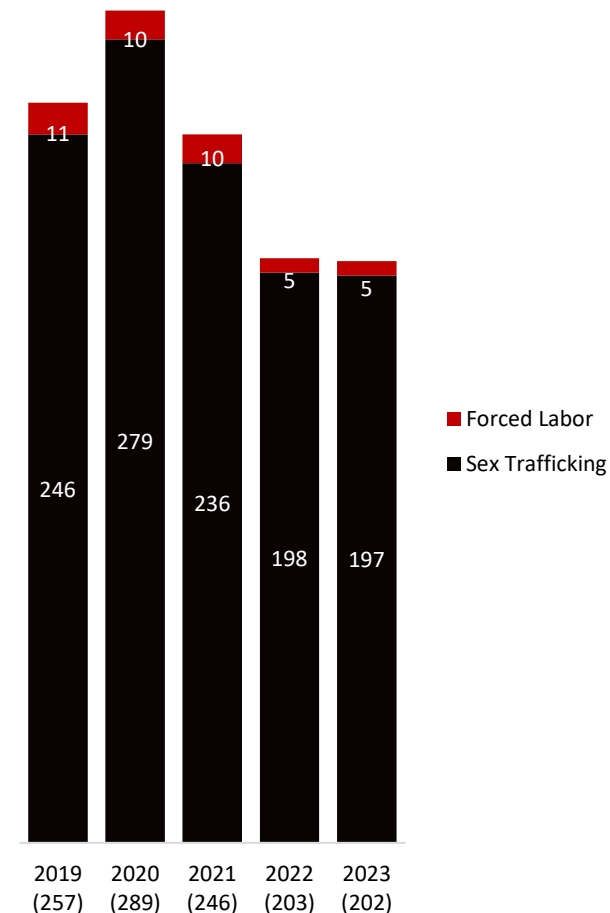
Human Trafficking in the United States



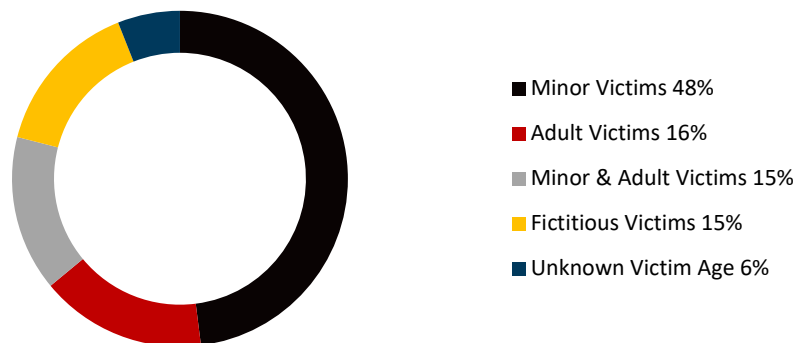
Human Trafficking Cases 2023



Federal Case Types 2019-2023



Sex Trafficking Defendants (262) by Victim Type 2023



In 2023, there were 5 federal sex trafficking cases and 0 forced labor cases filed in North Carolina.

On Your Radar: Provider Announcements



NC Medicaid Rate Reduction Reversal Update

- NCDHHS announced Dec. 10, 2025, that it will **reverse** *widespread reductions to NC Medicaid rates* that took effect Oct. 1, 2025.
- Vaya is committed to working closely with provider to restore reimbursement levels to the rates in effect on Sept. 30, 2025.

RECOUPMENTS

- Vaya did not implement the rate reductions until after Nov. 1, 2025. In anticipation of a resolution to the rate reduction issue, *Vaya did not recoup the rate differential for dates of service **on or after Oct. 1.***
- All outstanding recoupments *related to the Oct. 1 fee schedule changes* are therefore **cancelled**.

NC Medicaid Rate Reduction Reversal Update

REVISED FEE SCHEDULES

- NCDHHS informed NC Medicaid health plans it intends to post updated NC Medicaid Direct fee schedules on its Fee Schedules and Covered Codes Portal by Jan. 5, 2026.
- The fee schedules will reflect NC Medicaid annual procedure code updates.
- Updated Vaya-specific rate schedules were posted to our [Rate and Checkwrite Schedules](#).

NC Medicaid Rate Reduction Reversal Update

IMPORTANT DATES

- NCDHHS informed NC Medicaid health plans they must update their rate schedules by Feb. 19, 2026, and reprocess all impacted claims by March 21, 2026. However, these dates are contingent upon timely receipt of the updated fee schedules on Jan. 5, 2026.
- Vaya cannot begin implementing the new fee schedules until we receive them from NCDHHS. Vaya intends to implement the new fee schedules as quickly as possible upon receipt, but no later than 45 days following the Department's issuance of revised fee schedules.
- Providers should ***continue to monitor communications from Vaya*** for more details and any updates on timelines.

NC Medicaid Rate Reduction Reversal Update

REPROCESSING AND INTERIM CLAIMS

- Vaya will not require providers to take any action for claims to be reprocessed.
- While we have up to 30 days to reprocess claims following implementation of the updated fee schedules, *we intend to do so with urgency* to swiftly get necessary funds to providers.
- ***Vaya will communicate options for interim claims in an upcoming Provider Communication Bulletin.***

NC Medicaid Rate Reduction Reversal Update

GLP-1 RETROACTIVITY

- In accordance with the [Governor's directive](#), NC Medicaid coverage for GLP-1s for the treatment of obesity is being reinstated effective **Dec. 12, 2025**.
- Coverage of GLP-1s for weight management will revert to the criteria in place as of Sept. 30, 2025, **restoring access to medications** previously available under the NC Medicaid Outpatient Pharmacy Prior Approval Criteria GLP-1s for Weight Management, effective Aug. 1, 2024.
- NC Medicaid continues to cover **Wegovy** and **Zepbound** for clinical indications other than weight loss based on the U.S. Food and Drug Administration-approved indications and uses.
- Prior authorization requests for GLP-1 weight management drugs may be submitted under the reinstated criteria.

NC Medicaid Rate Reduction Reversal Update

GLP-1 RETROACTIVITY

- Previously denied or end-dated prior authorizations for weight loss treatment under the policy in effect from Oct. 1 through Dec. 12, 2025, must be resubmitted so the member's current health status can be evaluated under the revised criteria.
- Members may be eligible for reimbursement if they paid for a GLP-1 weight management drug between Oct. 1 and Dec. 12, 2025.
- Providers must request backdated authorizations prior to re-adjudicating previously denied point-of-sale pharmacy claims.
- To request backdating of an authorization or to submit a new authorization request over the phone, call the Pharmacy Service Line at **1-800-540-6083** between 7 a.m.-6 p.m., Monday-Saturday, including holidays.

NC Medicaid Rate Reduction Reversal Update

For more information, review the following NC Medicaid Bulletins (Dec. 19, 2025):

- [Medicaid Rate Reduction Reversal Update](#)
- [NC Medicaid to Reinstitute Coverage of GLP-1s for Weight Management](#)
- [Non-Emergency Medical Transportation Rate Reduction Update](#)

Physical Health Provider Announcements



3RNET Recruitment and Retention Assistance

- [3RNET](#) helps health professionals find jobs in rural areas and helps employers recruit and retain health professionals in rural areas.
- This free service provides national exposure for recruitment efforts.
- Interested employers must apply to participate.
- Once approved, community health centers, hospitals, private practices, and community-based organizations can post job vacancies.
- Employer applications are accepted on an ongoing basis.
- For more information, visit the [Rural Health Information Hub](#), email info@3net.org, or call **1-800-787-2512**.

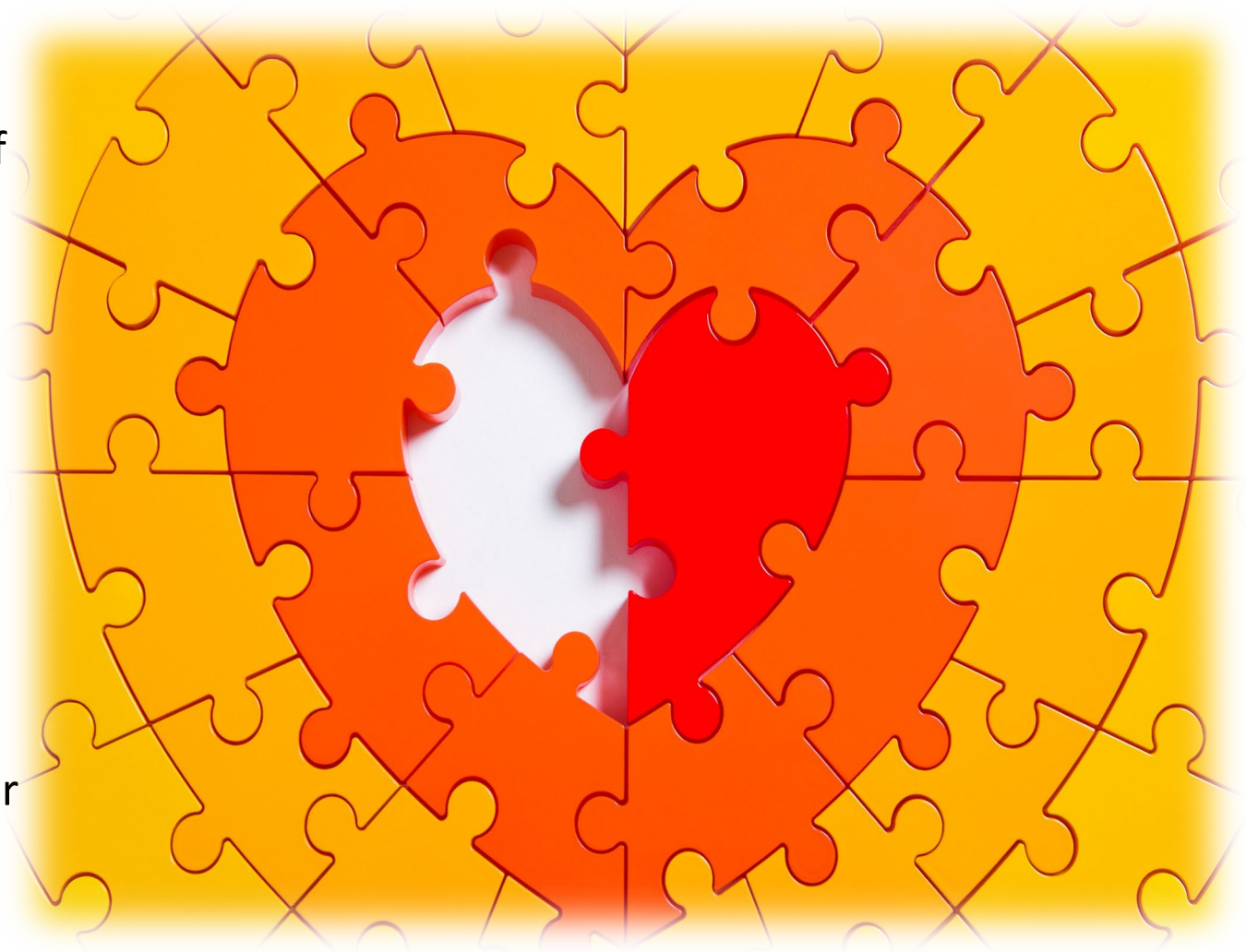
Vaya Physical Health Network Needs

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, I/DD, and TBI Provider Announcements



Required Update for All HCBS Provider Contact Information

- NC Medicaid is enhancing the Home and Community-Based Services (HCBS) Database.
- The purpose of this is to maintain compliance with the HCBS Final Rule and the Centers for Medicare & Medicaid Services-approved HCBS Final Transition Plan.
- All providers of HCBS in North Carolina must update their contact information to support this initiative.

Required Update for All HCBS Provider Contact Information

Action Required by Feb. 13, 2026:

- Vaya will email providers a spreadsheet with their HCBS site information by **Jan. 9, 2026**. Complete the following steps to validate site information:
- **Review** columns AF and AG (contact email and contact number) of the spreadsheet to identify any needed updates.
- **Update** the contact information directly in the spreadsheet (if changes are necessary).
- **Return** the completed spreadsheet to Vaya by **Feb. 13, 2026, even if no changes are required**.

Important Notes:

- **Do not** update the Provider Self-Assessment in the database directly.
- **Only** use the spreadsheet provided by Vaya.

Email questions to QMTeam@vayahealth.com.

Behavioral Health National Accreditation Requirements Health Plans Update

- NCDHHS has published an [NC Medicaid Bulletin](#) reminding behavioral health providers that national accreditation is required.
- Beginning Jan. 25, 2026, [NCTracks](#) will begin monitoring to verify provider compliance with N.C.G.S. § 122C-81.
- The requirements apply only to approved NC Medicaid State Plan services assigned to the Community/Behavioral Health taxonomy **251S00000X**.
- For more information, review the [Behavioral Health National Accreditation Requirements Health Plans Update](#).

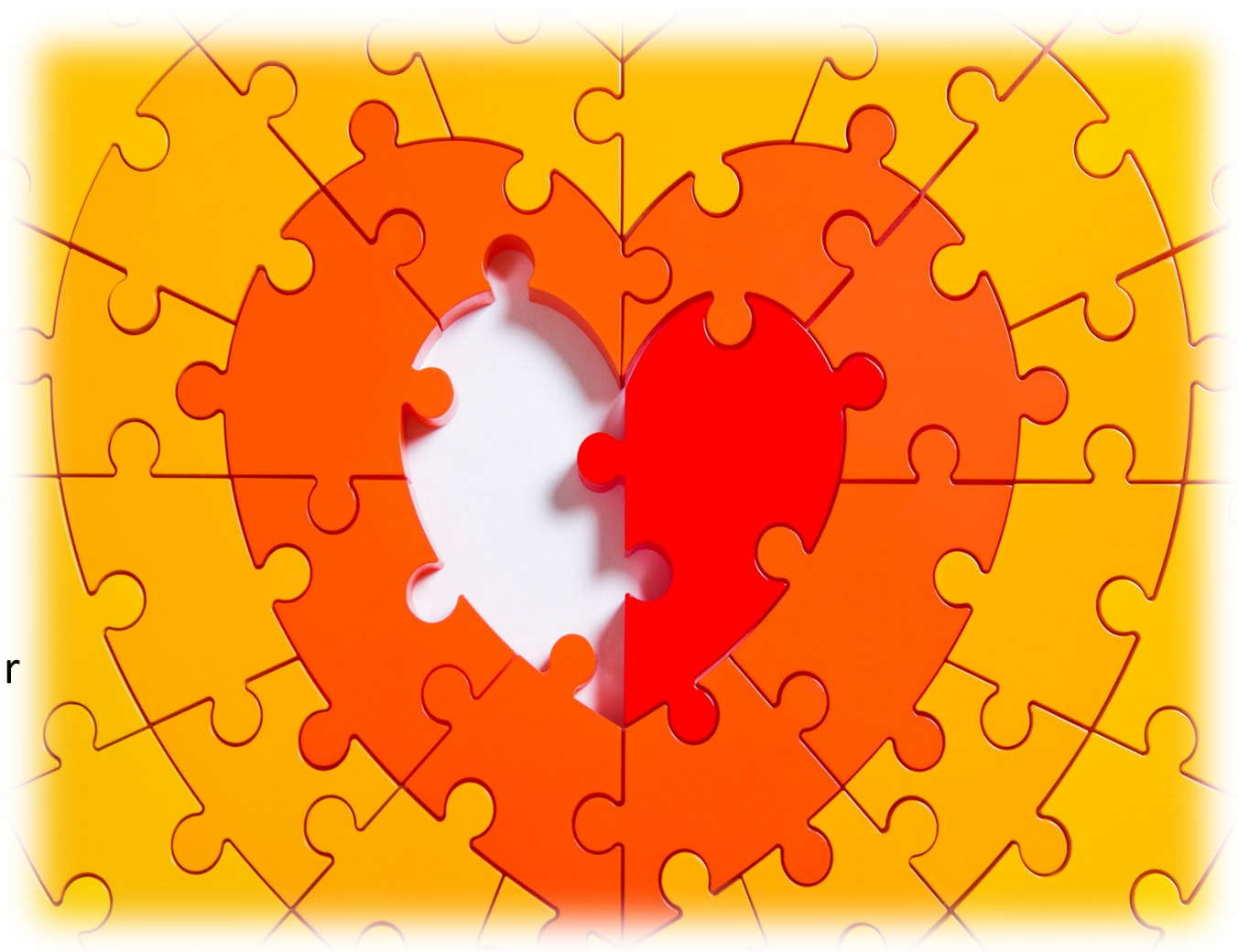
Vaya Behavioral Health

Network Needs

Vaya has identified a **network need for providers:**

- **Psychosocial Rehabilitation Program**
(Cherokee, Clay, Graham, Jackson, Macon, and Swain counties)
- **Multi-Disciplinary Evaluations** (all counties, psychologists and licensed clinicians for the social work portion).

If you are interested in adding these services to your service array or need more information, contact your assigned Contract Manager or *email* provider.info@vayahealth.com.



Vaya Behavioral Health

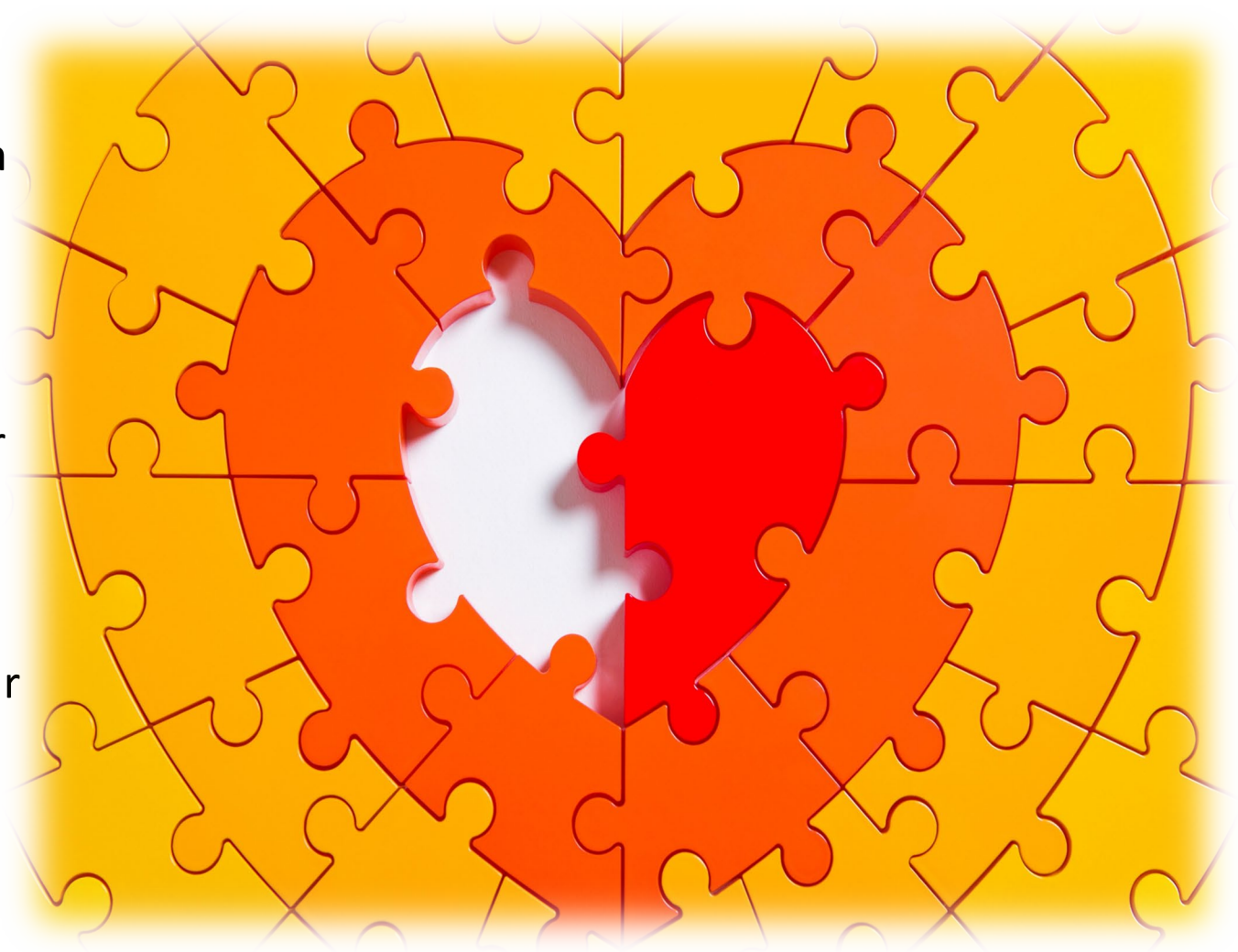
Network Needs

Vaya has identified a need for one provider for each service below, located in one of the counties in our catchment area:

SU Waiver Services:

- Medically Monitored Inpatient Treatment for Adults and Adolescents (**H0013**)
- Halfway House for Women (**H2034**)

If you are interested in adding these services to your service array or need more information, *email Jennifer Jennings*, SU Network Development Director: Jennifer.Jennings@vayahealth.com.



Substance Use Waiver Services Effective Jan. 1, 2026

NC Medicaid clinical coverage policies and State-funded service definitions for the following substance use disorder services went into effect ***Jan. 1, 2026***:

- Substance Abuse Intensive Outpatient Program (*ASAM 2.1*): **H0015**
- Substance Abuse Comprehensive Outpatient Treatment (*ASAM 2.5*): **H2035**
- Clinically Managed Low Intensity Residential (*ASAM 3.1*): **H2034**
- Clinically Managed Population Specific High Intensity Residential (*ASAM 3.3*): **H0047**
- Clinically Managed High Intensity Residential – Adults (*ASAM 3.5*): **H0012HB**
- Clinically Managed High Intensity Residential – Pregnant and Parenting (*ASAM 3.5*): **H0012HD**
- Clinically Managed High Intensity Residential – Adolescents (*ASAM 3.5*): **H0012HA**
- Medically Monitored Intensive Residential (*ASAM 3.7*): **H0013**
- Clinically Managed Residential Withdrawal Management/Social Setting Detox (*ASAM 3.2 WM*): **H0011**

Substance Use Waiver Services Effective Jan. 1, 2026

- Review the [Medicaid clinical coverage policies](#) and [State-funded service definitions](#) online.
- **If a member has active Medicaid, the provider must bill using the Medicaid service code, *not the State-funded service code*.** Limited funding is available for State-funded services, which are not an entitlement.
- If a Medicaid member has an active authorization for a State-funded service (e.g., H2034), Vaya will end-date the authorization and enter a new authorization for the equivalent Medicaid service if prior authorization is required.
- For more information, visit our [Authorization Guidelines](#) webpage. If you have questions, email provider.info@vayahealth.com.

Claims Updates



Opioid Treatment Program Billing

- Please note Medicaid and State-funded Opioid Treatment Programs (OTP) using code **H0020** must bill ***one unit per week***, which covers the Sunday-Saturday weekly rate as previously established.
- Also, note when reviewing the “from” and “to” dates on a claim that a calendar month may appear on a maximum of five lines to prevent NCTracks encounter issues.
- For more information, contact your Provider Network Contract Manager or email provider.info@vayahealth.com.
- The current bundled rates are unchanged. Please visit the [Rate and Checkwrite Schedules](#) page of our Provider Central website for both Medicaid and State-funded rates.

1st Q&A Check-in



Provider Spotlight:

UNC Hospital's Beacon Program

The **Beacon Program** provides **trauma-informed services** for those who are experiencing any form of ****interpersonal or family violence*.

The program also promotes **continued education for staff** and **trauma-informed patient care**.

We assist providers in determining whether a member may be a victim. Providers have access to guidance and support on reporting requirements, resource gathering, and next steps. In addition, we offer services and resource connections directly for victims.”

[Resources for Providers | UNC Hospital's Beacon Program](#)

Providers can use **Epic Chat: Beacon Adults** to send a message to all the case managers at one time, available **Monday-Friday 8 a.m.-5 p.m.**

Human Trafficking Hotline Number: **1-888-373-7888** or **text 233733**

Agency Phone Number: **984-974-0470**

A Round of Applause for... UNC Hospital's Beacon Program!



Learning & Participation Opportunities



Advanced Integrated Care: Free CEUs, National Council for Mental Wellbeing Events

The *Center of Excellence for Integrated Health Solutions* provides free access to 20 Relias courses on integrated care topics, with CEUs, including:

- Enhancing Communication Between Clients with *Serious Mental Illness and Primary Care Providers*
- Overview of ***Integrated Care*** for Primary Care Staff
- Advanced Practice Interventions for People Living with ***Co-occurring Disorders***
 - [Access the free Relias courses on demand.](#)

Advanced Integrated Care: Free CEUs, National Council for Mental Wellbeing Events

FEATURED EVENT RECORDINGS:

- [Advancing Behavioral Health via Collaborative Care Partnerships: Hospitals, Health Systems, CMHCs and CCBHCs](#): Learn how hospitals and health systems are working with community behavioral health partners to put integrated care in place. In this webinar, two behavioral health professionals with University Hospitals describe the system's history of *integrating psychiatric care into medical service lines*.
- [The Role of Nutrition in Mental Wellbeing](#): Experts discuss *how nutritional patterns influence mental and physical wellbeing* and review strategies to address nutrition-related conditions, such as metabolic syndrome, as part of integrated care and prevention efforts.
- [Virtual Support, Real Impact: Implementing Integrated Telebehavioral Health in Schools and School-based Health Centers](#): This webinar explores how schools and school-based health centers can use *telehealth* to expand access to behavioral health care, reduce no-show rates, and support young people where they are.

Licensed Workforce Loan Repayment Program

- NCDHHS is accepting applications for the Licensed Workforce Loan Repayment Program, a \$20 million initiative to help recruit and retain licensed professionals serving individuals with behavioral health disorders, I/DD, and/or TBI in rural and underserved communities.
- This program is part of the state's strategy to strengthen the behavioral health and human services workforce and increase access to care across North Carolina.
- **The program offers up to \$50,000 in student loan repayment.** It requires a three-year service commitment in a rural or underserved county and is available to non-medical, licensed professionals who meet eligibility requirements.
- For details and access to the application portal, visit the [NCDHHS Licensed Workforce Loan Repayment Program webpage](#).

Final Q&A Check-in



Thank You

Join us again on:

Friday, January 23, 2026!

*For further questions regarding this week's **Provider Touchpoint webinar**, please email provider.info@vayahealth.com.*

