



Provider Communication Bulletin #1

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ALL NETWORK PROVIDERS

Vaya Partners Merger Effective Today

Vaya Health and Partners Health Management have merged to form Vaya Partners effective today, Oct. 1, 2026. Together, we are building a stronger future for members, providers, and communities. We're committed to partnering with network providers for the benefit of the individuals we mutually serve and look forward to working with you.

Our new ProviderCENTRAL website is available at providers.vayapartners.org and includes access to the Vaya Partners [ProviderCONNECT](#) portal and our [Provider Operations Manual](#). Please note the manual and all requirements outlined within it are a binding part of network providers' contracts with Vaya Partners.

We continue to add forms and other documents to ProviderCENTRAL. If you need information that is not currently available or need other assistance, call ACCESS Provider Services at 1-866-990-9712 between 7 a.m.-6 p.m. Monday-Saturday. Prescribers can also call the Pharmacy Service Line at 1-800-540-6083, and providers can always contact us by email at ProviderInfo@VayaPartners.org.

Read below for important merger-related updates, including how to join our weekly Provider Merger Information Sessions.

Provider Touchpoint Oct. 2, 2026, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information from Vaya Partners. We encourage all providers to attend. Registration is not required. *Our upcoming webinar will include a short training course on diabetes, with medical experts available to answer questions.*

PROVIDER TOUCHPOINT: OCT. 2, 2026

Provider Voice: Trainings, Topics, and Questions

Help us make the Provider Touchpoint webinars more helpful to you! Fill out [this form](#) to suggest training topics for future webinars, ask questions, share ideas or concerns, or

Provider Merger Information Sessions

Stay informed throughout the transition by attending our weekly Provider Merger Information Sessions, held **2-3 p.m. on Mondays**. Join subject matter experts for important updates and answers to common questions. Registration is not required, and recordings of previous sessions are [available online](#).

Join our upcoming session on **Utilization Management** from 2-3 p.m., **Oct. 5, 2026**, on [Microsoft Teams](#).

Provider Monitoring Updates

Please review the [following provider monitoring updates](#) that align legacy Vaya and Partners processes, incorporate stakeholder feedback, and streamline monitoring activities. All updates are effective Oct. 1, 2026.

Eligibility and Enrollment Updates

Please note additional updates for submitting eligibility and enrollment requests for State-funded services:

- A Social Security number is required to enroll individuals in State-funded services. Effective Oct. 1, 2026, an individual without a Social Security number will be enrolled for only one day and will receive emergency services only. If the Social Security number is not provided when emergency services end, the enrollment will be ended. This is a current practice for legacy Partners network providers and will be a change for legacy Vaya network providers.
- Effective Oct. 1, 2026, to ensure data consistency, providers should enter “Homeless” in the address line for unhoused members, along with the provider’s city, state, and ZIP code. This is a current practice for legacy Partners network providers and will be a change for legacy Vaya network providers.

Please review the [Vaya Health Provider Communication Bulletin 2026-27, Issue 21](#) (Sept. 24, 2026) for more information.

EVV and Service Authorization Transition

Effective Oct. 1, 2026, the Partners and Vaya Utilization Management Departments will transition existing service authorizations to Vaya Partners. The transition is intended to support continuity of care for members and recipients.

What do providers need to know?

HHAeXchange/Electronic Visit Verification (EVV) authorizations:

- At this time, we anticipate EVV authorizations scheduled to be effective Oct. 1, 2026, in HHAeXchange will not be finalized and available today.
- Legacy Partners EVV service authorizations will transfer with an adjusted start date of Oct. 1, 2026, with the originally authorized units.
- Legacy Vaya Community Living and Support (CLS) authorizations are also being transitioned with a start date of Oct. 1, 2026. Some of these CLS authorizations will have prorated units, and some will have the full original amount authorized.
- We continue to work diligently to process and issue authorizations as quickly as possible; however, additional time is needed to complete the transition.
- We understand the impact this will have on your operations and appreciate your patience and partnership during this transition. We will continue to provide updates as information

becomes available and will communicate any changes to the timeline promptly.

Non-EVV Authorizations:

- Legacy Partners authorizations will transition to the Vaya Partners system with the full originally approved date range and authorized units. These authorizations are active in the Vaya Partners system effective today.
- Legacy Vaya authorizations for non-EVV services will remain the same.

Transferring an authorization does not change the provider's responsibility to deliver services at the intensity and frequency approved in the member's treatment plan. Providers must also meet all applicable service, documentation, eligibility, and billing requirements.

What do providers need to do?

- Providers must continue to deliver services in accordance with each member's approved treatment plan and maintain complete, accurate, and timely documentation showing that each billed service was delivered as authorized.
- All services and claims remain subject to post-payment review. If a claim review determines services were not delivered in accordance with the approved treatment plan or were not supported by required documentation, Vaya Partners may deny the claim or recoup payment. Providers may be required to repay the full amount paid for any service or unit that cannot be validated.

Reminder: Authorization is not a guarantee of payment. Payment is subject to member eligibility and benefit coverage on the date of service, provider participation, correct billing, required documentation, and all applicable federal, state, and Vaya Partners requirements.

Who can providers contact if they have questions?

- If you have urgent questions regarding a specific member or service, please contact your provider relations representative.
- Providers with questions can also email UM@VayaPartners.org.

ProviderCONNECT Portal

Beginning today, existing Vaya and Partners Provider Portal URLs will redirect users to Vaya Partners [ProviderCONNECT](#). Additionally, providers will receive 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 Weekend Maintenance

[ProviderCONNECT](#) will be unavailable from 10 p.m., Saturday, Oct. 3, to 6 a.m. on Sunday, Oct. 4, 2026. Please do not plan to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Innovations Waiver Provider Quarterly Self-Review of Member Record Requirement Changing Oct. 1, 2026

The Innovations Waiver requires that Care Managers monitor implementation of the member's care plan/Individual Support Plan (ISP) using a standardized monitoring checklist. Innovations Waiver providers will experience changes in submitting quarterly self-review tools due to the Vaya Partners merger.

Effective Oct. 1, 2026, Innovations Wavier providers are no longer required to submit quarterly self-review tools, and use of the self-review form will be discontinued. Please note the following clarifications:

- Legacy Vaya network providers are **still responsible** for submitting the NC Innovations Provider Quarterly Self-Review for Q3 by Oct. 10, 2026, according to the standard process.
- This Q3 submission (on or before Oct. 10, 2026), will be the final submission needed for legacy Vaya network providers.

Please review [Vaya Health Provider Communication Bulletin 2026-27, Issue 19](#) (Sept. 23, 2026) for additional details. Thank you for your attention to this change, which supports compliance with waiver monitoring requirements.

LEARNING AND PARTICIPATION OPPORTUNITIES

Rowan County Child and Family Team (CFT) 1 Training Oct. 8-9, 2026, 9 a.m.-4 p.m.

This free, in-person course provides 11 contact hours of training related to System of Care and the CFT process, gives professionals an overview of CFT meetings from the family's perspective, and teaches strategies and facilitation skills to support youth and families. Please [register](#) each individual attending separately. If you have questions, email ProviderTraining@VayaPartners.org.

Autism & Developmental Disability Stay Safe Program Oct. 29, 2026, 6:30-8 p.m.

Self-advocates, caregivers, and community members who have an interest in the safety of people with autism and developmental disabilities are invited to attend an in-person community presentation, the Autism & Developmental Disability Stay Safe Program, in Graham. Topics include online safety basics, emergency preparedness, safe interactions with law enforcement, and wandering prevention. [Learn more](#).

Workforce Development Scholarship

The Governor's Institute, in partnership with the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, is offering scholarship opportunities to help strengthen North Carolina's behavioral health workforce. For more information, visit the [Governor's Institute](#) website.

Why did I receive this email? Vaya Partners requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayapartners.org



Vaya Partners | 901 S. New Hope Road | Gastonia, NC 28054 US

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