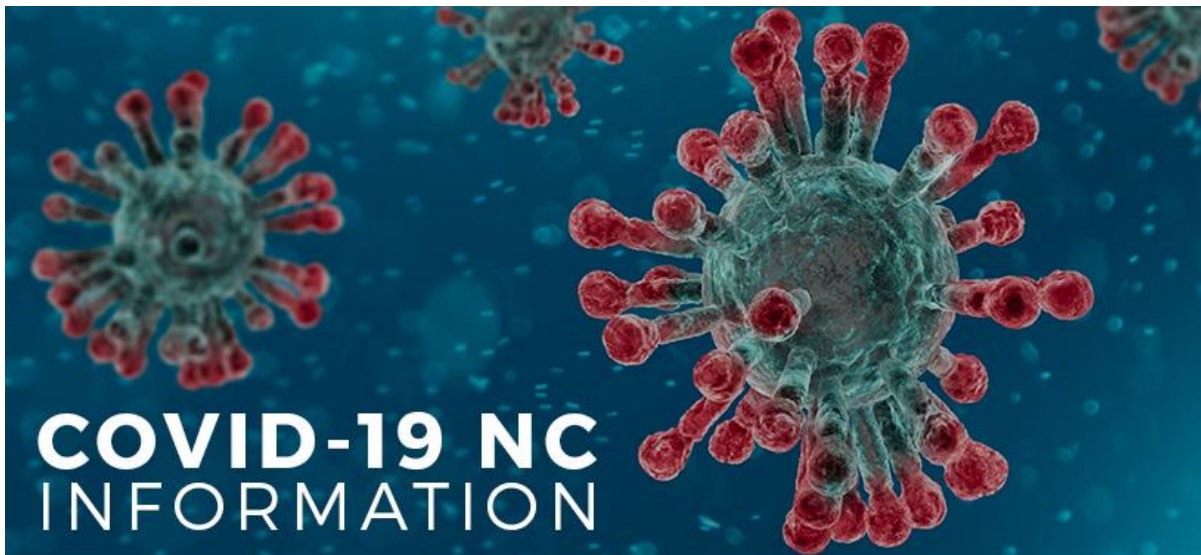


MARCH 18, 2020



COVID-19 Q&A WEBINAR FOR VAYA PROVIDERS

Friday, March 20, 11:30 a.m. - 12:30 p.m.

Vaya will host a COVID-19 Question-and-Answer Webinar on Friday to address provider concerns. The webinar will be hosted by CEO Brian Ingraham, Senior Director of Provider Network Operations Donald Reuss and CMO Dr. Craig Martin, MD. Karen McLeod, President and CEO of Benchmarks, and Sarah Pfau with the NC Providers Council will also participate to provide their perspectives.

Providers do not need to register in advance for the webinar. This event is limited to 250 attendees.

If you have questions you would like answered during the webinar, please email them to tommy.duncan@vayahealth.com by 3 p.m. Thursday, March 19. *Please use "Webinar Question" as the subject.*

JOIN MS TEAMS WEBINAR

Number: 1-828-552-4129
Conference ID: 433 325 798#

COVID-19 TELEPHONIC PROCEDURE CODE RATES

The Telephonic Procedure Code Rates are available [here](#) and on the [Vaya website](#).

CARE PLAN SIGNATURE REQUIREMENTS

Vaya is aware that providers are experiencing challenges in obtaining required signatures from members for clinical documents. At this time, in recognition of the realities of current pandemic situation and based on guidance from the N.C. Department of Health and Human Services (DHHS) and the U.S. HHS Office for Civil Rights, Vaya will accept a qualified professional/para-professional or clinician signature in place of the member or legally responsible person's signature, along with a notation that the member/LRP gave consent for the provider representative to sign the document on his or her behalf.

The provider should document whether such consent was made via telephonic, email or other means (e.g., through a window). Any provider relying upon email consent should follow up via telephone communication with the member/LRP to secure verbal consent if possible.

To verify you are speaking with the member/LRP, best practice is to ask for another identifier (besides name and date of birth), such as a Social Security number or Medicaid number. Always try and obtain express consent for disclosure of any substance use information. Member/LRP consent or approval should be clearly documented in the service note.

828-225-2785 | provider.communication@vayahealth.com | vayahealth.com

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