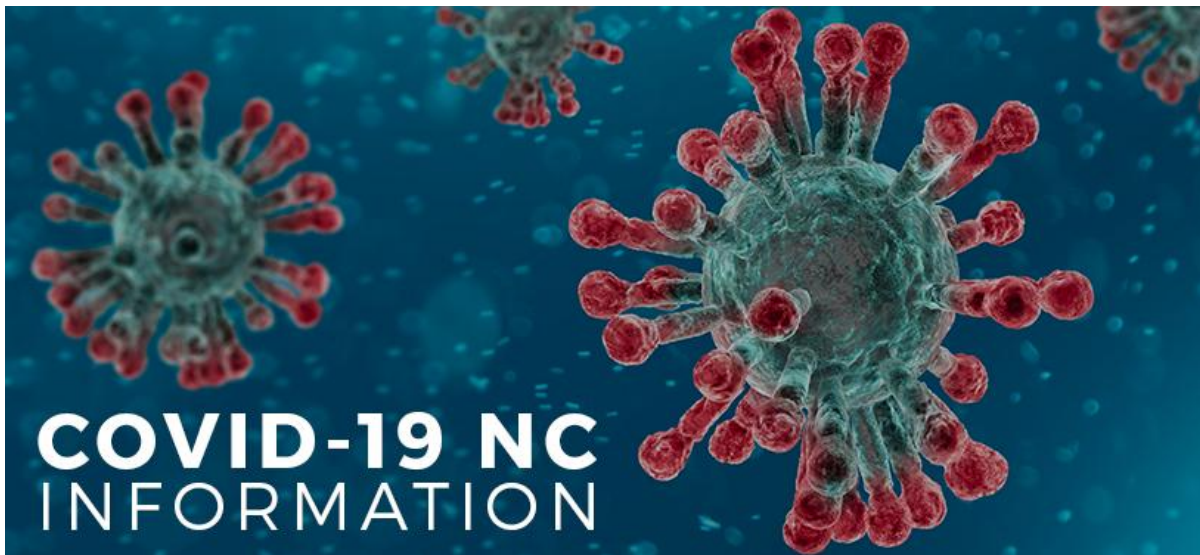


MARCH 27, 2020



COVID-19 PROVIDER FINANCIAL HARDSHIP REQUESTS

On March 23, 2020, N.C. DHHS provided LME/MCOs with direction on available funding options and other mechanisms to support behavioral health and IDD providers during the COVID-19 State of Emergency. This direction included authorizing LME/MCOs to access up to 15% of their existing Medicaid risk reserve funds, as well as newly released state funding, to support qualifying contracted providers.

Despite the robust changes we are making across the system to support the providers who are continuing to engage and support our members during this crisis, we realize that providers still may experience cash flow and staffing issues that cannot be addressed with federal relief to private employers. To support providers in continuing to ensure access to medically necessary services and minimize impact on hospitals by dramatically reducing hospital emergency department and/or inpatient admissions for behavioral health reasons, we have developed a process for contracted providers to demonstrate hardship and request supplemental funding.

Read more: [Memo to Vaya Contracted In-Network Providers](#)

To initiate a request, complete and submit Vaya's online [COVID-19 Provider Hardship Form](#).

If you have questions about the form, please email provider.info@vayahealth.com.

WEBINAR: TELEWORKING AND REFERRALS TO QUITLINENC

Thursday, April 2, 2020, 2 -3 p.m.

During this time, it's more important than ever to help individuals decrease their susceptibility to infection and potential for severe symptoms by becoming tobacco-free. The agenda for this webinar includes:

- What services QuitlineNC offers
- Why is it still a good time to quit, even with COVID-19
- How to refer using EHR, secured emails and fax
- How to enroll in QuitlineNC services online
- How to use social media to increase utilization of QuitlineNC

To register, email stephanie.gans@dhhs.nc.gov to receive a calendar tag and webinar link.

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

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