COVID-19 NC INFORMATION
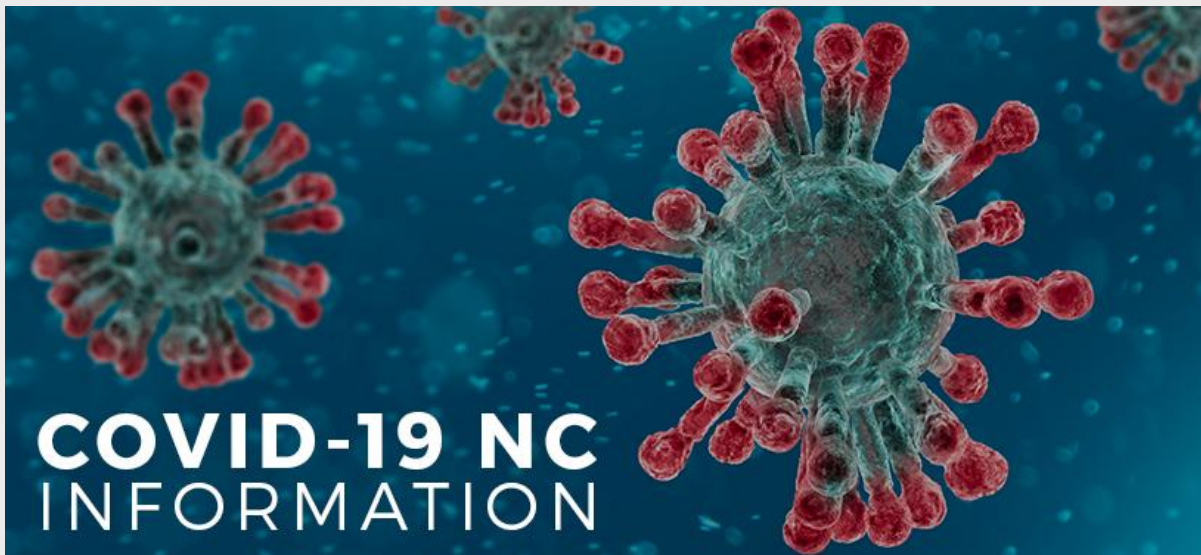
VAYA HEALTH GUIDANCE ON PRIOR AUTHORIZATION REQUIREMENTS IN LIGHT OF MEDICAID SPECIAL BULLETIN #46

Consistent with the **NC Medicaid SPECIAL BULLETIN COVID-19 #46: Behavioral Health Service Flexibilities**, Vaya Health is temporarily waiving prior authorization for the identified services as outlined in Table 1 of the Bulletin. Please refer to Table 1 for specifics regarding initial and reauthorization requirements. Also note the following:

- Services that were previously identified by Vaya in our **Authorization Guidelines** to be unmanaged will remain unmanaged and will not require a Service Authorization Request (SAR).
- Please note that where Bulletin #46 references H2020 - 8D-2 Residential Treatment Services Level I and II – Family Type, we interpret that to mean S5145 – Therapeutic Foster Care. If you have any questions about this, please contact **Provider.Info@vayahealth.com**.
- For H2033 – MST, Vaya will waive the 480 unit maximum per three month period.

For billing and tracking purposes, providers must continue to submit a *Notification Only* SAR for services where prior authorization is temporarily waived. Although clinical documentation supporting service provision is not required to be included with the SAR at this time, Vaya strongly encourages providers to continue their usual practice of including clinical documentation with the SAR. Doing so not only allows the provider to demonstrate medical necessity for the individual served, but also will be useful during any future post payment review conducted by Vaya, DHHS, or CMS.

As outlined in the **Billing and Documentation Guide for COVID-19 Telehealth and Clinical Policy Modifications** issued April 14, 2020, while many service provision flexibilities were approved in response to the COVID-19 pandemic, documenting the provision of services has not been waived. Maintaining appropriate service documentation continues to be essential to reflect provider activities and demonstrate the progress members make toward their desired goals and outcomes. Complete service documentation is vital to help with care coordination for members' support and service needs, discharge planning, medical necessity decisions, and to demonstrate that clinically appropriate services were delivered to the member in accordance with requirements applicable to the service (including but not limited to any specific notations for services delivered via Telemedicine). Although non-essential monitoring and investigations are suspended during this pandemic, Vaya will request and review documentation of services delivered during the State of Emergency as part of future monitoring visits, post-payment reviews, investigations, audits, and other

program integrity activities. Maintaining documentation of details related to service delivery method, name and credentials of person providing the service, and duration of time the service was provided is critical during this period of flexibilities.

If you have questions, please contact the Vaya Utilization Management (UM) Department at 1-800-893-6246 extension 1513, via email at **UM@vayahealth.com** or contact your assigned UM Clinician directly.

PANDEMIC ELECTRONIC BENEFITS TRANSFER (P-EBT) PROGRAM

DHHS, in collaboration with the N.C. Department of Public Instruction, has announced federal approval of the new **Pandemic Electronic Benefit Transfer (P-EBT) Program**. The program provides a benefit on an EBT card to the families of 800,000 children who are eligible for free or reduced-price lunch at school.

Families will not need to apply for the P-EBT program. Eligible families already receiving Food and Nutrition Services (FNS) benefits will receive an additional benefit on their existing EBT card. P-EBT-eligible families not already enrolled in FNS will be mailed a new EBT card in the next few weeks and will receive a letter from DHHS in the mail explaining how to activate and use their card.

The P-EBT program is in addition to other services that families and children may be receiving. Families are encouraged to continue utilizing local school and community meal sites for free, nutritious meals for children. Families can text FOODNC to 877-877 to find local meal sites. The service is also available in Spanish by texting COMIDA to 877-877.

WEEKLY Q&A WEBINAR FOR VAYA NETWORK PROVIDERS
Friday, April 24, 2020, 11 a.m. – 12 p.m.

Registration is not required. There is no limit to the number of attendees who can join. Please note this will be a live broadcast. All attendees will be muted throughout the broadcast. Attendees will be able to submit questions for the presenters through the Q&A feature.

Q&A WEBINAR FOR VAYA PROVIDERS

TELETHERAPY FOR PATIENTS WITH OPIOID USE DISORDER DURING COVID-19 AND BEYOND

This webinar is hosted by the American Osteopathic Academy of Addiction Medicine (AOAAM) through an Opioid Response Network (ORN) grant. It will present ways to incorporate telemedicine into treatment programming for substance use disorders, including how to evaluate and expand access to medication-assisted treatment (MAT) using telemedicine, types of telehealth provider settings, implementation of PCSS best practices and evolving barriers. This is the second webinar in the telehealth series for the ORN. Registration is required.

Learn more: Teletherapy for Patients with OUD During Covid-19 and Beyond

QUESTION, PERSUADE, REFER (QPR): SUICIDE

PREVENTION WEB-BASED TRAINING

Suicide is a leading cause of death in the United States. During the global pandemic, when fear, anxiety and depression are heightened for many people, thoughts of suicide may be more common. It's important to know about available support strategies.

Vaya's Provider Education Team will offer two additional "Question, Persuade, Refer" (QPR) trainings in April. Each training is limited to 25 participants. To register, click on the specific training listed below:

QPR Webinar: [April 23, 2020, 2:30 - 4:30 p.m.](#)

QPR Webinar: [April 30, 2020, 10 a.m. – 12 p.m.](#)

STAY CONNECTED