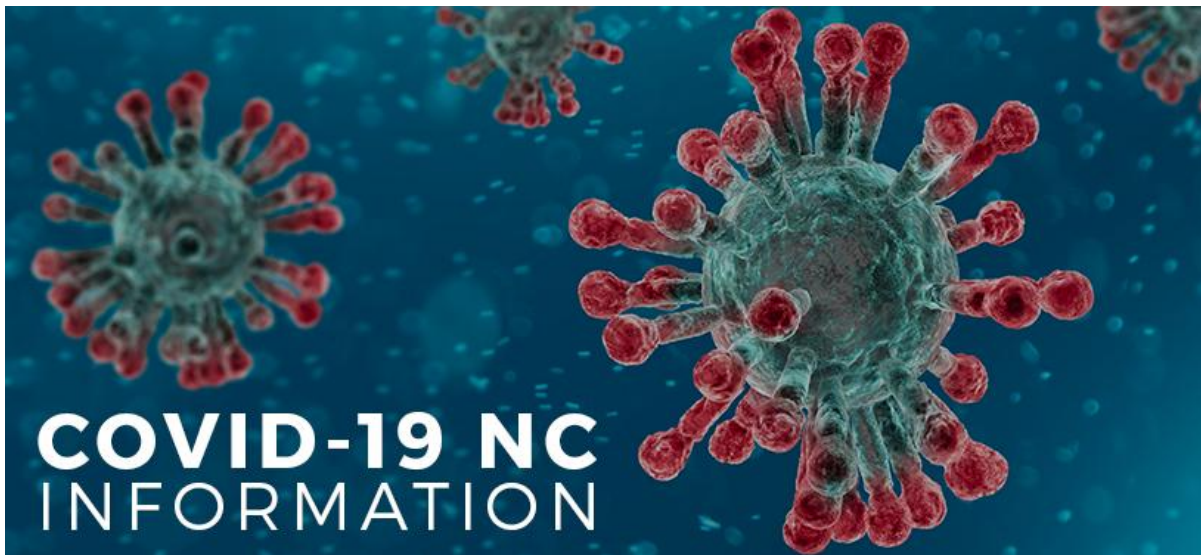


MAY 1, 2020



## TODAY'S Q&A WEBINAR FOR VAYA HEALTH NETWORK PROVIDERS

We apologize for technical difficulties with today's Q&A Webinar for Vaya Health Network Providers. A [recording of the webinar](#) is now available on Vaya's Provider Central website.

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## N.C. DHHS: COVID-19 EMS HEALTHCARE RESOURCE REQUEST FORM

Personal protective equipment (PPE) has obviously become one of the most urgent needs across the United States during the COVID-19 pandemic. N.C. DHHS and other state government agencies created a process for fulfilling PPE requests. This process prioritizes those at highest risk of severe clinical disease and workers delivering emergent life-saving services in the following order:

1. Acute and Long-Term Care
2. Congregate Care Settings and Health Care/First Responder Agencies
3. Non-Health Care Entities

Visit the DHHS website to access a [COVID-19 North Carolina EMS Healthcare Resource Request Form](#). Start the application process by clicking on the link that best describes your organization or agency: EMS Agencies, Skilled Nursing Facilities, Hospitals or Other Health Care Facilities.

Read more: [Full Guidelines for Allocation of Personal Protective Equipment](#)

If you have questions about submitting a request, email [OEMSSupportCell@dhhs.nc.gov](mailto:OEMSSupportCell@dhhs.nc.gov). If you are concerned about limited or unavailable PPE supplies, please review a [guidance document](#) reviewed by the N.C. Department of Labor's Occupational Safety and Health Division that provides strategies to optimize PPE usage.

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## COVID-19 SERVICE CODES AND MODIFIERS: UPDATED

## LISTS AVAILABLE

Vaya has revised COVID-19 Service Codes and Modifiers for the Medicaid (b), (b)(3) and non-Medicaid benefit plans. Updated lists are available on Vaya's Provider Central website:

- [COVID-19 Medicaid \(b\) and \(b\)\(3\) Service Codes and Modifiers](#)
  - [COVID-19 Non-Medicaid Service Codes and Modifiers](#)
- 

## UPDATES FOR BILLING FOR SERVICES UNDER COVID-19 POLICY MODIFICATIONS

Vaya billing system updates to provider profiles related to COVID-19 services modifications, billing codes, modifiers and related rates have been completed in AlphaMCS. Providers may now submit claims with the revised service code and modifier combinations as appropriate for the method of service delivery. Claims previously submitted correctly with the new billing code modifiers, which received denials due to the incomplete set-up, are being reprocessed by Vaya.

Please ensure that modifiers are submitted in the correct order or position appropriate for the service billed. To view the revised lists of all service codes with modifiers related to the COVID-19 State of Emergency policy modifications, visit our [COVID-19 Provider Information](#) webpage. Please remember:

- Services conducted with the use of two-way audio-visual connection should be billed including the GT or GTCR modifiers.
- Place of Service (POS) code 02-Telehealth is only appropriate with services billed that include the GT modifier. Vaya will also accept the POS codes appropriate for the service used prior to COVID-19.
- Services conducted by telephone should not include the GT modifier and must include the CR modifier. POS code 02-Telehealth is not appropriate for services delivered via telephone. These claims will need to be resubmitted with the appropriate POS code.

Please refer to the [Billing Guide for Temporary COVID-19 Codes and Modifiers](#) for details on submitting claims under the COVID-19 policy modifications.

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## WNC COVID-19 REGIONAL REPORT

Vaya is proud to be a key partner in the weekly WNC COVID-19 Regional Report from the Mountain Area Health Education Center (MAHEC) in conjunction with nine other WNC health and social services organizations. Together, we're committed to providing WNC's medical community with timely information on COVID-19 through weekly updates on regional trends, needs, resources and training opportunities.

Read more: [WNC COVID-19 Regional Report \(May 1, 2020\)](#)

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## TRAINING OPPORTUNITIES

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### 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 four additional "Question, Persuade, Refer" (QPR) suicide prevention trainings in May. Each training is limited to 25 participants. Click on one of the following dates to register:

- QPR Webinar: [Tuesday, May 5, 2020, 9 – 11 a.m.](#)
- QPR Webinar: [Tuesday, May 12, 2020, 2 – 4 p.m.](#)
- QPR Webinar: [Thursday, May 21, 2020, 9 – 11 a.m.](#)
- QPR Webinar: [Wednesday, May 27, 2020, 2 – 4 p.m.](#)

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STAY CONNECTED

