

Vaya Health (Vaya) supports broad access to the health care services using electronic communications systems, including real-time interactive audio-visual communication and virtual communication. The services listed below may be provided to members and/or recipients via telehealth when equivalent in-person (face-to-face) services are not available or if the individual prefers this modality.

Please note that non-licensed staff are allowed to deliver services via telehealth to the same extent as licensed staff as permitted in the NC Medicaid clinical coverage policy (CCP), State-funded service definition, or Vaya in-lieu-of service definition. For example, if a non-licensed staff member is able to provide the service face-to-face, they can provide the service via telehealth.

For additional telehealth requirements, please refer to Section 7 of the Vaya [Provider Operations Manual](#).

Medicaid Services

The following Medicaid services may be provided through telehealth:

- CCP 8A, Enhanced Mental health and Substance Abuse Services:
 - Psychosocial Rehabilitation
 - Child and Adolescent Day Treatment
 - Partial Hospitalization
 - Substance Abuse Intensive Outpatient Program
 - Substance Abuse Comprehensive Outpatient Program
 - Substance Abuse Medically Monitored Community Residential Treatment (allows licensed clinical addiction specialists [LCAS] and Certified Clinical Supervisors [CCS] to provide services by telehealth or telephone in lieu of being provided in person at the facility)
 - Non-Hospital Medical Detoxification (allows LCAS and CCS to provide services by telehealth or telephone in lieu of being provided in person at the facility)
 - Intensive In-home (real-time, two-way interactive audio and video telehealth)
 - *Please note there are already components of Mobile Crisis Management, Ambulatory Detoxification, and Non-Hospital Detoxification that are telehealth eligible.*
- CCP 8C, Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers
- CCP 8F, Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder (ASD)
- CCP 8G, Peer Support Services (PSS): Services may be provided by telehealth or telephonically, audio-only communication but limited to 20% or less of total service time provided per beneficiary per fiscal year
- CCP 8O, Services for Individuals with Intellectual and Developmental Disabilities and Mental Health or Substance Abuse Co-Occurring Disorders
- CCP 8P, North Carolina Innovations: Real-time, two-way interactive audio and video telehealth for Community Living Supports, Day Supports, Supported Employment, Life Skills Training, Supported Living, and Community Networking
- In-lieu-of services approved for use by Vaya

State-funded Services

The following State-funded (non-Medicaid) services may be provided through telehealth:

- State-Funded Mental Health and Substance Use Services
 - Psychosocial Rehabilitation
 - Child and Adolescent Day Treatment

- Partial Hospitalization
- Substance Abuse Intensive Outpatient Program
- Substance Abuse Comprehensive Outpatient Program
- Substance Abuse Medically Monitored Community Residential Treatment (allows LCAS and CCS to provide services by telehealth or telephone in lieu of being provided in person at the facility)
- Non-Hospital Medical Detoxification (allows LCAS and CCS to provide services by telehealth or telephone in lieu of being provided in person at the facility)
- Intensive In-Home (real-time, two-way interactive audio and video telehealth)
- *Please note there are already components of Mobile Crisis Management, Ambulatory Detoxification, and Non-Hospital Detoxification that are telehealth-eligible.*
- State-Funded Community Living and Support
- State-Funded Day Supports
- State-Funded Peer Support Service: Services may be provided by telehealth or telephonically, audio-only communication but limited to 20% or less of total service time provided per individual per fiscal year
- State-Funded Outpatient Behavioral Health Services