



Provider Central: Q&A Webinar for Vaya Network Providers

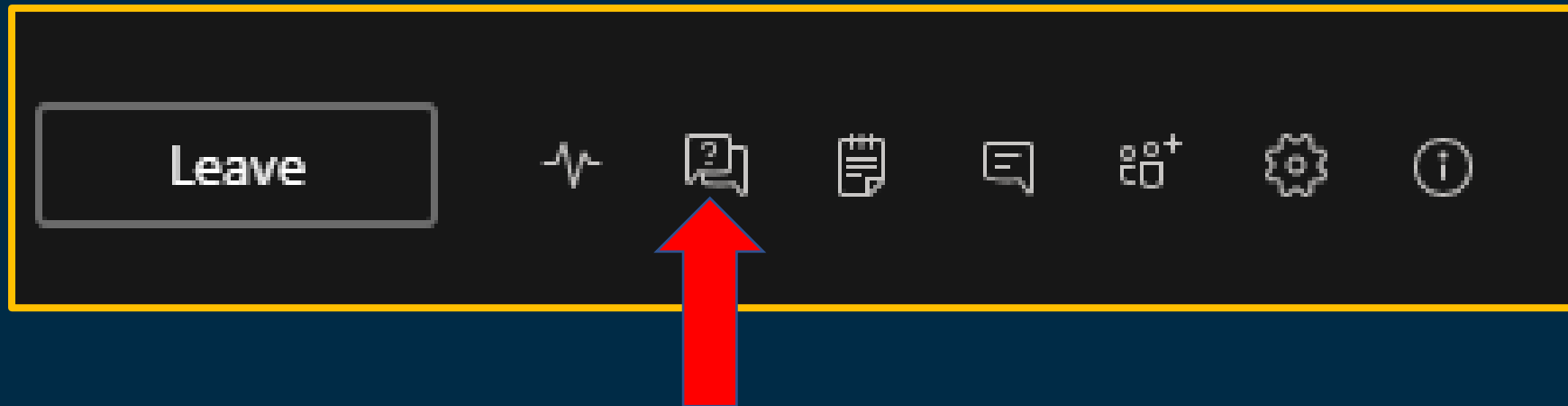
Friday, February 19, 2021

Good Morning and Welcome!

- This is a live broadcast. Attendees are seeing the broadcast on a 30 second delay.
- All attendees are muted throughout the broadcast.
- Attendees may ask questions at any time during the broadcast through the Q&A feature
- Questions can be seen by all attendees after they are published by the moderator. Submitted questions will be addressed at the end of the webinar.

The moderated Q&A is available in the controls bar on your screen.

Look for the bubble with the question mark.



Today's Vaya Participants

Donald Reuss, Senior Vice President, Provider Network Operations

Carrie McCracken, Behavioral Health Network Operations Director,
Provider Network Operations

Sara Wilson, Senior Vice President, Complex Care Management

Justine Tullos, Provider Network Operations (Q&A Moderator)

Heidi Griep, Digital Communications Specialist, Office of
Communications (Producer)

Karen McLeod

President and CEO,
Benchmarks

Benchmarksnc.org



TCM Overview

- Community Based
- Available to everyone
- Coordinate across whole-person needs
- Not duplicative



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Care Management Approaches



BH I/DD Tailored Plan beneficiaries will have the opportunity to choose among the care management approaches; all must meet the Department's standards and be provided in the community to the maximum extent possible

Approach 1

"AMH+" Primary
Care Practice
(LHD)

Approach 2

Care Management
Agency (CMA)
include those that
provide BH or I/DD
services

Approach 3

BH I/DD Tailored
Plan-Employed
Care Manager

Provider Based TCM Requirements

- Contract Year 1: 30 percent (30%)
- Contract Year 2: 45 percent (45%)
- Contract Year 3: 60 percent (60%)
- Contract Year 4: 80 percent (80%)



Applying to be a TP CM Provider

Capacity Building funding

First come, first served



Provider Certification for Tailored Care Management (TCM)

Prior to launch, DHHS oversee certification and readiness reviews

4-steps

- Internal desk top review
- Site visits coordinated *with* the corresponding TP
- Certification
- Readiness review *by TP*



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Provider Certification for Tailored Care Management (TCM)



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- Clinically Integrated Networks to meet requirements
- Closed networks but ***must*** contract with all certified AMH+ and CMAs
- 80% by 2024

Certification Deadline Extended

- March 1, 2021 to June 1, 2021
- Listening sessions and educational opportunities

**DEADLINE
*EXTENDED***

Key Features of TCM Model

- Acuity assigned by DHHS
- Acuity impacts payment
- Changing TCM Provider or CM
- Healthy Opportunities Pilot responsibilities

High

Medium

Low

AMH+ and CMA Certification

- AMH+, CMA & TP CM requirements
- “Capacity and financial sustainability to establish care management as an ongoing line of business”



TCM Assessment

- Care Management
Comprehensive Assessment
- Share results
- Reassessment



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TCM Care Plan

- Understandable
- Individualized
- Collaborative
- Within thirty
(30) days



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Contact Requirements

TCM Contact Requirements for BH Members

- **High Acuity** – at least four contacts per month, at least one in person
- **Moderate Acuity** – at least three contacts per month, at least one in person contact per quarter
- **Low Acuity** – at least two contacts per month, at least two in person contacts per year approximately six months apart

TCM Contact Requirements for I/DD or TBI Members

- **High Acuity** – at least three contacts per month, including two in person and one telephonic
- **Moderate Acuity** – at least three contacts per month, at least one in person contact per quarter
- **Low Acuity** – at least one telephonic contact per month, at least two in person contacts per year approximately six months apart

AMH+ and CMA Certification

- Care Team formation
- Ongoing Care Management
- Transitional CM
 - In reach and transition coordination for kids in residential
 - Transition Coordination for adults in DSOHF Psychiatric or ACH not transitioning to supported living
- Diversion



AMH+ and CMA Certification

- Health IT
 - Population health management
 - TCM providers can utilize Vaya's CCM platform
 - EHR to record, store, and transmit member clinical information, including medication adherence
 - Use NCCARE360

Payment

“Actively engaged”

- Comprehensive care management;
- Care coordination:
- Health promotion;
- Comprehensive transitional care/follow-up;
- Individual and family supports; or
- Referral to community and social support services.



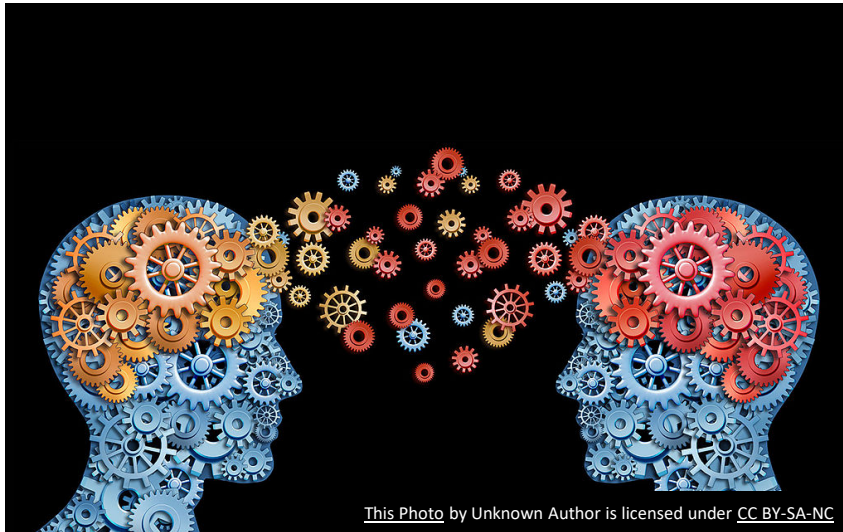
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Oversight of TCM after TP Launch

- TPs will be responsible for TCM
- TPs will contract with CMAs
- Written policy for corrective action plans (CAP) for compliance issues
- Underperformance during a CAP, TP can stop TCM payments ***and*** terminate its contract
- Right to appeal

Training & Collaboration

Standardizing training
Shared learning collaborative
TCM Steering Committee



Next Steps



Submit your application to become a CMA

To continue supporting providers interested in obtaining certification as an Advanced Medical Home Plus (AMH+) practice or Care Management Agency (CMA), **the Department is extending the Round 1 application deadline from March 1, 2021 to June 1, 2021.**



Complete the Vaya AMH+/CMA Interest Survey- Released in Provider Communication next week.



Join the Vaya AMH+/CMA Learning Community to begin preparing

Provider Training Opportunities

- Mental Health Aspects of IDD Professional Development Series **Feb. 25 – May 6, 2021**
- System of Care: Child and Family Team Part 1 Training, **March 1 - 2, 2021, 9 a.m. – 4 p.m.**
- Adult and Youth Mental Health First Aid **Multiple dates through December 2021**
- QPR Suicide Prevention Web-Based Training **Multiple dates through July 2021**

Vaccine Update – Group 3

- NC will move to Group 3 Frontline Essential Workers on **February 24**.
- Group 3 will begin with anyone working in childcare or in PreK - 12 schools
- Additional frontline essential workers on **March 10th**.

- Child Care Centers
- Pre-Kindergarten Programs
- Head Start & Early Head Start Programs
- Pre-School Programs
- Family Child Care Homes
- Traditional Public Schools
- Charter Schools
- Private/Non-Public Schools

YourSpotYourShot.nc.gov



COVID-19 Flexibilities Update

- 15% Rate increase:
 - Community Living and Supports
 - Community Networking
 - 15% Rate increase for ICF-IID providers **January 1, 2021-June 30, 2021**
 - Extension of Room and Board through **June 30, 2021**
- Effective **July 1, 2020** to **June 30, 2021**

COVID Flexibility End Dates*



Traumatic Brain Injury Webinars

Part 1: What If There's a TBI

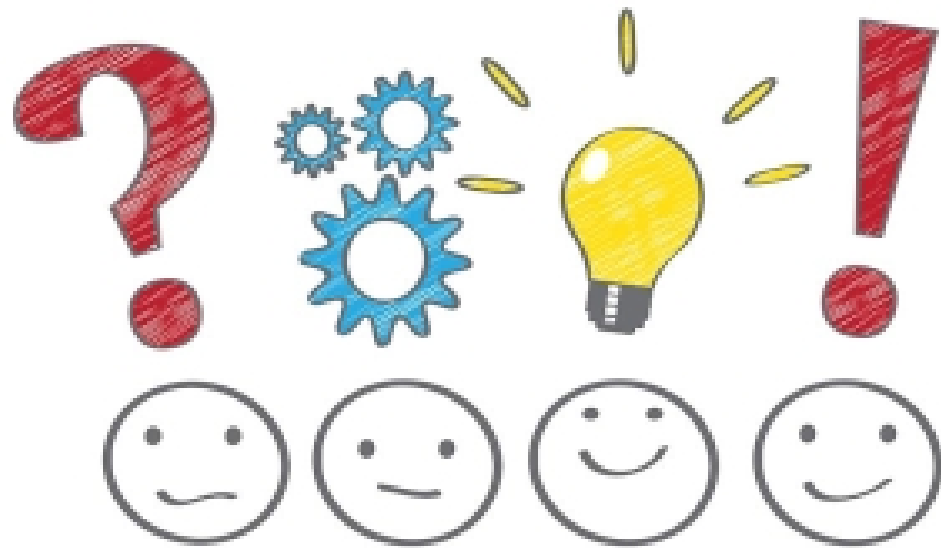


Part 2: *So, There is a TBI*

Tuesday, March 10, 2021, 12:00-3:30 p.m.

Participants are encouraged to view Part 1: "What If There's a TBI" webinar before joining this live, interactive follow-up session with more information on strategies and accommodations for problem-solving challenging neurobehavioral issues.

<https://www.ncdhhs.gov/assistance/disability-services/traumatic-brain-injury>



**We are always
available to
support you:**

**provider.info
@vayahealth.com**