



## JULY 27, 2021 | COMMUNICATION BULLETIN 2021-22 ISSUE 7

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### Vaya Health Awarded Behavioral Health I/DD Tailored Plan

N.C. DHHS on Monday selected Vaya Health to operate a Behavioral Health I/DD Tailored Plan for North Carolina residents with mental health needs, substance use disorders or an intellectual or developmental disability (I/DD).

The Vaya Health Behavioral Health I/DD Tailored Plan is expected to launch July 1, 2022. As part of the statewide shift to Medicaid managed care, Vaya will serve Medicaid members and uninsured or underinsured recipients in more than 22 North Carolina counties who have significant behavioral health needs, as well as people who receive services through or are on waitlists for the N.C. Innovations and Traumatic Brain Injury (TBI) waivers. Under the new plan, Vaya will also manage members' physical health care, pharmacy services and long-term services and supports.

Vaya currently serves 22 counties in western North Carolina. On June 1, Vaya announced plans to consolidate with Cardinal Innovations Healthcare Solutions and will manage the Tailored Plan in additional counties currently aligned with Cardinal Innovations upon plan launch. [Read more.](#)



**2021 Provider and Learning Summit Post-Event Survey**

Thank you to everyone who attended the 2021 Provider and Learning Summit! We hope this year's two-day summit was both informative and useful for our network providers.

If you attended, please complete a brief [Post-Event Survey](#). Your feedback will allow us to continually enhance provider education opportunities.

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## National Core Indicators™ Staff Stability Survey for 2020 Available

All I/DD service providers are encouraged to complete the National Core Indicators™ (NCI) Staff Stability Survey for I/DD Providers and make your voice heard on issues affecting the direct support professional workforce. Your agency should have received an email with the survey under the subject line, "NC NCI Staff Stability Survey 2020". Surveys are due Saturday, July 31, 2021. If you are an I/DD provider and have not received the survey link, or if you have questions, please email [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).

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## Personal Care Services Beneficiary Managed Care Disenrollment Process and Updated Referral Form

Effective July 1, 2021, some Medicaid beneficiaries receiving Personal Care Services (PCS) transitioned from NC Medicaid Direct to NC Medicaid managed care. A Medicaid beneficiary who later becomes dually eligible for both Medicaid and Medicare services will be disenrolled from their managed care health plan and will receive services through NC Medicaid Direct.

Please review the [Special Bulletin](#) regarding NC Medicaid managed care disenrollment on the [Personal Care Services webpage](#) under "Resources". When a beneficiary needs to transfer back to NC Medicaid Direct, providers should complete the [DHB 3051-ia Disenrollment Form](#) to ensure the beneficiary is appropriately transitioned.

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## Reminder: Therapeutic Foster Care Service Authorization Requirement

Providers must submit a notification-only Service Authorization Request (SAR) to Vaya's Utilization Management Team in AlphaMCS on or before the date of Therapeutic Foster Care (TFC) admission. This submission will cover the initial 30 days of the authorization.

On Jan. 1, 2021, Vaya implemented a 30-day pass thru for TFC, which allows providers to attain all documentation and required signatures prior to admission but submit the following at the concurrent review:

- Concurrent SAR
- Comprehensive Clinical Assessment or addendum (including CALOCUS/ASAM worksheet)
- Person-centered plan with crisis plan and signed Service Order dated on or before the date of admission

Please note that Vaya maintains a process for expedited review in the case of an urgent need for services. This process is used only if a review within standard timeframe of 14 days would seriously jeopardize member's life, health or ability to attain, maintain or regain maximum functioning.