

ON OUR WAY

The top portion of the image features the text 'ON OUR WAY' in large, bold, yellow-to-orange gradient letters. Below the text, a dark blue silhouette of a landscape with rolling hills is shown. On the horizon line, several figures are depicted: a hiker with a backpack looking through binoculars, a hiker with a backpack and a walking stick, a dog, a person in a wheelchair, and two more hikers with backpacks. The background behind the text is a bright, glowing sunset or sunrise.

Navigating the Changing Healthcare Landscape

Provider Interface Changes

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Description and Objectives

This session will provide an understanding of Vaya Health's new Provider Portal and the features and functions that will be introduced as Vaya moves toward becoming a Behavioral Health (BH) I/DD Tailored Plan.

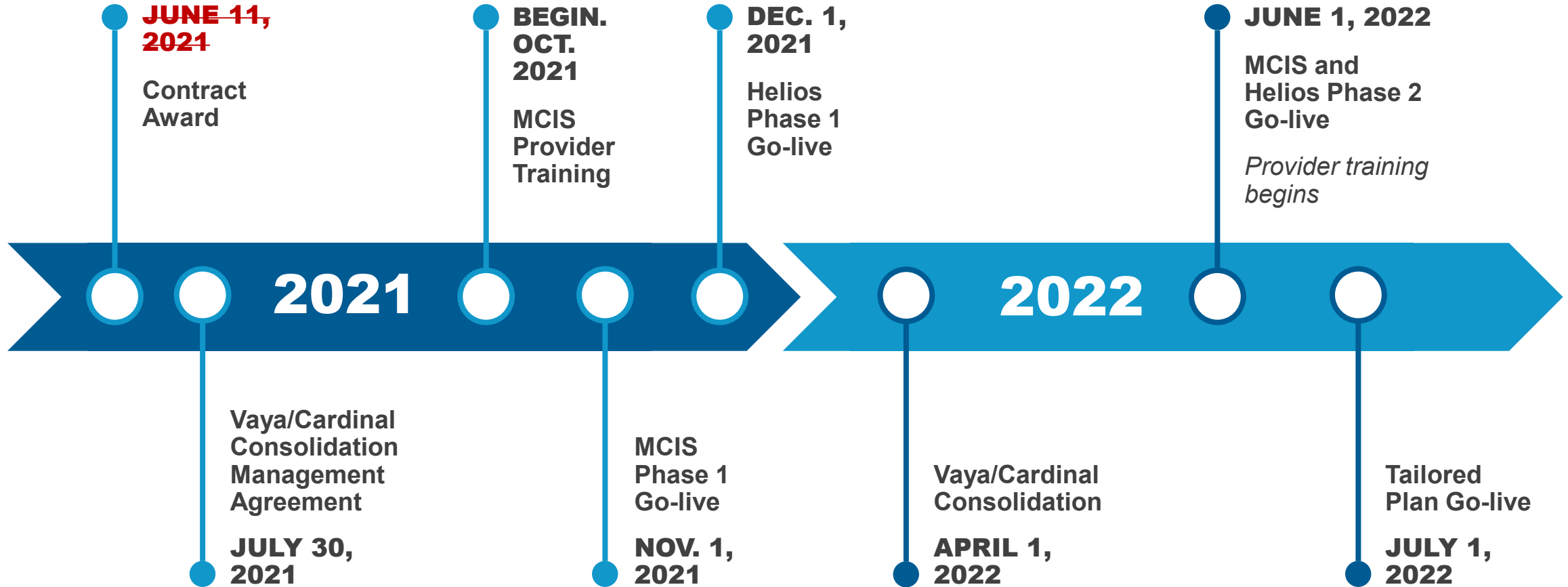
Session objectives:

- Understand the purpose of the Vaya Provider Portal
- Understand what features and functions will be available to providers
- Understand what role the Provider Portal will play in the BH I/DD Tailored Plan

Agenda

- Timeline
- Vaya/Cardinal Innovations consolidation
- Vaya Provider Portal
 - Strategy
 - Portal Phase 1: MCIS, SFTP, scheduling tool, Security Access Administrator role
 - Portal Phase 2
 - Phase 2 by role
- Training
- Disclaimer

Timeline



Vaya/Cardinal Consolidation

- Waiting on RFA awards to discuss Tailored Plan readiness
- Rapid assessment and roadmap development
 - Current operations
 - Claims administration
 - Care management
 - Financial management
 - Data management
 - Future business
- Consolidation/Management Agreement by July 30, 2021
- Consolidation effective date is April 1, 2022

Vaya Provider Portal Strategy

- The primary purpose is to support N.C. DHHS' goal of maintaining broad provider participation in NC Medicaid by removing or mitigating provider administrative burden from the health delivery system.
- Vaya's Provider Portal will accomplish this by supplying a single place where providers can interact with Vaya for administrative and information-sharing functions.
- The Provider Portal will bring together services that are part of Conduent HSP and our new care management platform, along with linked content from Vaya's primary public website and other communication pathways, all in a clear, efficient and timely manner.

Vaya Provider Portal: Phase 1

The Vaya Provider Portal Phase 1 will align with the launch of Conduent HSP and will include:

- Submit a claim by manually entering the claim data into a web form
- Centrally view and manage all claims, including those submitted outside the Provider Portal (i.e., EDI claims)
- View payment information associated with a claim
- Submit, view and/or manage a request for an authorization of services
- Have the ability to query member information, including eligibility

Vaya Provider Portal: Phase 1 (continued)

The Vaya Provider Portal Phase 1 will align with the launch of Conduent HSP and will include:

- Submit recipient enrollment requests and requests to update member and recipient demographic information or status
- View and download Vaya's Provider Operations Manual, communication bulletins and other guidelines (e.g., Vaya's Individual and Family Directed Services [IFDS] Employer Handbook)
- Access print, video and on-demand training materials
- Submit both grievances and appeals through external systems that are linked from the Provider Portal

Security Access Administrator

- Vaya is committed to protecting our members' protected health information (PHI) and sensitive information (SI). The Security Access Administrator (formerly known as the Security Contact) plays a vital role in the multi-layered approach to Vaya's information security.
- Keeping PHI secure means protecting it from being viewed by people who should not see it.
- Each organization's Security Access Administrator will be responsible for:
 - Initiating and validating login requests
 - Maintaining current staff access
 - Serving as point of contact
- To change an organization's Security Access Administrator:
 - Submit a request using the Provider Change Request Form
 - Access to the Provider Portal can be delayed if a Security Access Administrator is not assigned or not maintained.

EDI SFTP Process Change

- Providers will be provided a web form that allows the user to request credentials to submit EDI files.
- All provider staff will receive a new account set up by Vaya. New accounts will be created using a work email address and a temporary password.
- All EDI claims must be uploaded through Vaya's Secure File Transfer Protocol (SFTP) application.

EDI SFTP Process Change (continued)

Changes to your current configuration include:

- **Hostname:** sftp.vayahealth.com
- **Username:** Will be an email address
- **Password:** Will be provided after the request form is completed
- **Important:** A link to an electronic form will be emailed to the Security Access Administrator at your company, who will provide Vaya with a list of staff who need an account to process EDI claim files. The electronic form requests the staff name, provider email and name of the provider. The form also requests information about clearinghouses used for claims processing (if applicable).
- To prevent interruptions in payments, providers must respond to Vaya's electronic request for information to ensure setup is complete. **This affects every provider who submits EDI claims.**

Scheduling Tool

- The provider scheduling tool currently incorporated into AlphaMCS will not be integrated into the new Provider Portal.
- Vaya has purchased a scheduling tool and is in the implementation process.
- The scheduling tool will be accessible through Vaya's Provider Portal.
- Vaya will communicate additional information to providers as it becomes available.
- **Schedules will need to be reloaded into the new scheduling tool.**

Vaya Provider Portal: Phase 2

The following documents and information will be accessible for providers through the Provider Portal and our Provider Central website:

- Program integrity information, including details on Vaya's Fraud, Waste and Abuse Prevention Program; incident reporting; performance and quality; and the Vaya Provider Monitoring Plan
- Population health information, including Vaya's approach to ensuring integrated, whole-person care
- Details on NCTracks and Vaya Tailored Plan site and service enrollment, including how to apply for participation in the closed BH I/DD network
- Access to care standards and the most recent Network Adequacy and Accessibility Analysis

Vaya Provider Portal: Phase 2

The following documents and information will be accessible for providers through the Provider Portal and our Provider Central website:

- Performance-based analytics and reports
- Claim payment calculator
- Links to service authorization guidelines
- Coverage details, including level of care tools and links to other resources, such as N.C. Division of Health Benefits (DHB) Clinical Coverage Policies, the Medicaid Covered Diagnoses List and more
- Details about Tailored Care Management, including information designed for Tailored Care Management providers and for providers not delivering Tailored Care Management

Provider Portal Phase 2 by role

Care Team members:

Assessment • Care Plan • Release of Information • Multi-Source Medication List • ADT files

Tailored Care Management entities:

Assignment • Risk stratification • Screening • Assessment • Care Plans/ISPs • Encounter data • Pharmacy data

AMHs/PCPs:

Enrollment/eligibility data • Member assignment data • Acuity tiering/risk stratification data • Quality measure performance information • Encounter data • Pharmacy data • Other clinical data as required

Vaya Provider Portal Training

Beginning in October 2021:

- Virtual sessions via Microsoft Teams video meetings
- Recorded and posted for review and reference afterward
- Regional Provider Portal training events are under consideration

For November 2021 Go-live:

- Provider hotline for Go-live Week
- Transition to standard provider support protocols

Disclaimer

- Vaya's Enterprise Analytics Team is developing the Provider Portal.
- Vaya has a robust Software Development Life Cycle (SDLC) process that includes:
 - Gathering requirements
 - Development
 - Peer review
 - Quality assurance
 - Testing
- When the Vaya Provider Portal is released on Nov. 1, 2021, it will be a Version 1 product.
- Vaya is committed to providing the support needed to resolve any issues that occur and ensuring providers have a positive experience with the portal.
- Upgrades will be necessary. Vaya will notify providers in advance of planned upgrades and bug fixes.