



# Consolidation Information Session for Cardinal Innovations Providers

Friday, November 5, 2021

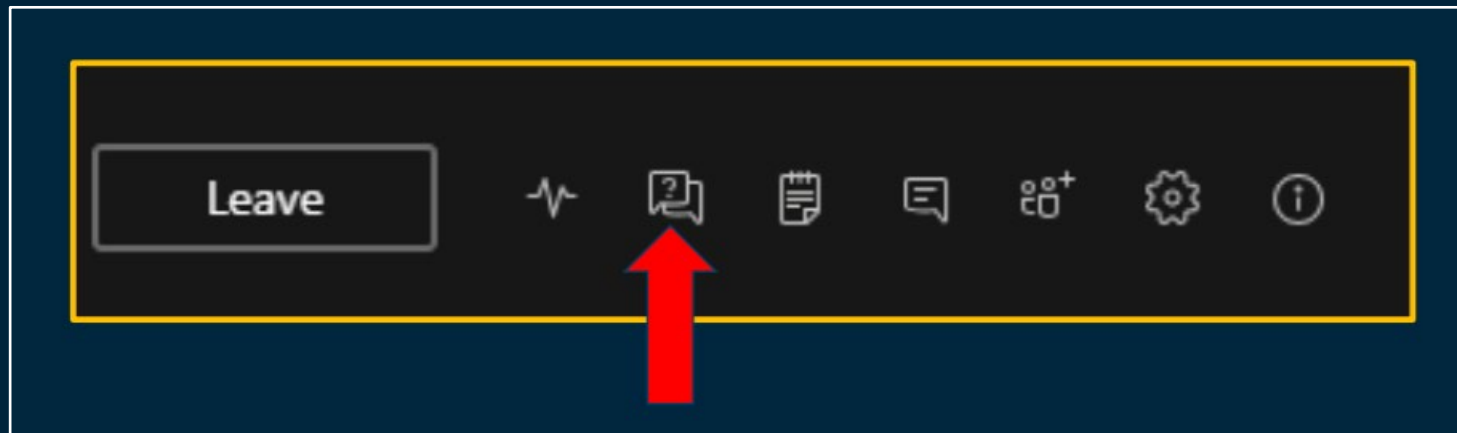
# How the live broadcast works

- You are seeing the broadcast on a 30-second delay.
- Your microphone is muted throughout the broadcast.
- You 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 moderators. Questions submitted during the webinar will be addressed at the end of the webinar.
- If multiple similar questions are received, the Q&A moderators may combine the questions into one before posting.
- If you need to ask a question that is specific to your agency or the services you provide, please include your name, agency, and email address with your question.



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

Look for the bubble with the question mark.



# Where can I find ...

## **Q&A Webinar Recordings and Resources:**

Provider Central >  
Learning Lab >  
Provider Webinars

## **Provider Communication Bulletin Sign-Up:**

Provider Central >  
Learning Lab >  
Sign up for PCB

## **Provider Communication Bulletin Archive:**

Provider Central >  
Learning Lab >  
Communication  
Bulletins



# Vaya Health Provider Advisory Council

- All Vaya network providers are welcome and encouraged to participate
- For more information and to receive communications from the PAC, email [provideradvisorycouncil@vayahealth.com](mailto:provideradvisorycouncil@vayahealth.com)



# Today's Vaya participants

**Donald Reuss**, Sr VP, Provider Network Operations

**George Ingram**, VP, Provider Network Development & Value Based Contracting

**Jennifer Eaddy**, Asst VP, Physical Health Operations

**Jessica Belt**, Claims Manager

**Julie Dollar**, Member Services Care Coordinator Manager

**Lana Canipe**, Deputy Information Systems Director

**Neely Alexander**, Member Services Manager

**Tommy Duncan**, Training and Special Projects Manager



# Today's production team

**Heidi Griepp**, Digital Communications Specialist (producer)

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

**Renee Urban**, Provider Educator (producer)



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Good morning and welcome

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# VAYA – CARDINAL INNOVATIONS CONSOLIDATION

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# AlphaMCS



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- Vaya will continue to use the current AlphaMCS Managed Care Information System (MCIS) platform into 2022 for service authorization requests, claims submission, provider profiles, and enrollment of individuals receiving State-funded services.
- All network providers who deliver services to members transitioning to Vaya will be required to utilize Vaya's AlphaMCS platform to submit service authorization requests and claims for payment for dates of service on or after Jan. 1, 2022.
- Vaya's migration to Conduent's Health Solutions Plus (HSP) platform is tentatively scheduled for spring 2022.



# AlphaMCS Log-ins



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- To access training resources and submit service authorization requests to Vaya prior to Jan. 1, 2022, Cardinal network providers that do not already have an AlphaMCS login must submit names of staff who require an AlphaMCS login as soon as possible. Please visit the [AlphaMCS page](#) on Vaya's Provider Central website to complete the [AlphaMCS Login Request Form](#).
- After you have been set up as a provider in AlphaMCS, Vaya will contact you regarding your login information.



# AlphaMCS Training



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Stay Tuned, more  
instructions coming!



# Vaya Provider Operations Manual



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Please review the Vaya Provider Operations Manual for instructions and responsibilities as a Vaya network provider.

[https://providers.vayahealth.com/vaya-health\\_provider-operations-manual-4\\_2\\_042921/](https://providers.vayahealth.com/vaya-health_provider-operations-manual-4_2_042921/)



# Contract Assignment vs. Contract Amendment



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- All providers that are currently in good standing with Cardinal and Vaya will be offered a contract within the Vaya provider network.
- Providers that have a contract with Cardinal and not Vaya will have their Cardinal contract assigned to Vaya
  - Providers will need to sign an assignment agreement to allow that transfer to take place.
  - For state funded specialty programs you may also receive a contract amendment to align any specific Vaya requirements across the provider network.



# Contract Assignment vs. Contract Amendment



- Providers that currently have a contract with both Cardinal and Vaya:
  - Cardinal contract terminated effective **December 31, 2021**
  - Vaya contract amended to add all Cardinal sites and services effective **January 1, 2022**



# State-funded Member Enrollment Process



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Stay Tuned, more  
instructions coming!





# Appointment Scheduling and Referral Management



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- If you would like to receive Member referrals from the Vaya Call Center for Comprehensive Clinical Assessments:
- Appointment slots must be set up in the Alpha system, when access to Alpha MCS is available.
- Instructions to set up slots in Alpha MCS will be available in the Learning Lab along with the recording and slide deck from today's webinar.



# Service Authorization Process



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Stay Tuned, more  
instructions coming!



# Standard Fee Schedule



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- A new uniform standard fee schedule will be posted for all contracted providers (Vaya/Cardinal) by **December 1, 2021**.
- New standard fee schedule will be effective with dates of service **January 1, 2022**.
- All providers will need to begin billing the new rates with dates of service **January 1, 2022**.
  - The Alpha system will pay the lesser of the billed service or standard fee amount unless a site specific or member .specific rate is established



# Provider/Member Specific Rates



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- Current Vaya site specific or member specific rates will continue at their established rates unless the new standard fee schedule is higher than the established rate.
- Cardinal approved enhanced site specific, and member specific rates will be adopted by at the established rate and loaded into the Alphas system with effective dates 1/1/22.
- If Cardinal and Vaya have an enhanced rate for the same site, Vaya will work individually with the provider on an agreed upon rate.



# Claims Submission



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- Claims can be submitted to Vaya either through the Alpha billing portal or electronically via 837 format.
- Only claims with dates of service **January 1, 2022** and after should be submitted to Vaya for members from the nine joining counties.
- All claims with dates of service prior to **January 1, 2022** should continue to be submitted to Cardinal through the CI claims system.
- All providers transitioning to Vaya will need to use the **Payer ID: 13010** for dates of services after **January 1, 2022**.



# EDI Submission



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- If your organization has not previously submitted electronic claims to Vaya, please submit the [EDI Enrollment Form](#) to [EDI@vayahealth.com](mailto:EDI@vayahealth.com) no later than Dec. 1, 2021, to ensure appropriate set up and testing is complete before Jan. 1, 2022. When submitting the form, add “**Cardinal Network Provider**” to the subject line of your email to make certain your request is properly routed.
- Please review the full list of [Vaya Health-Tested Clearinghouses](#) to confirm that your clearinghouse is successfully tested and approved for EDI transmissions.



# EDI Submission



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- Please note that Vaya does not contract with the Change Health (formerly Emdeon clearinghouse). Provider organizations that use Change Health for claims submission and have an agreement to pay all fees, may continue to submit claims to Vaya after January 1, 2022.
- Claims involving a Cardinal member and dates of service prior to January 1, 2022, may be submitted to Cardinal via the Change Healthcare during the Cardinal run-out period (through March 31, 2022) under your current process.



# Credentialing Update - Cardinal



- It is Cardinal Innovations' consistent goal throughout the consolidation period to provide an adequate network of providers to service Cardinal Innovations members.
- Credentialing applications that were received prior to **October 1, 2021** are being processed through completion.
- Application requests received after **October 1, 2021** are reviewed based on addressing a member specific need.
- Cardinal Innovations will review the application in the instance where there is not a provider in the network available to service the member.





# Credentialing Update - Cardinal



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- A final determination to make an exception will be determined by our contracting department.
- If the provider is already contracted/credentialed with Cardinal Innovations, that credentialing information will be passed directly to Vaya without interruption as part of the consolidation process effective January 1, 2022.
- This transfer of data will not include information for disengaging counties.
- DHHS is partnering with Cardinal Innovations and receiving LME/MCOs to explore additional ways to address credentialing during the transition period.





# Q&A SESSION

Questions? Thoughts? Ideas?



# OUR NEXT Q&A WEBINAR

**Friday, Nov. 12 - Q&A Webinar for Vaya Providers**

**Friday, Nov. 19 - Information Session for Cardinal Providers**

## NOVEMBER - DECEMBER 2021

Friday, Nov. 12	11 a.m. - 12 p.m.	Q&A Webinar for Vaya Providers
Friday, Nov. 19	11 a.m. - 12 p.m.	Consolidation Information Session for Cardinal Providers
Friday, Dec. 3	11 a.m. - 12 p.m.	Q&A Webinar for Vaya Providers
Wednesday, Dec. 8	12 - 1:30 p.m.	Provider Orientation for Cardinal MH/SU Providers
Thursday, Dec. 9	12 - 1:30 p.m.	Provider Orientation for Cardinal I/DD Providers
Friday, Dec. 17	11 a.m. - 12 p.m.	Q&A Webinar for Vaya Providers

## JANUARY 2022

Friday, Jan. 7 -	11 a.m. - 12 p.m.	Q&A Webinar for Vaya Providers (Vaya/Cardinal consolidated provider network)
Friday, Jan. 21	11 a.m. - 12 p.m.	Q&A Webinar for Vaya Providers (Vaya/Cardinal consolidated provider network)

**Need support? We're here for you.**

**[provider.info@vayahealth.com](mailto:provider.info@vayahealth.com)**



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