



Q&A Webinar for Vaya Health Network Providers

Friday, February 4, 2022

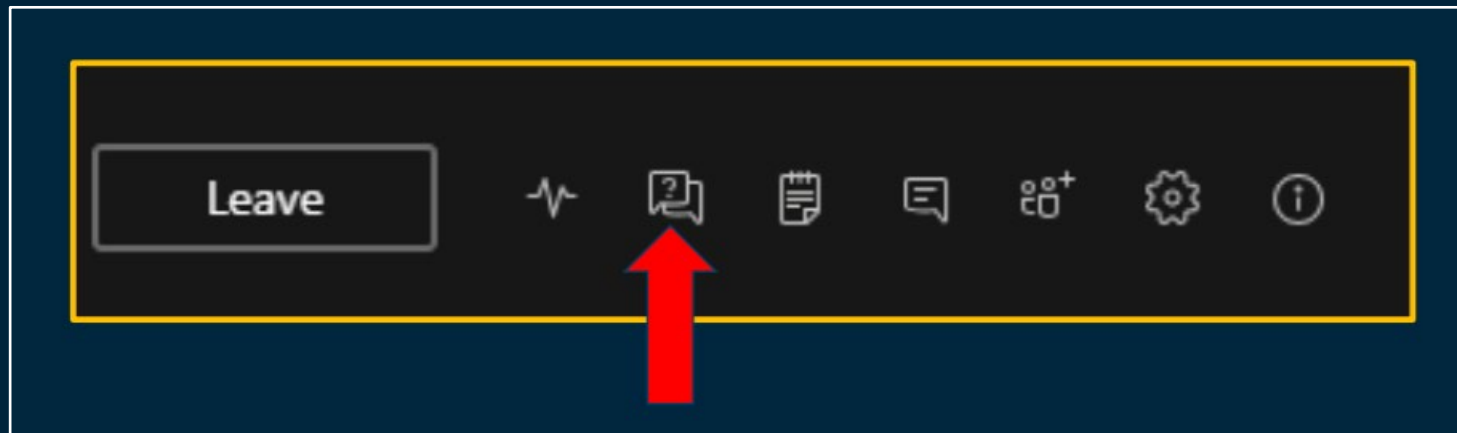
How the live broadcast works

- 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.



Your First Resource for Information

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





Our Schedule for Today

11 – 11:30 a.m.

Information and Q&A for all
Vaya network providers
*(We will not address specific
consolidation questions during this
time)*

11:30 a.m. – 12:00 p.m.

Information and Q&A for
transitioning Cardinal
Innovations providers

Today's Vaya Participants

Angie Stamey, Eligibility & Enrollment

Christy Pruess, Complex Care Management

Cynthia Perry, Eligibility & Enrollment

George Ingram, Provider Network Operations (Host)

Dr. Melissa Hamm, Utilization Management

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



Today's Vaya Participants

Kimberly Johnston, Credentialing

Kimberly Watson, Claims

Ronnie Wilkes, Complex Care Management

Ruby Sheehan, MIS

Tommy Duncan, Provider Network Operations (Producer)



Good Morning and Welcome

NC DHHS Policies of Note

- [SPECIAL BULLETIN COVID-19 #227: Direct Care Worker Initiative Webpage Now Available](#)
- [SPECIAL BULLETIN COVID-19 #226: Permanent Changes Made for Public Health Emergency Flexibilities and Plan for Sunsetting of Temporary Policies](#) – includes 46-page supplemental bulletin





Q&A SESSION

All Vaya Network
Providers

Questions? Thoughts? Ideas?

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OUR NEXT Q&A WEBINAR

Friday, Feb. 18, 2022
11 a.m. - 12 p.m.

Cardinal Innovations Provider Transition Support

Provider Support

Webpage: [Welcome Cardinal Providers](#) (Provider Central)

Provider Help Line

- Available 8:30 a.m. to 5 p.m., Monday-Friday
- Call [1-800-893-6246](tel:1-800-893-6246), ext. [1512](tel:1512), for assistance and answers to your questions

Provider Info Email

- Available 8:30 a.m. to 5 p.m., Monday-Friday
- Provider Network Operations staff triage and assign inquiries to subject matter experts throughout the organization to get you the information you need
- provider.info@vayahealth.com



Other Support Resources

Claims Help Line: 1-800-893-6246, ext. 2455, or claims@vayahealth.com

MIS ServiceDesk: 1-800-893-6246, ext. 1500, or servicedesk@vayahealth.com

- The above resources are staffed Monday-Friday, 8:30 a.m. to 5 p.m.
- The ServiceDesk is also available after regular business hours to unlock provider accounts in AlphaMCS as needed.
- Providers may also contact Member Services 24/7 at 1-800-849-6127



Provider Transition Office Hours Sessions

During January, Vaya will offer Provider Transition Office Hours sessions. These drop-in sessions will be staffed by Vaya subject matter experts who can help you with any questions or issues. Upcoming sessions will be announced in the Provider Communication Bulletin the week prior to the event.

- Please note: Because these sessions are hosted in a drop-in format with the potential for multiple providers to be in the session at the same time, we will not be able to discuss member-specific issues during this time.
- OFFICE HOURS: Friday, Feb. 4, 2022, 1-2 p.m.
- OFFICE HOURS: Friday, Feb. 11, 2022, 1-2 p.m.



Technical Assistance Sessions

30-minute technical assistance sessions through Jan. 31, 2022, for transitioning providers who need additional assistance using AlphaMCS. Topics include navigating AlphaMCS, service authorization request (SAR) entry, claims entry, EDI enrollment, state-funded member enrollment, and login issues

- Providers must complete the AlphaMCS trainings offered through the [AlphaMCS Portal University](#) before requesting a technical assistance session
- To register for a technical support sessions, complete the [online request form](#)



Requesting Assistance

- Please do not make requests through multiple venues
- When multiple service tickets are created for the same issue, it takes longer to assist you.





Q&A SESSION

Cardinal Innovations
Transitioning Providers

Questions? Thoughts? Ideas?

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OUR NEXT Q&A WEBINAR

Friday, Feb. 18, 2022
11 a.m. - 12 p.m.

Need support? We're here for you.

provider.info@vayahealth.com



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