



Q&A Webinar for Vaya Health Network Providers

Friday, February 18, 2022

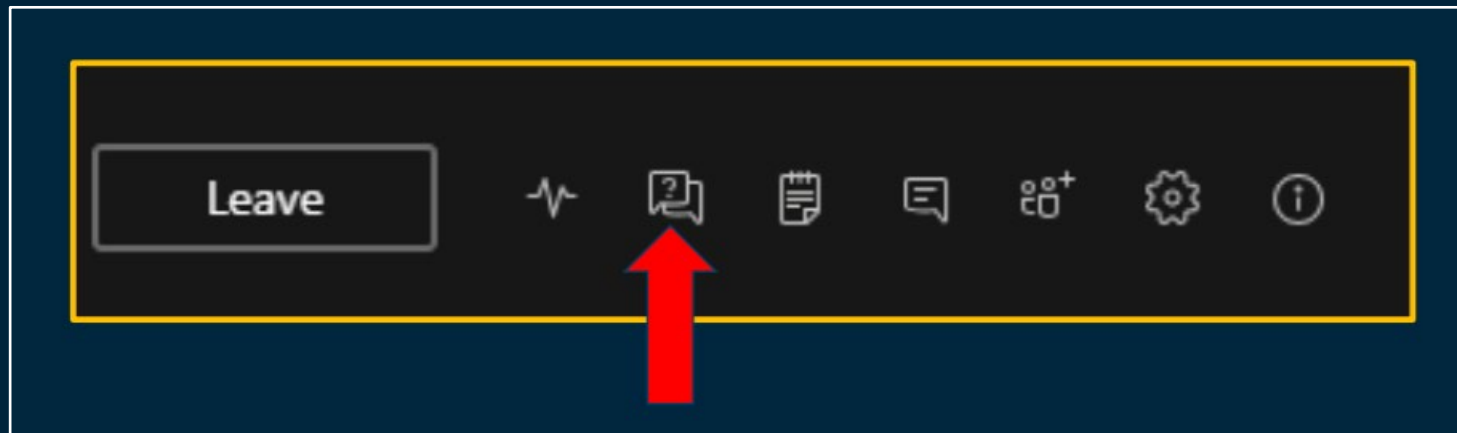
How the live broadcast works

- 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.



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





Our Schedule for Today

11 – 11:45 a.m.

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

11:45 a.m. – 12:00 p.m.

Information and Q&A for
transitioning Cardinal
Innovations providers

Today's Vaya participants

Brian Justice, Transition and Housing

Donald Reuss, Provider Network Operations

George Ingram, Provider Network Operations

Joanna Drury, Transition and Housing

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

Tommy Duncan, Provider Network Operations (producer)

Provider Training Team: Lindsay Locklear, Crystal McMillan



Good morning and welcome



**ON YOUR
RADAR**



Current Network Needs

• Emergency Respite (child and adolescent)	All counties
• Therapeutic Foster Care	All counties
• Licensed Child AFL Homes	All counties
• Child and Adolescent Day Treatment	School system based
• Adolescent Substance Use Services	All counties
• Partial Hospitalization	Rural counties
• Psychosocial Rehabilitation (PSR)	Rural counties
• Research Based Behavioral Health Treatment (RBBHT)	Rural counties
• Financial Support Agency	All counties

For more information, please contact your Provider Network Manager,
or provider.info@vayahealth.com



State-funded Residential Services

Main contacts:

- Joanna Drury and Brian Justice
brian.justice@vayahealth.com 828.225.2785 ext. 1145
joanna.drury@vayahealth.com 828.225.2785 ext. 4565
- How Vaya currently uses state funds to address residential housing needs:
 - State hospital discharges
 - ED discharges
- Vaya's state-funded waitlist process: Funding approval process for State-funded Residential Services must be obtained through Vaya's Specialty Needs Staffing process prior to submission of a service authorization request (SAR)



AlphaMCS Transition

- Vaya is transitioning from a hosted version of AlphaMCS to an in-house version beginning February 25, 2022 as Wellsky ends support for the AlphaMCS product.
- This change will take effect on Feb. 28, 2022.
- Vaya will utilize the in-house version until we move to a new claims processing application, Conduent HSP, expected later this year.
- The in-house AlphaMCS environment will be an exact duplicate of the current system. All data in the hosted version will remain available in the new system.



AlphaMCS Transition

- Providers will access the new environment using the following URL: <https://alphamcs.vayahealth.com/portallogin>. The new URL will not be active until Monday, Feb. 28, 2022.
- Portal user IDs and passwords in use at the time of the transition to the in-house AlphaMCS system will not change.
- We will host an Office Hours session for any provider with questions about the AlphaMCS transition on Wednesday, Mar. 2, 2022, 9 – 10:30 a.m.

OFFICE HOURS: ALPHAMCS TRANSITION - MAR. 2, 2022



Rates

- Rates Integration with Cardinal - [PCB 11-30-21 Issue 29](#)
Published new Rate Schedules effective 1/1/2022
- COVID/ PHE Rates Supplements - [PCB 11-30-21 Issue 29](#)
Scheduled to end date 3/31/2022
- NC DHB ICF-IID Adjustment - [PCB 02-03-22 Issue 44](#)
Effective 2/1/2022. Replaces the COVID Supplement.

Electronic Visit Verification Rate Increase - [PCB 02-03-22 Issue 44](#)
Effective 2/1/2022. Increase of 10% to the Base Rate. COVID applies on top.



Rates

- Direct Care Worker Rate Increase - [PCB 02-03-22 Issue 44](#)
To Be Effective 3/1/2022. Increases Unit Rate for specific services validated by NC DHB.
Either this or COVID Rate Supplement during March 2022
Becomes a permanent add-on to the rates.
- Direct Care Worker Bonus
Is being administered by NC DHB directly with providers. Vaya is not involved in the Bonus component.
[SPECIAL BULLETIN COVID-19 #229: Direct Care Worker Eligibility and Portal Guidance Clarifications | NC Medicaid \(ncdhhs.gov\)](#)
- Vaya will honor Standard Rate when previously approved Enhanced Member Rates fall below.
[PCB 02-10-22 Issue 45](#)





LEARNING AND PARTICIPATION OPPORTUNITIES



NCDHHS & HBCUs Mental Health Summit: Peeling Back the Layers on Minority Behavioral Health

Wednesday, Feb. 23, 2022, 12 - 3 p.m.

- NC DHHS is partnering with historically black colleges and universities to assess, in depth, the mental health needs of minority students on campus, and the effects of the impacts from the COVID-19 pandemic.

More information and registration are available here:

<https://attendee.gotowebinar.com/register/1654975427365445133>



Tailored Care Management: Providing Whole-Person Care for Individuals with TBI and their Families

Friday, Feb. 25, 2022, 10 a.m. – 1:15 p.m.

- More information and registration are available here:
<https://www.gahec.org/courses-and-events/67886/tcm-providing-whole-person-care-for-individuals-with-tbi-and-their-families>



Request for Applications (RFA): Building Capacity for Home & Community Based Services through Collective Impact

- Cares is requesting applications for a four-year project (plus an optional fifth year renewal). Up to four (4) organizations will receive grant funding to develop and implement initiatives using the collective impact framework. Awarded funds will not exceed one hundred and fifty thousand dollars (\$150,000) per grantee per contract year.
- Awards will be given in the following focus areas: affordable accessible housing, transportation, direct support workers, natural supports

More information and application materials are available here:

<https://cares.unc.edu/mfp/rfa2022/>





Q&A SESSION

All Provider Session

Questions? Thoughts? Ideas?



**ON YOUR
RADAR**



Provider Support

Vaya is here to support all our network providers. You can always direct questions to:

Provider Help Line: 1-800-893-6246, ext. 1512, or provider.info@vayahealth.com

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

Cardinal Innovations Provider Line: 1-855-270-3327, option #3 (for Cardinal Innovations issues PRIOR to the Jan. 1, 2022, transition)

These 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 Support

PLEASE NOTE:

When making a request for assistance, we ask that you do not make requests through multiple support options. All provider requests for assistance are logged in our ticketing system and responded to, whenever possible, in the order they are received. When multiple service tickets are created for the same issue, it takes longer for us to assist you.



Provider Credentialing Updates

- Providers previously credentialed by Cardinal Innovations, that wish to update their licensure and insurance information, should send that updated credentialing documentation to CredentialingTeam@vayahealth.com.
- Please do not send your information to Cardinal as those mailboxes are no longer being monitored or maintained.
- If you would like more information about Vaya's Credentialing processes, feel free to visit the Vaya website at <https://providers.vayahealth.com/network-participation/credentialing/>.



In Lieu Of Services (ILOS)

- Vaya and Cardinal ILOS requirements
 - Family Centered Treatment
 - High Fidelity Wrap-Around
 - Behavioral Health Urgent Care
- Review and make sure you are using the correct codes and rates
- If you have any concerns with the different requirements, please send to provider.info@vayahealth.com





Q&A SESSION

Transitioning Provider Session

Questions? Thoughts? Ideas?

A faint, light blue graphic in the background of the slide. It consists of a calendar icon on the left, showing a grid of dates with two dates highlighted, and a clock icon on the right, showing the time as approximately 10:10. The entire graphic is centered behind the main text.

OUR NEXT Q&A WEBINAR

Friday, March 4, 2022
11 a.m. – 12 p.m.

Need support? We're here for you.

provider.info@vayahealth.com



VAYAHEALTH