



Q&A Webinar for Vaya Health Network Providers

Friday, March 18, 2022

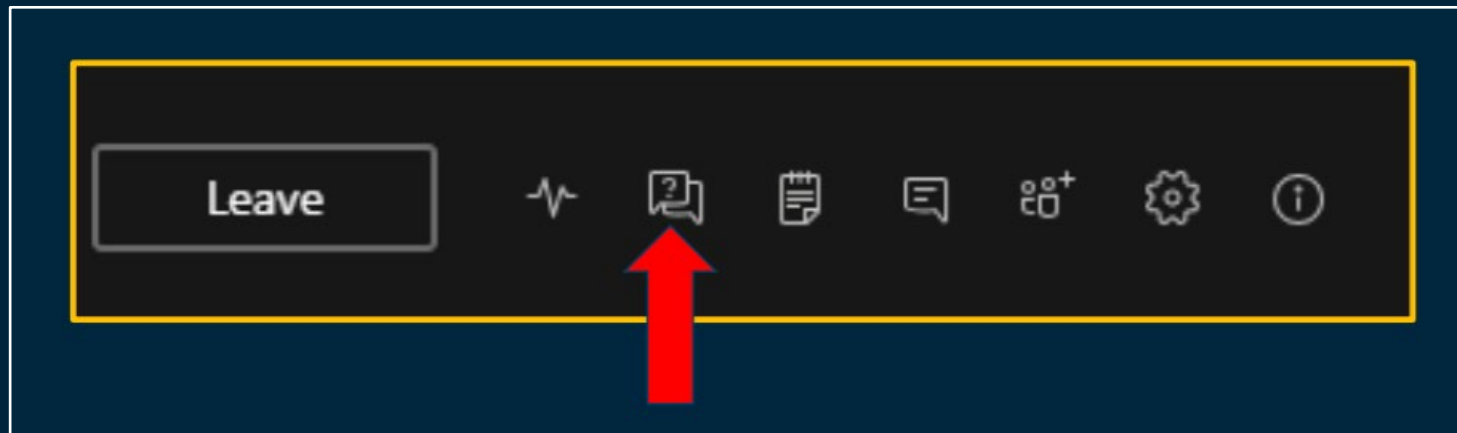
How the live broadcast works

- 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.





Our Schedule for Today

Questions specific to the Cardinal Innovation transition will be addressed at the end of the webinar as time allows. Providers may also send questions to provider.info@vayahealth.com or call our provider support line at **1-866-990-9712 ext. 1512**.

If you do have a transition question, please include your **name, organization name, and email address** so that we can reach out to you if we are not able to address all questions during the webinar.

Where can I find ...

Q&A Webinar Recordings and Resources:

Provider Central >
Learning Lab >
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Provider Communication Bulletin Sign-Up:

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Today's Vaya participants

David Boyd, Provider Network Operations

Donald Reuss, Provider Network Operations (host)

George Ingram, Provider Network Operations

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

Paul Tax, Finance

Tommy Duncan, Provider Network Operations (producer)

Provider Training Team: Lindsay Locklear, Crystal McMillan





Karen McLeod

President & CEO

Benchmarks

www.benchmarksnrc.org





Good morning and welcome



David Boyd



**Behavioral Health Network
Operations Director**

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Karen McLeod

President & CEO

Benchmarks

www.benchmarksnrc.org





**ON YOUR
RADAR**



AlphaMCS Transition

- As announced in the Vaya Health Provider Communication Bulletin 2021-22 Issue 41, published Jan. 25, 2022, Vaya will transition from a hosted version of AlphaMCS to an in-house version in late February as WellSky ends support for the AlphaMCS product.
- 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.
- New target date: Monday, April 4, 2022



Rate Schedule

- Recap of Recent Changes
 - Integrated Rates Schedule – January 1, 2022
 - EVV Rates – February 1, 2022
 - ICF-IID Rates – February 1, 2022
 - DCW Rates – March 1, 2022
 - End of COVID Supplements – March 31, 2022
- Your Source for Rate Schedules:
<https://providers.vayahealth.com/learning-lab/forms/>



Direct Care Worker (DCW) Rate Adjustments

- Vaya Health's rollout of Direct Care Worker (DCW) Rate Adjustments is described in Provider Communication Bulletin 2021-2022, issue #48.
 - Rates will be effective Mar. 1, 2022
 - From Mar. 1, 2022 to Mar. 31, 2022, only the higher of the COVID Rate Adjustment and the DCW Rate Adjustment will apply
 - DCW Rate Adjustments will be a permanent part of the base rate



Direct Care Worker (DCW) Rate Adjustments

- Table of services and rates was published in the Mar. 10, 2022 Provider Communication Bulletin.
- Memo: [PCB 03-10-22 Issue 49 | Vaya Health](#)



Sunseting COVID-19 Rates

- All Vaya Health COVID/ Public Health Emergency (PHE) Rate Supplements in place currently will end date Mar. 31, 2022 (date of service).
- Standard Rates Schedules for each Benefit Plan (Medicaid 1915 (b) and (b-3); Medicaid 1915(c) and Non-Medicaid) are available on the Vaya website.
- We will update the Standard Rates Schedules with cumulative service code and rates changes before Apr. 1, 2022.



Rate Schedule Tips

- Use the Provider Central Resources
- Monitor Vaya Communications for Emerging Rate Changes
- Adjust your Billing Systems to Charge the Contract Rate or Higher
- Review your Remittance Advice's (RA's)
- Have Questions or Concerns on Rates or Claims?
 - PNO Contract Specialist or provider.info@vayahealth.com
 - Claims Specialist or claims@vayahealth.com





Q&A SESSION

Questions? Thoughts? Ideas?

A faint, light blue graphic in the background of the slide. It features a calendar icon on the left with two rings at the top and two squares representing dates. To the right of the calendar is a circular clock face with two hands. The entire graphic is semi-transparent and serves as a backdrop for the text.

OUR NEXT Q&A WEBINAR

Friday, April 1, 2022
11 a.m. – 12 p.m.