



# Provider Touchpoint

**Friday, July 29, 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.



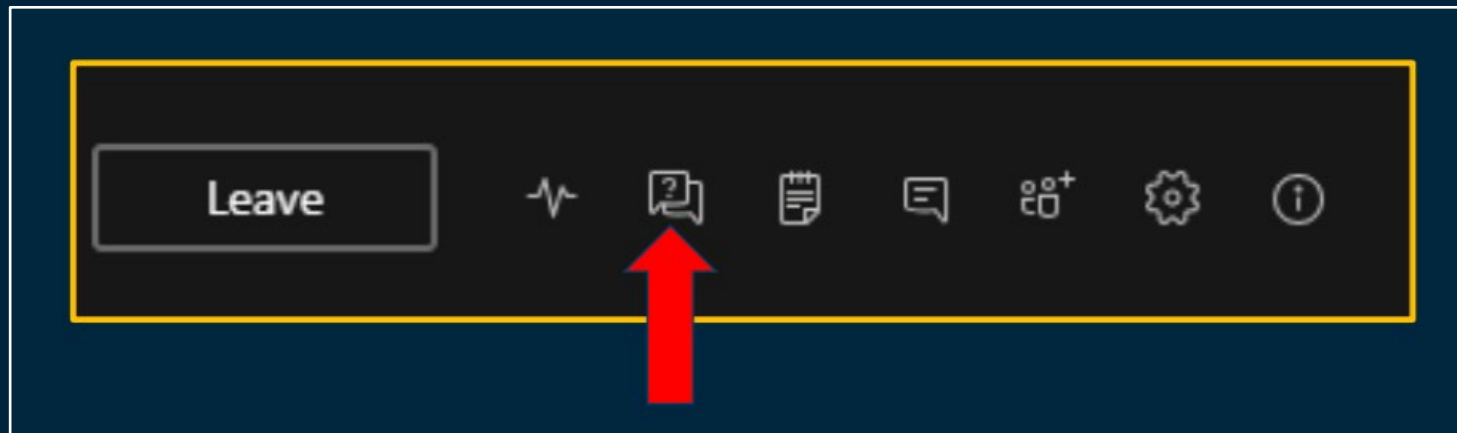
# How the live broadcast works

- 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 Q&A feature will close at **11:50 a.m.** to allow us to respond to all questions before the end of the webinar.



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

Look for the bubble with the question mark.



## PLEASE NOTE:

- Some participants have reported problems accessing the webinar Q&A feature while using a non-Microsoft web browser. This is not a Vaya-related issue. Please consider using another browser or the Teams app to join today's webinar.
- If you would like to submit a question and cannot access the Q&A feature, please send your question to [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com). We will add your question to the Q&A for you.



# Where can I find ...

## **Provider Touchpoint 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**



# Today's Vaya participants

**David Boyd**, Provider Network Operations - Behavioral Health

**Donald Reuss**, Provider Network Operations - Behavioral Health (host)

**George Ingram**, Provider Network Operations - Physical Health

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

**Breonna Martin**, Provider Network Operations (co-producer)

**Lindsay Locklear**, Provider Network Operations (producer)

**Tommy Duncan**, Provider Network Operations



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Good morning and welcome

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# National Day



Lasagna



Chicken Wing



Lipstick

## Last Friday in July:

- National Talk in an Elevator Day
- National Get Gnarly Day



# Provider Support Line Team

**Regina Frampton**

Provider Support Line Manager



**Provider Support Line: 1-866-990-9712**



# Provider Support Line Team

**Anestha Blakeney**



**Kenyetta Griffin**



**Provider Support Line: 1-866-990-9712**



# New Behavioral Health Provider Network Team Members

**Ashley Parks**

Child and Family Treatment  
Continuum Director

[ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com)

Ext. 6378





# New Behavioral Health Provider Network Team Members

**Sara Sprotzer**

Juvenile Justice Network  
Development Director

[sara.sprotzer@vayahealth.com](mailto:sara.sprotzer@vayahealth.com)

Ext. 6374





**ON YOUR  
RADAR**



# JCB #J427: Reinstitution of NC Innovations Waiver Back-Up Staffing Report

- NCDHHS LME/MCO Joint Communication Bulletin #J427 (July 22, 2022) reinstitutes the Back-Up Staffing Report requirement effective Aug. 16, 2022, or an earlier date conveyed by the applicable LME/MCO.
- Effective immediately, providers of NC Innovations services must ensure they are submitting [Back-Up Staffing Reports](#).



# JCB #J427: Reinstitution of NC Innovations Waiver Back-Up Staffing Report

- Vaya never discontinued the Back-Up Staffing Report requirement. Rather, we continued to request regular reports to monitor staffing shortages reported due to the pandemic.
- During this period, we did not take any corrective action against providers who did not submit reports.
- If you have questions, please contact Vaya's Grievance Resolution & Incident (GRIT) team at [backupstaffing@vayahealth.com](mailto:backupstaffing@vayahealth.com).





# Billing Update: Child Psychiatric Specialty Services

Vaya is discontinuing the current Z1-Z3 code modifiers for a child psychiatric diagnostic evaluation or psychotherapy for the following child specialty services: Trauma-focused Cognitive Behavioral Therapy (TF-CBT), Parent-Child Interaction Therapy (PCIT), and Dialectical Behavior Therapy (DBT).



# Billing Update: Child Psychiatric Specialty Services

These modifiers will lapse on Aug. 31, 2022. At that time, please ensure you are using the following modifiers:

- 90791: Use the HI modifier for this code
- 90832, 90834, 90837, 90846, 90847, 90853: Use the 22 modifier for these codes

If you have questions, please contact Vaya's Utilization Management team at [UM@vayahealth.com](mailto:UM@vayahealth.com) or 1-800-893-6246, ext. 1513.



# Provider Opportunity: Juvenile Detention Center Services

- Vaya seeks to partner with a provider to bring a part-time clinician to three of the North Carolina's juvenile detention centers: Alexander Regional Juvenile Detention Center in Taylorsville, Dillon Regional Juvenile Detention Center in Butner, and Madison County Juvenile Detention Center in Marshall.
- This effort will help ensure justice-involved youth have access to substance use disorder services such as assessment, treatment, and coordination of care.
- Because this service will be supported through block grant funding, interested providers must have not-for-profit status.

For more information about this funding opportunity, contact Sara Sprotzer, Juvenile Justice Network Development Manager, at [sara.sprotzer@vayahealth.com](mailto:sara.sprotzer@vayahealth.com).

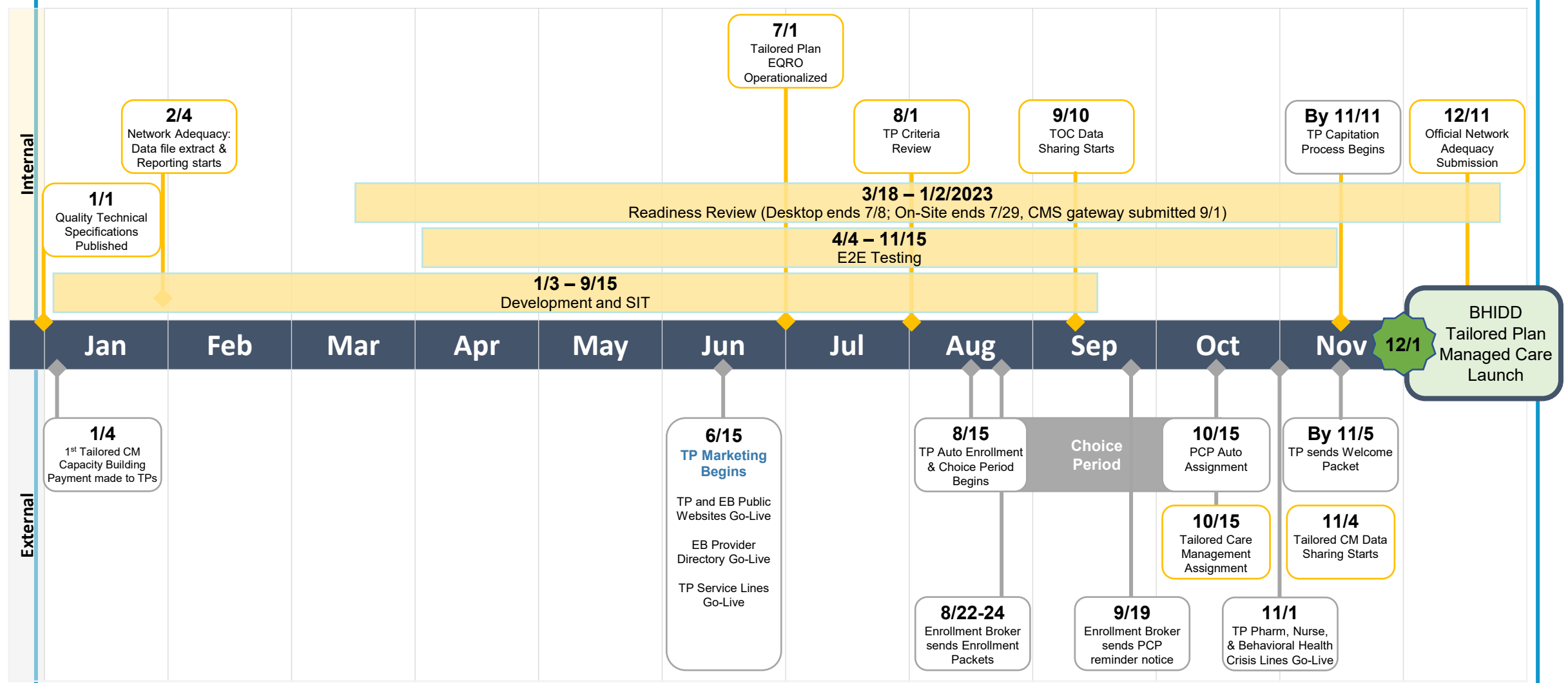


# **BH I/DD TAILORED PLAN**



# Tailored Plan: Enrollment Timeline of Revised Major Milestone Dates

The below timeline visualizes major 2022 dates:



Not visualized are the following major milestones occurring on 12/1: Clinical Policy Oversight operationalization and Transition of Care capabilities enablement

# Tailored Plan Contracting

- TP mailing of contract stats as of July 26, 2022 :
  - Total number of TP contracts mailed=1,543 (**100%**)
  - Total number of TP contracts counter-executed= 1,198 (**77.64%**)
    - BH = 913
    - PH = 284
    - Hospital = 1
  - Total number of contracts unsigned = 345 (**22.36%**)



# Tailored Plan 101: Ready, Set, Launch webinar series

Aug. 18, 2022      Transitions of Care, Network Adequacy & Readiness

Sep. 15, 2022      Countdown to Tailored Plan Launch: Who is Who

Oct. 20, 2022      Countdown to Tailored Plan Launch: Health Plan Accountability and Reporting

Nov. 17, 2022      Ready Set Launch: What ifs of Tailored Plan Launch, Quick Reference Guides, Practice Supports

- [Webinar Series Registration - Zoom](#)





# LEARNING AND PARTICIPATION OPPORTUNITIES

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# Monkeypox Awareness Training

Training to Work an Industry Niche (TWIN) is now offering a FREE new 45 min worker health and safety training on Monkeypox Awareness. Register below:

[Monkeypox Awareness: Infectious Disease Prevention and Control Tickets, Thu, Aug 4, 2022 at 1:00 PM | Eventbrite](#)

Or schedule a private session for your team today, email:

[supportservices@twinonprofit.org](mailto:supportservices@twinonprofit.org)





# Q&A SESSION

Questions? Thoughts? Ideas?



# **Our next Provider Touchpoint**

**Friday, Aug. 12, 2022**  
**11 a.m. – 12 p.m.**