



Provider Touchpoint

Friday, October 21, 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.



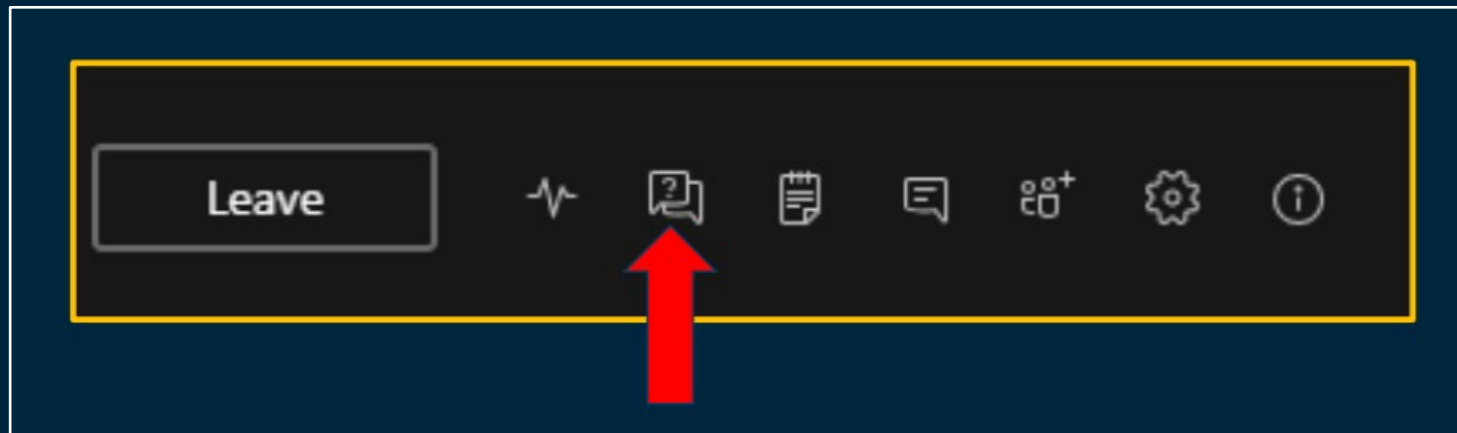
How the live broadcast works

- 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.



Where can I find ...

Provider Touchpoint Recordings and Resources:

[Provider Central >](#)
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Today's Vaya participants

Amanda Gross, Population Health

Christy Pruess, Complex Care Management

David Boyd, Provider Network Operations- Behavioral Health

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

George Ingram, Provider Network Operations- Physical Health



Today's Vaya participants

Kate Glance, Quality Management

Kurt Boldt, Provider Network Operations- Physical Health

Dr. Lorena Wade, Deputy Chief Medical Officer

Complex Care Management, Directors and Managers



Provider Touchpoint Production Team

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

Shamika Howard, Provider Network Operations (co-producer)

Tommy Duncan, Provider Network Operations (producer)



Good morning and welcome

National Day



National Check Your Meds Day



National Mammography Day



Breast Cancer Awareness



Effects of breast cancer on your mental health

- Nearly one in every four people diagnosed with breast cancer experience depression
- Negative emotions can cause women to stop doing things that are good for them
- Women with breast cancer may start eating poorly, eating fewer meals and choosing foods of lower nutritional value
- Cut back on their exercise
- Withdraw from family and friends
- May use alcohol, cigarettes, caffeine, or other drugs in an attempt to soothe themselves

A breast cancer diagnosis may affect some people's mental health more than it does others

According to the American Cancer Society some factors that may influence how much breast cancer affects your mental health include:

- history of mental illness before being diagnosed with breast cancer
- previous trauma
- being diagnosed with breast cancer at a younger age
- lack of social support from family, friends, or community
- lack of access to higher education
- having lower income

Hope for those living with breast cancer-how psychological treatment can help

- Relieve nausea and vomiting
 - relaxation exercises, meditation, self-hypnosis, imagery, or other skills
- Empower women to make more informed choices in the face of often-conflicting advice
- Help women communicate more effectively with their health care providers
- Psychological treatment may even boost women's chances of survival



QUALITY MANAGEMENT UPDATE

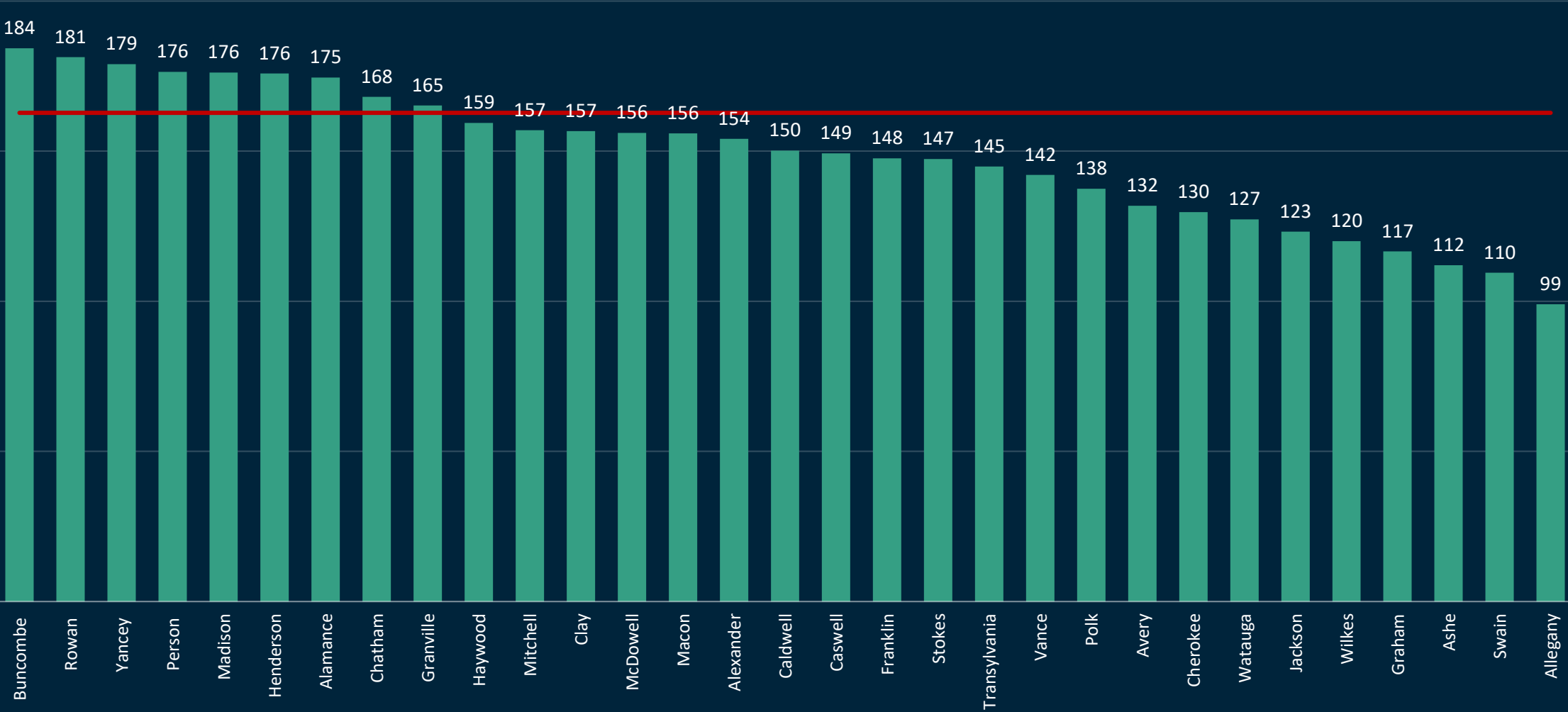


Alcohol Use and Breast Cancer Risk

- An average of 670 Vaya members/recipients have been treated for alcohol-related diagnoses each month so far in 2022.
- A pooled analysis of data from 53 studies found that for each alcoholic drink consumed per day, the relative risk of breast cancer increased by about 7 percent.
- Women who had 2-3 alcoholic drinks per day had a 20% higher risk of breast cancer compared to women who didn't drink alcohol.



Breast Cancer (Female) Rate per 100,000, by County - 2016-2020



County Rate per 100,000 North Carolina Rate per 100,00 (162.8)



ON YOUR RADAR



Current Network Needs

- Adolescent Substance Use Services All counties
- Child and Adolescent Day Treatment School system based
- **Emergency Respite (child and adolescent)** *All counties*
- **Emergency Respite (adult I/DD overnight)** *All counties*
- Financial Support Agency All counties
- Psychological/Psychiatric Services Specific to I/DD testing All counties
- Psychosocial Rehabilitation (PSR) Rural counties
- Research Based - Behavioral Health Treatment Rural counties
- Therapeutic Foster Care All counties

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



Vaya Provider Portal: Oct. 15 Deadline for Administrator Designation

- The transition to the Provider Portal includes implementation of a hierarchical structure for organization logins.
- Each provider organization will identify one systems access administrator (SAA) within their agency.
- The SAA will be responsible for managing the creation, support, and deactivation of user access to the password-protected sections of the Provider Portal for users within their organization.



Vaya Provider Portal: Oct. 15 Deadline for Administrator Designation

- Emails were sent to all provider contract signatories.
- Complete the [Complete the Network Provider SAA Designation Form](#) to provide us with the contact information for your designated SAA.
- [Provider Communication Bulletin 2022-23 Issue 18](#)



Request for Information: Crisis Services in Rowan County

- The Rowan County Behavioral Health Advisory Committee is identifying recovery-focused, person-centered providers interested in developing a Tier IV Behavioral Health Urgent Care (BHUC) and Facility-Based Crisis (FBC) site within Rowan County.
- A Request for Information (RFI) is open to all providers contracted with a Local Management Entity/Managed Care Organization (LME/MCO) and who provide services for both Medicaid members and recipients of State-funded services (based on available funding).
- [Provider Communication Bulletin 2022-23 Issue 18](#)





MEDICAID TRANSFORMATION



***Changes**

***No Change**

DRAFT TIMELINE FOR TAILORED PLANS

	OCT.	NOV.	DEC.	JAN.	FEB.	MAR.	APRIL
TP	Member Choice: TCM Aug.15 – TBD		TCM Go-live Dec. 1				Tailored Plan launch April 1
	Member Choice: PCP Aug.15 — TBD						Pharmacy Benefits April 1
HOP							HOP launch April 1
MD							Medicaid Direct launch April 1
Others			1915(i) Transition Dec. 1			NC Health Choice merge w/ Medicaid Mar. 1	

Tailored Plan Launch Updates

- The delayed start will allow Tailored Plans (April 1, 2023) more time to contract with additional providers to support member choice and to validate that data systems are working appropriately. Some services will still begin on Dec. 1, 2022:
 - Tailored Care Management (TCM)
 - 1915(i) option
- Beneficiaries set to receive care through the Tailored Plans will continue to receive behavioral health services, I/DD and TBI supports through their LME/MCO and physical health and pharmacy services through NC Medicaid Direct, just as they do today.



Tailored Care Management

Tailored Care Management (TCM) will launch on Dec. 1, 2022.

NC Medicaid and LME/MCOs will work closely with TCM providers to ensure a successful start of the service.

- Beneficiaries on the Innovations and TBI waivers will receive TCM and, if they want, can choose their current care coordinator as their TCM provider.
- AHEC coaches will continue to provide support to TCM providers through Dec. 1, 2022.



Tailored Care Management

- NC Medicaid has published a list of certified TCM providers who are ready to provide TCM services on Dec. 1, 2022.
- The list is available on the Medicaid website and will be updated as new providers are added:

<https://medicaid.ncdhhs.gov/media/11975/download?attachment>



Vaya Contracted TCM Providers

- A Caring Alternative
- Access Family Services
- Alexander Youth Network
- Appalachian Community Services
- B & D Integrated Health Services
- Blue Ridge Community Health
- Catawba Valley Behavioral
- Community Alternatives of NC
- Daymark Recovery
- Family Preservation Services
- Freedom House
- Genesis Project 1
- Insight Human Services
- Monarch
- Optimal Behavioral
- Pinnacle Family Services
- Pivotal Health Solutions
- PQA Healthcare
- Primary Health Choice
- RHA Behavioral Health
- The ARC of NC
- The Crossnore School
- Triangle Comprehensive



1915(i) Option

Services provided through the 1915(i) option will begin on Dec. 1, 2022.

- These services will help beneficiaries remain in their communities.
- NC Medicaid is requesting that CMS approves the following services under the (i) option:
 - Respite
 - Individual and Transitional Supports
 - Community Living and Supports
 - Community Transition
 - Supported Employment



Provider Resources

- NC Medicaid Website: [Home | NC Medicaid \(ncdhhs.gov\)](#) (Includes County and Provider Playbooks).
- NC Medicaid Behavioral Health I/DD Tailored Plan webpage: [Behavioral Health I/DD Tailored Plan | NC Medicaid \(ncdhhs.gov\)](#)
- NC Medicaid Tailored Care Management webpage: [Tailored Care Management | NC Medicaid \(ncdhhs.gov\)](#)
- NC Medicaid Help Center: [NC Medicaid Help Center - NC Medicaid Help Center \(servicenowservices.com\)](#)
- Practice Support: [Medicaid Managed Care Trainings | NC AHEC](#) (NC Medicaid Managed Care “Hot Topics” Webinar Series hosted by Dr. Dowler on the first and third Thursday of the month).
- Medicaid Bulletins: [Medicaid Bulletin | NC Medicaid \(ncdhhs.gov\)](#)



Member Resources

- NC Medicaid Enrollment Broker Website: [Home | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://www.ncmedicaidplans.gov)
- Call Center 1-833-870-5500 (TTY: 711) or [Relay North Carolina – Everyone deserves to communicate by phone. \(relaync.com\)](https://www.relaync.com) (Monday–Friday, 7 a.m. to 8 p.m., Saturday, 7 a.m. to 5 p.m.).
- Tailored Plan webpage: [Behavioral Health I/DD Tailored Plan | NC Medicaid \(ncdhhs.gov\)](https://www.ncdhhs.gov)
- NC Medicaid Behavioral Health I/DD Tailored Plan webpage: [Behavioral Health I/DD Tailored Plan | NC Medicaid \(ncdhhs.gov\)](https://www.ncdhhs.gov)
- NC Medicaid Ombudsman:
 - Website: [NC Medicaid Ombudsman – Your Advocate for Quality Care](https://www.ncmedicaidombudsman.com)
 - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)



**COVID-19
FLEXIBILITIES
UPDATE**



Appendix K Flexibilities

- Appendix K flexibilities for CAP/C, CAP/DA and the Innovations and TBI waivers have been updated to include an anticipated end date of “through six months following the end of the Public Health Emergency”.
- As a result, the current Appendix K flexibilities will now be extended from *January 16, 2023, to July 10, 2023*. This extension applies to all previously approved Appendix K flexibilities for CAP/C, CAP/DA and the Innovations and TBI waivers. Extended flexibilities will require submission of the updated COVID-19 Appendix K Reporting Form.



Appendix K Flexibilities

- To report the use of a new flexibility or an extension of a previously reported one, providers should complete the Appendix K Reporting Form available on Vaya's [COVID-19 Provider Information](#) webpage.
- **Please note:** Innovations Waiver participants under age 22 are subject to limits on sets of services during the school year. Under Appendix K, Respite is the only service allowed during the school day, with specific parameters around its use. Please review Joint Communication Bulletin #375 for details.
- The requested effective start date for Appendix K-related changes can be no earlier than 90 days before the request, and the requested effective end date for changes can be no later than July 10, 2023.
- [Provider Communication Bulletin 2022-23 Issue 21](#)



Sunsetting of Vaya-Specific COVID-19 Flexibility: Required Signatures on Documents

- In March 2020, Vaya implemented COVID-19 flexibilities to help providers secure signatures on required documents. As part of the flexibilities, Vaya staff and providers were able to obtain verbal consent from the member/ legally responsible person (LRP) to allow the provider or Vaya representative to sign documents on their behalf.
- This flexibility will be sunsetting on Nov. 19, 2022.
- In its place, members/recipients, LRPs, and providers will begin using DocuSign to review, complete, and sign some key documents electronically. These documents include Vaya's Release of Information (ROI) form, the NC Innovations Waiver Service Authorization Request (SAR)/Signature Page, and all Transition & Housing department forms requiring signatures.



Sunsetting of Vaya-Specific COVID-19 Flexibility: Required Signatures on Documents

- When Vaya staff need to secure signatures on the documents specified above, Vaya will send the member/LRP or the provider a link via email, which will allow the recipients to add their signatures using DocuSign. The emails will be sent using the DocuSign system from an “@docusign.net” email address.
- **It is essential that providers, members, and/or LRPs watch for and open DocuSign email messages when they arrive.**
- For technical assistance, contact the Vaya Service Desk at 1-800-893-6246, ext. 1500.
- [Provider Communication Bulletin 2022-23 Issue 21](#)





**BH I/DD
TAILORED PLAN**



Tailored Plan Contracting

Tailored Plan (TP) contracts mailed as of Oct. 6, 2022:

- TOTAL number of *TP* contracts mailed= 1,849 (100%).
- TOTAL number of *TP* contracts counter-executed= 1,511 (81.72%).
 - Behavioral Health (BH)= 1061
 - Physical Health (PH)= 445
 - Hospital= 3
 - Clinically Integrated Network (CIN)= 2
- TOTAL number of *TP* contracts unsigned = 338 (18.28%).





LEARNING AND PARTICIPATION OPPORTUNITIES



Resources in Response to the Raleigh, NC Mass Shooting

The recent mass shooting in Raleigh has evoked a range of emotions and concerns about safety across the United States. In response to this event, the [National Child Traumatic Stress Network](#) (NCTSN) has developed resources to help children, families, and communities navigate what they are seeing and hearing, acknowledge their feelings, and find ways to cope together.

[Provider Communication Bulletin 2022-23 Issue 21](#)



Alternatives for Families: A Cognitive Behavioral Therapy (AF-CBT)

- AF-CBT: a trauma-informed evidence-based treatment designed to improve the relationships between children and caregivers in families involved in arguments/conflict, physical force/discipline/aggression, child physical abuse, or child behavior problems" (afcbt.org).
- Two sessions offered by [Mountain Child Advocacy Center](#) in 2023.
- For more information, or to register for a training contact Miranda Bingham, MSW at mbingham@mtncac.org or call (828)674-4759.
- [Provider Communication Bulletin 2022-23 Issue 21](#)



Child and Family Team Training: A Cross System Training from the Family's Perspective

Dec. 7 and 8, 2022, 9 a.m. – 4 p.m.

The training gives parents, caregivers, and professionals an overview of Child and Family Team meetings from the family's perspective and teaches strategies and facilitation skills to support children, youth, and families.

Register at: [Child and Family Team Training: A Cross System Training from the Family's Perspective \(CFT 1 revised\) | Vaya Health](#)

For questions about this course, contact provider.training@vayahealth.com

[Provider Communication Bulletin 2022-23 Issue 21](#)





Q&A SESSION

Questions? Thoughts? Ideas?



Our next Provider Touchpoint

Friday, November 4, 2022

11 a.m. – 12 p.m.