



Provider Touchpoint

Friday, January 6, 2023

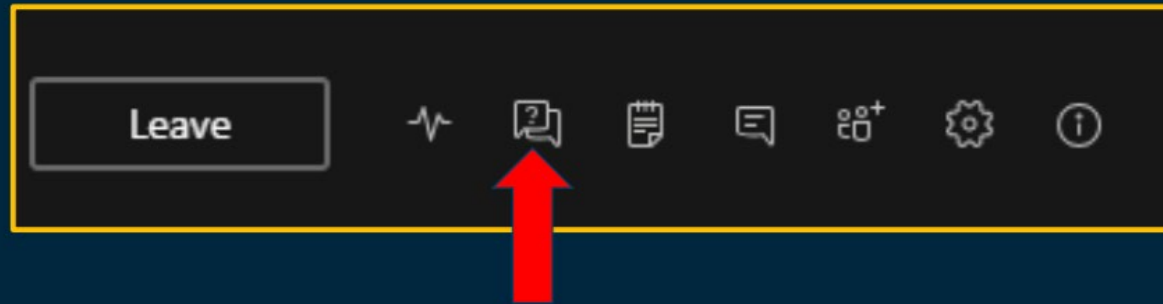
How the Q&A works

- 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 and will be addressed during the Q&A session of this 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 contact your Provider Network Contract Manager or email provider.info@vayahealth.com.



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

Look for the bubble with the question mark.



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.



Today's Vaya participants

Christy Pruess, Care Management

David Boyd, Provider Network Operations- Behavioral Health

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

George Ingram, Provider Network Operations- Physical Health (host)

Jennifer Jennings, Provider Network Operations- Behavioral Health

Julia Clodfelter, Quality Management

Karla Mensah, Member and Recipient Services



Today's Vaya participants

Kurt Boldt, Provider Network Operations- Physical Health

Regina Frampton, Member and Recipient Services

Vanita Shipp, Provider Network Operations- Behavioral Health

Care Management Team



Today's Vaya participants

Production:

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

Lindsay Locklear, Provider Network Operations (co-producer)

Tommy Duncan, Provider Network Operations (producer)



Are you receiving our weekly Provider Communication Bulletin?



[Sign Up for Provider Communication Bulletins | Vaya Health](#)



Good morning and welcome

NATIONAL BLOOD DONOR MONTH



It is also...

- Apple Tree Day
- Cuddle Up Day
- National Shortbread Day
- National Take a Poet to Lunch Day
- National Take Down the Christmas Tree Day
- National Technology Day





ON YOUR RADAR



Current Network Needs

SERVICE	LOCATION OF NEED
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: 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.



Overview of Vaya Call Centers

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

General Inquiries: **1-800-893-6246**

Member and Recipient Service Line (Mon-Sat., 7 a.m. to 6 p.m.):
1-800-962-9003

Behavioral Health Crisis Line (24 hours a day, 7 days a week):
1-800-849-6127



Provider Support Line Caller Verification

New caller verification measures required by NC Medicaid for all provider calls:

- Provider Support Service Line (PSSL) representatives must verify the identity and/or agency affiliation of all providers who call the PSSL (or the Member and Recipient Service Line), including instances in which the caller is known to the PSSL representative.

The caller must provide:

- The National Provider Identifier (NPI) group number for the provider agency.
- Alternatively, callers may give the provider agency's tax ID number (TIN) or AlphaMCS provider number as verification.



Transitioning 1915(b)(3) services to 1915(i) services

- On April 1, 2023, most persons using 1915(b)(3) services will enroll in Tailored Plans. Due to federal rules, Tailored Plans cannot continue offering 1915(b)(3) services.
- To ensure persons' access to these critical services, 1915(b)(3) services will transition to a different option for offering Home and community-based services (HCBS) called 1915(i) services (offered by Tailored Plans).
- The state is keeping most of the services in their current form, with some changes to service names, and expanding services to new populations.



Transitioning 1915(b)(3) services to 1915(i) services

- 1915(i) services will also be available through NC Medicaid Direct (including individuals enrolled in the Tribal Option) and the Children & Families Specialty Plan (upon launch).
- Before April 1, 2023, individuals currently receiving 1915(b)(3) services will receive an independent assessment to identify needed 1915(i) services, to ensure that persons do not experience a disruption in their services.
- As part of the transition to 1915(i), the Department is either keeping services in their current form or expanding the scope of existing services, such as making some services available to additional populations.



Transitioning 1915(b)(3) services to 1915(i) services

CURRENT 1915(b)(3) Services	FUTURE 1915(i) Services
In-Home Skill Building	Community Living and Support
One-time Transitional Costs	Community Transition
Individual Support	*Individual and Transitional Support (Individual Support, Transitional Living Skills, and Intensive Recovery Supports into one service)
Transitional Living Skills	*See Individual and Transitional Support above
Intensive Recovery Supports	*See Individual and Transitional Support above
Respite	Respite
Supported Employment	Supported Employment



Transitioning 1915(b)(3) services to 1915(i) services

The Community Navigator/Community Guide and Deinstitutionalization services offered as 1915(b)(3) will not transition to become 1915(i) services.

CURRENT 1915(b)(3) Services	FUTURE Coverage
Community Navigator/Community Guide	TCM: will encompass the Community Navigator/Community Guide service. Persons enrolled in TCM will have access to the range of supports offered today by community navigators.
Deinstitutionalization (DI) Services	As of April 1, 2023, current DI services will only be available through the 1915(c) Innovations Waiver.



Transitioning 1915(b)(3) services to 1915(i) services

Stakeholder Engagement-Behavioral Health Clinical Coverage Policy Update:

- NC Medicaid is offering two webinars to learn about the 1915(i) Option Community Living and Supports and Supported Employment Draft Policies for persons living with I/DD or TBI.
- Monday, Jan. 9, 2023, 2:00 to 3:00 p.m.
Join Link: [Click here to join Download Teams](#) | [Join on the web](#)
Dial-In: 984-204-1487; Access Code: 258 223 008 029; Passcode: M354mk
- Thursday, Jan. 12, 2023, 9:30 to 10:30 a.m.
Join Link: [Click here to join Download Teams](#) | [Join on the web](#)
Same Dial-In, Access Code, and Passcode option listed above.



NCTracks Taxonomy Changes

Effective July 1, 2022, NCDHHS made changes within NCTracks affecting the following taxonomies:

- 251S00000X taxonomy: not accepted when billed on an 837I (UB-04).
- 320800000X taxonomy: not accepted when billed on an 837P (CMS-1500).
- Vaya implemented an edit in AlphaMCS effective Jan. 3, 2023, rejecting claims submitted with either of the above taxonomy/claim form combinations.
- Providers without an alternative taxonomy should submit a Managed Care Request (MCR) to NCTracks *immediately* to add an approved taxonomy. This can be backdated to July 1, 2022.



NCTracks Taxonomy Changes

For help finding a new choice of taxonomy, or to update your taxonomy in AlphaMCS (backdated to July 1, 2022) to match NCTracks, contact your Vaya provider network contract manager or call the Provider Service Support Line at: **1-866-990-9712**.

Providers:

- Replace any claims with dates of services on or after July 1, 2022.
- Submit claims *as soon as possible* to Vaya to avoid claims becoming subject to recoupment beginning the week of Jan. 22, 2023.
- For help coordinating replacement claims, contact your Vaya claims specialist or email claims@vayahealth.com.



Check-write Schedule (2023)

Vaya Health 2023 Check-write schedule available at:

[Rate and Checkwrite Schedules | Vaya Health](#)

Beginning Feb. 1, 2023, Vaya will move payment effective dates from Wednesdays to Thursdays of each week.

There is no change to the claims' submission cutoff, with claims submitted before 5 p.m. on Tuesdays included in the following week's check-write.



NC Department of Transportation (NCDOT), Bicycle Helmet Initiative

- NCDOT Integrated Mobility Division's annual Bicycle Helmet initiative will give free protective headwear to organizations across the state to distribute to youth cyclists.
- Bicycle helmets save lives and prevent serious injuries. Research shows bicycle helmets prevent 60% of head injury deaths and they reduce the risk of head injuries up to 85%: [Microsoft Word - Helmet_fact_sheet.doc \(ncdot.gov\)](#)



NC Department of Transportation (NCDOT), Bicycle Helmet Initiative

- Organizations may apply online: [Bicycle Helmet Initiative \(ncdot.gov\)](https://www.ncdot.gov/bicycle-helmet-initiative)
- Application deadline: **Feb. 3, 2023.**
- Applicants may request 25, 50, 75, or 100 helmets, and awardees will receive the helmets in the Spring.



NC Medicaid Early Recertification Application Opportunity

- Re-verification requirements, which were suspended under the COVID-19 public health emergency (PHE), will resume when the federal PHE ends.
- Starting in January 2023, NC Medicaid will begin giving providers (who have been enrolled in NCTracks for more than five years) a one-time opportunity to complete their re-verification applications in advance of their re-verification due date.
- The application fee of \$100 is waived through June 30, 2023.



NC Medicaid Early Recertification Application Opportunity

- Providers will receive a letter extending this offer in their message center inbox between January and March 2023. Look for this invitation via the NCTracks Status and Management portal.
- Once providers receive their letter, they must submit the application within 30 days.
- More information: [NCTracks Recredentialing](#)





TAILORED CARE MANAGEMENT



Tailored Care Management (TCM) Soft Launch

- Twenty-five (25) contracted providers went live to provide TCM on 12/1/22. ([TCM Providers for Website 20221121 | Vaya Health](#)).
- Each provider has been assigned Members from across the Vaya region based on their certification and their capacity to serve individuals across our counties.
- Vaya has sent notification letters to all Members that have been assigned a provider based TCM or Vaya based TCM.



Tailored Care Management (TCM) Soft Launch

- Vaya and contracted TCM providers are actively working to engage these Members in TCM and to begin the planning process.
- If you have provided services to any of these Members Care Managers may be reaching out to you to obtain updated contact information and engage you in the planning process.



TCM Billing Guidance

Providers billing Vaya for TCM services for dates of service between Dec. 1, 2022, and March 31, 2023:

- For Standard Rates and additional guidance: [Tailored Care Management Provider Billing Guidance](#)
- Note that rates for Medicaid 1915(b) plan members and Innovations Waiver participants are different.
- Questions: contact your assigned claims specialist or email claims@vayahealth.com.
- Providers may bill electronically via AlphaMCS or 837p (through a clearinghouse or directly to AlphaMCS)
- All claims for TCM should be on a CMS-1500 form or 837p.



TCM Billing Guidance

TCM service codes: T1017 (HT modifier) for non-Innovations Waiver adult and child members; T1017 (HT CG) for Innovations Waiver participants.

- Providers should bill for a member's first TCM interaction for a given month based on the date of service.
- TCM service codes are billed as facility-based services.
- Taxonomy codes should be appropriate for both the AlphaMCS clinician information and registration information in NCTracks.
- Place of services (POS) codes must be where the services were rendered.
- Diagnosis codes should be billed to the highest level of specificity and include at least one Medicaid-recognized diagnosis code to process.



TCM and Care Coordination Referral Form

[Tailored Care Management and Care Coordination Referral Form](#) located on the [Forms](#) section of the Provider Central website.

- This new form *replaces Vaya's previous Complex Care Management Referral Form* and includes updated eligibility criteria and new submission instructions.

The same form allows for referrals of State-funded services recipients to Vaya's current care management program. The referral form will be updated again prior to the launch of the Behavioral Health and I/DD Tailored Plan on April 1, 2023, to reflect changing eligibility criteria.



TCM and Care Coordination Referral Form

Vaya will not make TCM assignments in response to referrals until NCDHHS provides corrected assignment data (expected this week).

Vaya's Member and Recipient Services Care Coordination Team (MRS-CC) will proceed with reviewing referrals for TCM eligibility as follows:

- If a member is eligible for TCM, the MRS-CC team will follow Vaya's process to assign a member to a TCM provider once Vaya has received the corrected assignment data from NCDHHS.



TCM and Care Coordination Referral Form

- If a member is not eligible for TCM, the MRS-CC Team will send the referral to Vaya's Care Management Department to determine if the member qualifies for care coordination. Care Management will review and assign qualified members to care coordination using the current process once Vaya receives the corrected assignment data from NCDHHS.



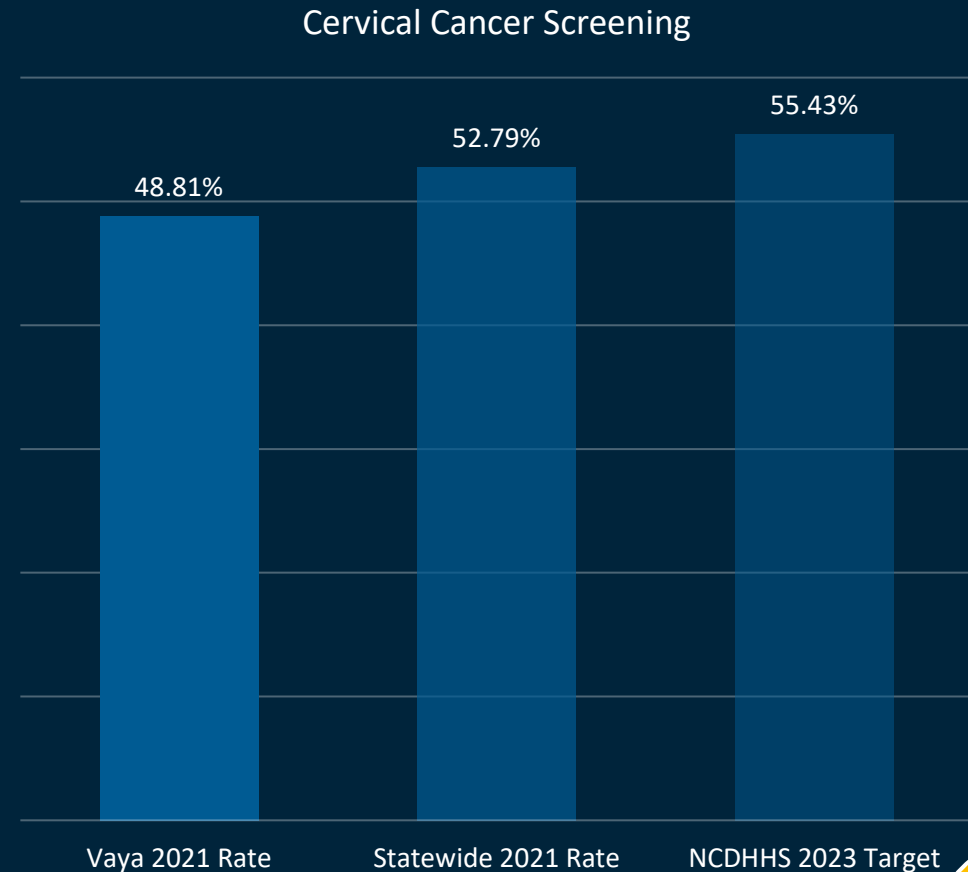


QUALITY MANAGEMENT UPDATE



National Cervical Health Awareness Month

- Cervical cancer was one of the most common causes of cancer death for American women.
- Cervical cancer is most frequently diagnosed in women between the ages of 35 and 44 with the average age at diagnosis being 50.
- About 14,000 women in the United States were estimated to be newly diagnosed with cervical cancer in 2022.



National Core Indicators (NCI) Survey

- NCI is a program that conducts member surveys to help public agencies (serving persons living with I/DD) to measure and track performance.
- Annually, NCDHHS selects a sample of Vaya members to participate in the survey by giving feedback about the services that they receive, including topics such as health and safety, member rights, community inclusion, choice, service planning, and employment.
- Member survey participation helps:
 - Provider agencies, Vaya, and NCDHHS better understand member needs.
 - Improve services for individuals living with I/DD and their families.



National Core Indicators (NCI) Survey

The survey is administered by the *Carolina Institute for Developmental Disabilities* (CIDD) at UNC Chapel Hill and can be completed in person with the help of a provider staff person, via Zoom (administered by CIDD), or by paper survey that a member can complete on their own.

- This year's survey will be conducted between January and March 2023.
- Members participation is voluntary. Vaya asks that providers help members and guardians understand the importance of the survey and encourage Members' participation (this survey is the ONLY annual statewide survey of persons receiving I/DD services and supports).

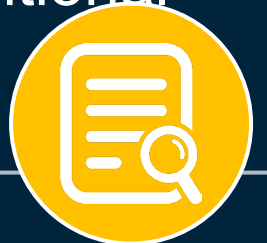


National Core Indicators (NCI) Survey

If a member (or their guardian) agrees to participate, the provider must complete and return the following three components to Vaya for entry into the NCDHHS database:

1. Written documentation of member/guardian verbal consent to participate in the survey.
2. Background information/member demographics.
3. Pre-screening survey with details related to member health, employment, and housing.

Once NCDHHS has selected members, Vaya will email providers with additional direction and information.





LEARNING AND PARTICIPATION OPPORTUNITIES



Person Centered Planning Training

Joint Communication Bulletin # J440: Person-Centered Planning Training

NCDHHS is offering five **free** person-centered planning (PCP) training options (January class is full). PCP is a collaborative planning practice focusing on self-determination and choice to help individuals to reach their goals.

Wednesday, Feb. 22, 2023, from 9:00 a.m. – 1:00 p.m.

Tuesday, Feb. 28, 2023, from 12:30 p.m. – 4:30 p.m.

Wednesday, March 8, 2023, from 9:00 a.m. – 1:00 p.m.

Tuesday, May 9, 2023, from 12:30 p.m. – 4:30 p.m.

Register: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/councils-and-committees/person-centered-planning-training>



Tailored Plan Required Provider Trainings

- Only three required trainings for all Vaya network providers:
 - Fraud, Waste, and Abuse – *can be completed with any MCO*
 - NC Medicaid Managed Care – *must complete Vaya's training*
 - Provider Orientation – *must complete Vaya's training*
- All trainings are available in the [Provider Learn Portal](#) in the [Learning Lab](#) on [Provider Central](#) or through the Provider Portal
- Vaya will consider the requirements fulfilled if an agency's contract signatory or designee has completed the courses.



Tailored Plan Required Provider Trainings

- All three training must be completed by March 31, 2023
 - If Fraud, Waste and Abuse is completed with another MCO, email a copy of your certificate or proof of training to provider.training@vayahealth.com with the subject line: “FWA Reciprocity Request”
- **Please note:** NC DHB has not given final approval for our Medicaid Managed Care training. Once approved and posted to the Provider Learn Portal, we will announce in the Provider Communication Bulletin.
- We encourage providers to complete all available courses as part of their commitment to continuously improve services to members and recipients.

[Provider Communication Bulletin 2022-23, Issue 22](#)





Q&A SESSION

Questions? Thoughts? Ideas?



Our next Provider Touchpoint

Friday, January 20, 2023

11 a.m. – 12 p.m.