



# Provider Touchpoint

**Friday, January 20, 2023**

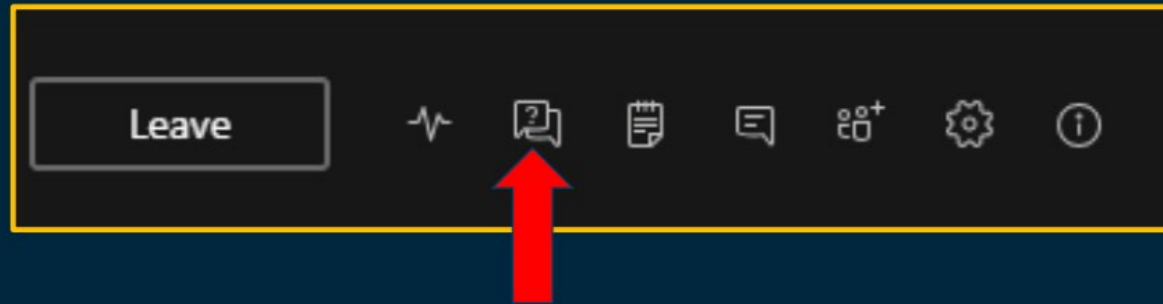
# How the Q&A works

- 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](mailto: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

**Bryan Hardie**, Utilization Management

**Crystal McMillan**, Provider Network Operations – Provider Education

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

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

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

**Kate Glance**, Quality Management

**Kurt Boldt**, Provider Network Operations - Physical Health



# Today's Vaya participants

**Vanita Shipp**, Provider Network Operations - Behavioral Health  
**Care Management Team**

## Production:

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

**Tommy Duncan**, Provider Network Operations (co-producer)

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



# Are you receiving our weekly Provider Communication Bulletin?



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



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**Good morning and welcome**

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# International Day of Acceptance





# It is also...

- Coffee Break Day
- Take a walk outside
- National Penguin Awareness Day
- National Camcorder Day
- National Cheese Lovers Day
- National DJ 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
<b>Psychological/Psychiatric Services: I/DD Testing</b>	<b>All counties</b>
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](mailto:provider.info@vayahealth.com).



# Extension of Appendix K Flexibilities – Action Required

- 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 is extended from July 10, 2023, to Oct. 8, 2023.
- Providers are required to submit an updated COVID-19 Appendix K Reporting Form to participate in the extension, which applies to all previously approved Appendix K flexibilities for CAP/C, CAP/DA, and the Innovations and TBI waivers.



# Extension of Appendix K Flexibilities – Action Required

- 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 the [COVID-19 information page](#) on Vaya's Provider Central website.
- Submission of the form through Provider Central eliminates the need to fax or scan it.
- Providers who wish to receive a copy of the submitted form should select the option to “Print or get PDF of answers” after submission.



# Extension of Appendix K Flexibilities – Action Required

- Please note: The requested effective start date for Appendix K-related changes can be no more than 90 days before the request is submitted, and the requested effective end date for changes can be no later than Oct. 8, 2023.
- Additionally, please note that 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 [NCDHHS LME/MCO Joint Communication Bulletin #375](#) (Sept. 22, 2020) for details.



# Non-UCR Invoice Submission Process

- To standardize the non-unit cost reimbursement (non-UCR) invoice submission process, Vaya's Finance Department asks that providers use our standardized invoice template, available on the [Forms](#) page of our Provider Central website, when submitting invoices.
- This form can be submitted in lieu of or in addition to current provider invoices.
- Please continue to include all documentation to substantiate expenditures, including, but not limited to, general ledger and payroll detail, the provider staff contact information (name, phone number, and email address), signature and title of the authorized signer, program name/service, and the service date(s).
- If you have questions, email [payables@vayahealth.com](mailto:payables@vayahealth.com).



# Public Comment Period: Clinical Coverage Policies 8A-7 and 8A-8

- Clinical Coverage Policy 8A-7, Ambulatory Withdrawal Management (WM) without Extended On-Site Monitoring, and Clinical Coverage Policy 8A-8, Ambulatory WM with Extended On-Site Monitoring, have posted for a 45-day public comment period.
- The policies are available on the [Proposed Medicaid and NC Health Choice Policies](#) page of the NC Medicaid website. Comments may be submitted to [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov).
- The comment period ends March 3, 2023.





# First Episode Psychosis (FEP) Clinic

- Vaya and Family Preservation Services of NC developed a first episode psychosis (FEP) clinic, called Appalachian Early Guidance Intervention Support (AEGIS), in Buncombe County.
- Serves individuals aged 15-30 in the early stages of a psychotic disorder.
- Members/recipients must have a primary diagnosis of psychotic disorder (schizophrenia, schizoaffective disorder [bipolar or depressive type], schizophreniform disorder, brief psychotic disorder, unspecified schizophrenia spectrum disorder, or other specified schizophrenia spectrum disorder) and must have experienced their first episode of psychosis within the last three years.
- Members must be sufficiently behaviorally stable to participate in an outpatient-level treatment program.



# First Episode Psychosis (FEP) Clinic

For more information on eligibility criteria, how to submit a referral and the specialty coordinated care FEP model please refer to the following provider communication bulletin link:

- [PCB 01-12-23 Issue 35 | Vaya Health](#)





# QUALITY MANAGEMENT UPDATE

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# NCDHHS Quality Strategy and Measures

- The Department's Quality Strategy details NC Medicaid Managed Care aims, goals and objectives for quality management and improvement and details specific quality improvement (QI) initiatives that are priorities for the Department.
- The updated strategy can be found at <https://medicaid.ncdhhs.gov/quality-management-and-improvement> .
- North Carolina has developed standard performance measures, some of which Standard Plans and Tailored Plans are required to measure and report to the Department.



# NCDHHS Quality Strategy and Measures

The Department and Standard Plans and Tailored Plans will be accountable for performance on:

- A select set of measures that align with aims, goals and objectives of the Quality Strategy;
- All Healthcare Effectiveness Data and Information Set (HEDIS) measures required for NCQA health plan accreditation, regardless of whether the plan has achieved accreditation to date; and
- A select set of CMS Adult and Child Core measures.

The full list of measures can be found in Appendix A of the Quality Strategy.



# NCDHHS Quality Strategy and Measures

Tailored Plan Medicaid pediatric measures include:

- Child and Adolescent Well-care Visits
- Childhood Immunization Status
- Follow-up Care for Children Prescribed ADHD Medications
- Immunization for Adolescents
- Metabolic Monitoring for Children & Adolescents on Antipsychotics
- Total Eligibles Receiving at Least One Initial or Periodic Screen
- Use of First Line Psychosocial Care for Children & Adolescents on Antipsychotics
- Well-child Visits in the First 30 Months of Life





# **BH I/DD TAILORED PLAN**

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# Vaya Health Tailored Plan Contracting

Tailored Plan (TP) contracts mailed as of January 19, 2023:

- Total number of TP contracts mailed= 1,954 (100%)
- Total number of TP contracts unsigned = 189 (9.67%).
- Total number of TP contracts counter-executed= 1,765 (90.33%)
  - Behavioral Health (BH)= 1192
  - Physical Health (PH)= 550
  - Hospital/Hospital System= 5
  - Clinically Integrated Network (CIN)= 3

## Questions

General: [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com)

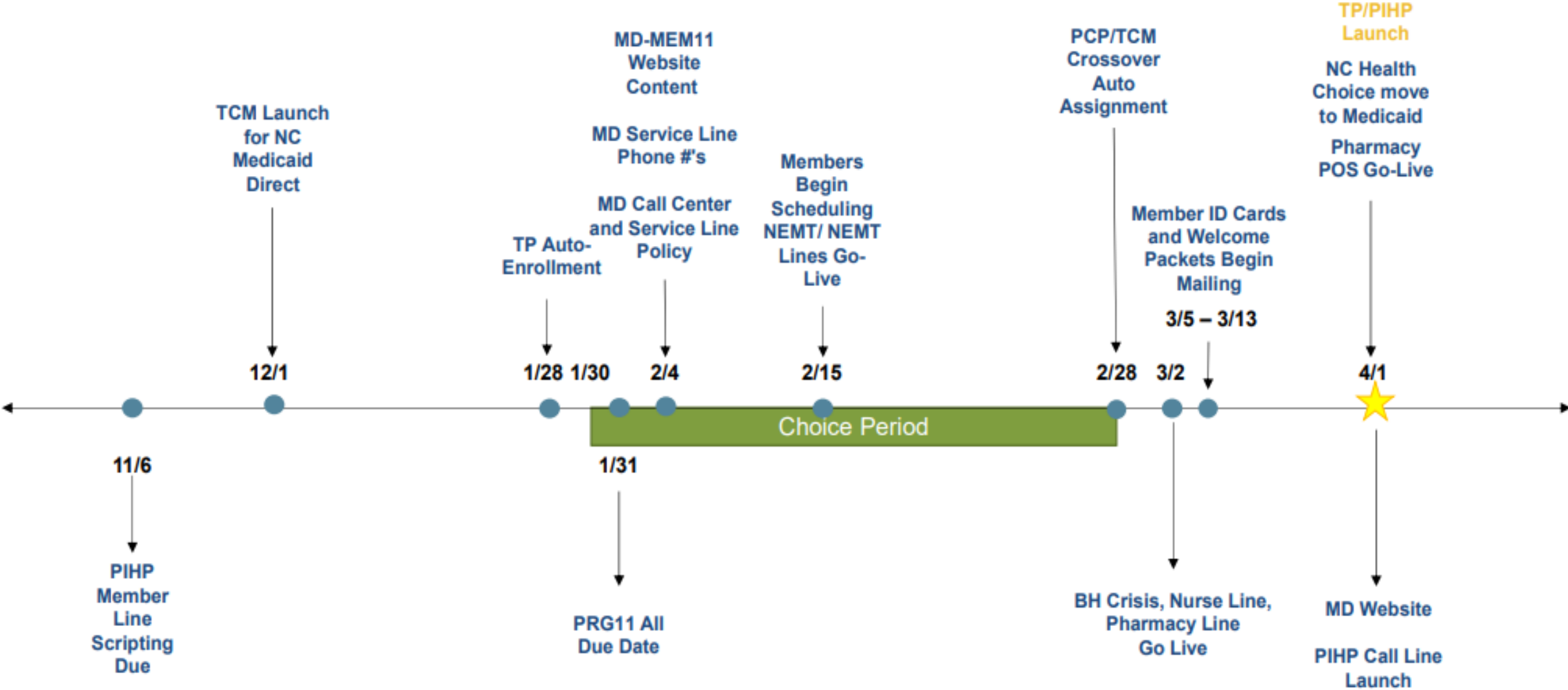
TP: [tpcontracting@vayahealth.com](mailto:tpcontracting@vayahealth.com) BH: [contracts@vayahealth.com](mailto:contracts@vayahealth.com)





# Call Center Timeline – April 2023 Launch

DRAFT





# LEARNING AND PARTICIPATION OPPORTUNITIES

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# Initial Local Certified Forensic Evaluator Training (LCFE)

- Providers interested in being certified to complete forensic evaluations can attend one of two training options being offered this calendar year.
- LCFE remote training: Feb. 24, 2023, 8:45 a.m. to 5 p.m.



# Initial Local Certified Forensic Evaluator Training (LCFE)

- To apply to attend the training, review your organization's needs and return a separate form for each person you would like to participate:
  - [2023 Initial LCFE Registration Form](#)
- Completed forms and questions: [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com)
- Registration deadline: Feb. 3, 2023





# Q&A SESSION

Questions? Thoughts? Ideas?



# **Our next Provider Touchpoint**

**Friday, February 3, 2023**  
**11 a.m. – 12 p.m.**