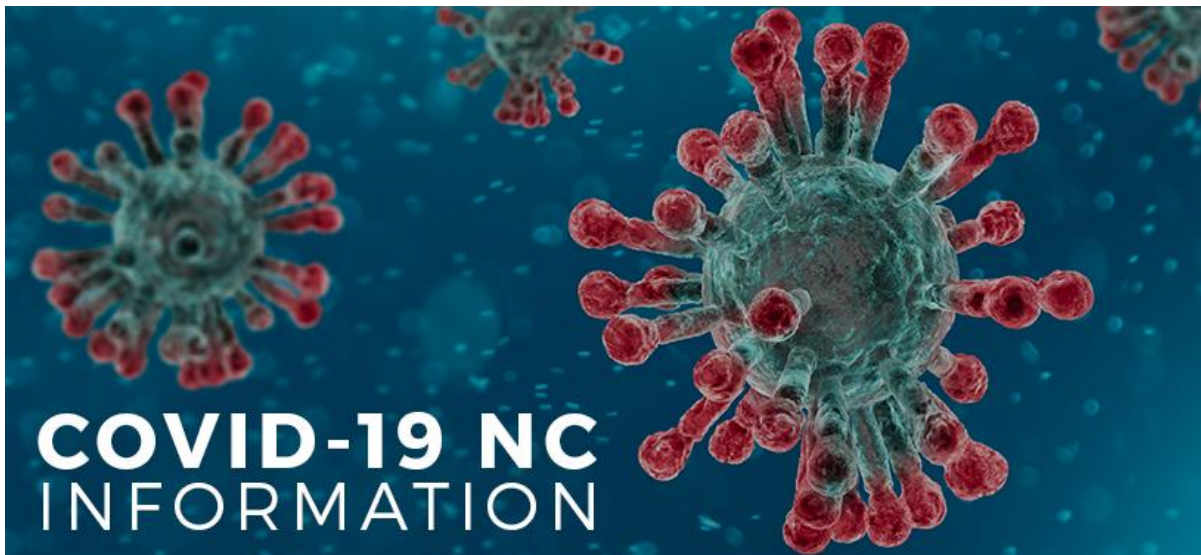


MARCH 11, 2020



As you are no doubt aware, Governor Roy Cooper issued an [executive order](#) on March 10, 2020 declaring a state of emergency to coordinate response and protective actions to prevent the spread of the novel coronavirus (COVID-19).

During a press conference with Governor Cooper and members of the state's Coronavirus Task Force, the N.C. Department of Health and Human Services (NCDHHS) shared several recommendations to slow the spread of COVID-19 and reduce the number of people infected. NCDHHS is also holding webinars today and tomorrow to address specific questions and concerns about COVID-19 and its impact on providers. More details about those webinars are below.

We urge our providers to rely on credible sources, such as the [U.S. Centers for Disease Control and Prevention \(CDC\)](#) and [NCDHHS](#) for updates regarding COVID-19, and to check these sources regularly. We will continue to post the most current updates on the Vaya Health [website](#), as well as our social media channels (linked in the icons at the bottom of this message).

Vaya Health has developed a proactive strategy to maintain all operations should COVID-19 impact our staff. For example, our technology infrastructure is prepared for Vaya employees to move from an office-based to a home-based work scenario.

## WHAT PROVIDERS CAN EXPECT FROM US

- We will continue to communicate with providers through regular and urgent provider communication bulletins.
- In cases where specific information needs to be shared with a small group of providers, we will utilize targeted emails and phone calls .
- Provider Relations Team members will continue to be available by email and phone (providers who do not have an assigned Provider Relations Specialist should use the [Provider Info email](#)).
- Our Member Services team will continue to accept calls 24/7 through Vaya's Call Center (800-849-6127).
- Mobile Crisis Management (MCM) and referrals to services will be handled based on guidance and requirements issued by the Governor's office and NCDHHS.
- Vaya will continue to review service authorization requests (SARs) and adjudicate

claims and make timely reimbursement to providers as normal.

- Vaya will hold critical meetings using Microsoft Teams, teleconference lines or Webex.
- Provider Network and Credentialing staff will continue to process nomination requests and credentialing activities as normal.
- Vaya Care Management Contract Performance and Special Investigation activities will continue based on guidance and requirements issued by NCDHHS.
- Vaya's Service Desk will continue to be available for providers on its normal schedule.
- We have reached out to NCDHHS for more specific guidance on Clinical Coverage Policy and contract requirements related to telehealth and monitoring and will provide further updates when we know more; until we receive more specific instruction, Vaya will maintain adherence to existing requirements.

## WHAT WE EXPECT FROM OUR NETWORK PROVIDERS AND HOW PROVIDERS CAN SUPPORT MEMBERS

- Please continue to engage in thoughtful, proactive planning with members to ensure continuity of care and to address barriers at all levels of impact.
- Share basic education on preventive measures with individuals you serve (click [here](#) to download a flyer from the CDC with tips on how to prevent the spread of respiratory diseases like COVID-19).
- Share tips for taking care of your behavioral health during a health crisis (click [here](#) to download a handout from SAMHSA).
- Find ways to give your staff and individuals you serve more physical space and limit close contact as much as possible.
- Regularly clean and disinfect frequently touched objects and surfaces. Follow the instructions on the disinfectant label, including how long to leave the surface (e.g., waiting room furniture, phones, laptops, tables, door handles, keyboards) wet.

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## NCDHHS COVID-19 INFORMATION SESSION

Wednesday, March 11 at 5:00 p.m.

For the audio/teleconference portion of this webinar, please dial **1-888-273-3658**. You will be prompted for an access code, which is **2490768#** (including the #).

[CLICK HERE FOR THE WEBINAR](#)

Event number: 664 776 137  
Event password: COVID19

This webinar will provide an update about the preventive measures NCDHHS is taking and advising the public to take to prevent the spread of COVID-19. During the webinar the Division will also discuss the steps it is taking to prevent and protect patients at State Operated Healthcare Facilities and service recipients across the public system, including those receiving services in community settings.

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# NC MEDICAID PROVIDER WEBCAST: MEDICAID POLICIES AND CODES RELATED TO COVID-19

Thursday, March 12 at 5:30 p.m.

*This webcast content is tailored to physicians, physician assistants, nurse practitioners and nurse midwives. Future communications will be sent to providers delivering other types of Medicaid services.*

[CLICK HERE TO REGISTER](#)

NC Medicaid is committed to ensuring beneficiaries continue to receive Medicaid and NC Health Choice services with no interruptions or delays due to the novel coronavirus (COVID-19) outbreak. This includes making it easier for health care providers to deliver Medicaid services by temporarily modifying certain policies and providing related billing codes.

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STAY CONNECTED

