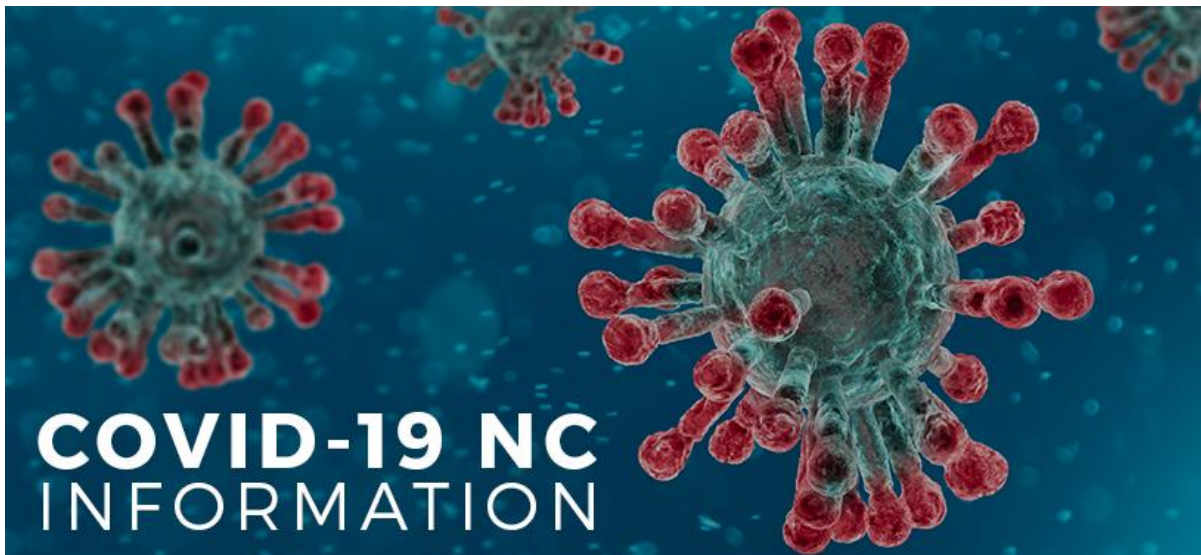


MARCH 23, 2020



COVID-19 Q&A WEBINAR FOR VAYA HEALTH PROVIDERS Friday, March 27, 2020, 11:30 a.m. - 12:30 p.m.

Please join us for our second COVID-19 Q&A Webinar. Registration is not required. There is no limit to the number of attendees who can join the webinar.

JOIN THE MICROSOFT TEAMS LIVE BROADCAST

APPENDIX K APPROVAL FROM CMS

In response to concerns regarding COVID-19, N.C. DHHS sent an Appendix K application for approval by CMS to be effective **March 13, 2020**, that would allow for exceptions to existing waiver rules for the N.C. Innovations, TBI, CAP-C and CAP-DA waivers. CMS has granted the authority to move forward with the requested flexibilities as described in Appendix K, effective March 13, 2020.

LME-MCO Joint Communication Bulletin # J357 is available [here](#). Additional information regarding Appendix K may be found [here](#). For specific questions, please contact your assigned Provider Network Manager or email us at provider.info@vayahealth.com.

COVID-19 AND HIPAA BULLETIN

Limited Waiver of HIPAA Sanctions and Penalties During a Nationwide Public Health Emergency is available [here](#).

ACCESS LIFELINE - FREE WIRELESS PROGRAM

We have received questions from providers about how Vaya members can access smartphone services for telehealth purposes. The below information from Access Wireless could assist eligible members. Please note that this service is not available for members in Macon and Yancey counties.

The Access Lifeline Assistance Program provides customers with a free monthly allotment of minutes/text messages or data each month. Customers may also receive a mobile phone free of charge.

Vaya members may qualify for Access Lifeline if they participate in one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Supplemental Nutrition Assistance Program (SNAP/food stamps/food assistance)
- Supplemental Security Income (SSI)
- Food Distribution Program on Indian Reservations
- Head Start (meeting income qualifying standards)
- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (TANF)
- 135% of Federal Poverty Guidelines
- Veterans or Survivors Pension

More information is available on the [Access Wireless website](#).

828-225-2785 | provider.communication@vayahealth.com | vayahealth.com

STAY CONNECTED

