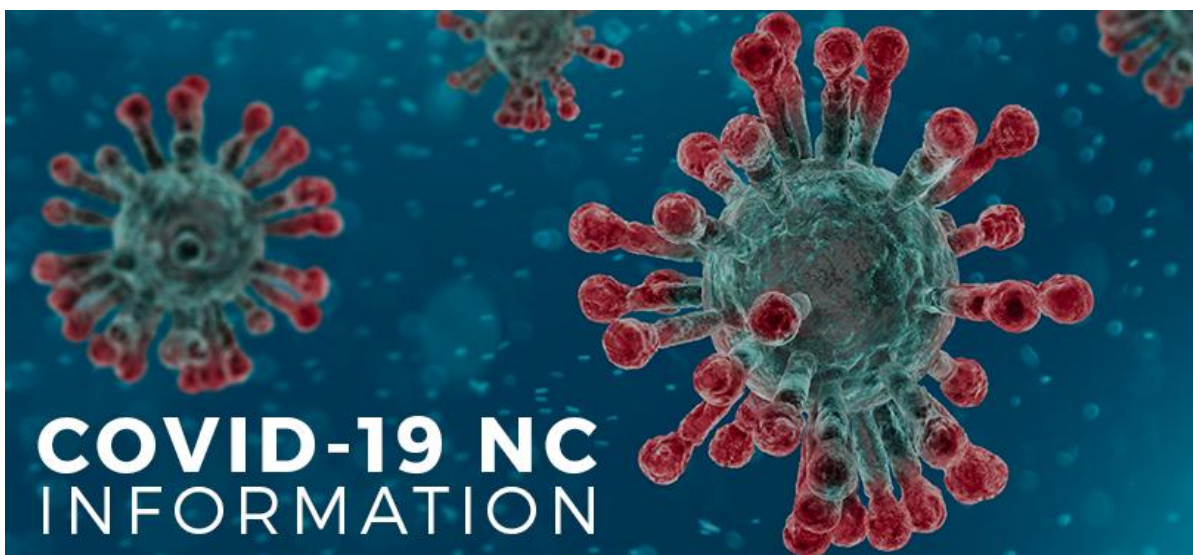


JUNE 10, 2020



WEEKLY Q&A WEBINAR FOR VAYA HEALTH NETWORK PROVIDERS

Friday, June 12, 2020, 11 a.m. – 12 p.m.

Registration is not required. There is no limit to the number of attendees who can join. All attendees will be muted throughout this live broadcast and will be able to submit questions for the presenters through the Q&A feature.

WEEKLY Q&A WEBINAR FOR VAYA NETWORK PROVIDERS

RESOURCE MATERIALS FROM JUNE 5 Q&A WEBINAR FOR VAYA NETWORK PROVIDERS

As a follow-up to discussion during the June 5 webinar, providers should be aware that the March 2020 Occupational Safety and Health Administration (OSHA) memo regarding N95 mask fit-testing applied to healthcare settings only. The second memo, in April, expanded the scope of compliance to any workplace setting using N95 masks. Links to both memos are below.

- March 14, 2020, [OSHA memo](#) (referenced in the April memo)
- April 8, 2020, [OSHA memo](#)

Sarah Pfau, Senior Policy and Regulatory Affairs Specialist with the NC Providers Council, provided the following additional information: “My interpretation of these documents is that while annual fit tests may be waived in an effort to preserve the supply of the N95 respirators, each employer must still conduct an ‘initial fit test’ for each employee who will use an N95. And when waiving the annual fit tests, employers must document their additional ‘good faith efforts’ to comply with the OSHA regulatory requirements”.

REMINDER: INCIDENT REPORTING 72-HOUR REQUIREMENT

Please note that flexibilities in place during the COVID-19 pandemic do not affect incident reporting requirements. Providers of publicly funded services licensed under N.C.G.S. Chapter 122C (Category A providers), except hospitals, and providers of publicly funded non-licensed periodic or community-based MH/IDD/SUD (Category B providers) are still required to report incidents involving Vaya members in the Incident Response Improvement System (IRIS) as outlined in 10A NCAC 27G .0600.

Providers must report all Level II incidents (except deaths) that occur during the provision of billable services or while the member is on the provider's premises, or Level III incidents and Level II deaths involving a member who has received services from the provider within 90 days prior to the incident, to Vaya within 72 hours of becoming aware of the incident. For more information, email IncidentReport@vayahealth.com.

NEW INFORMATION REQUIRED IN APPLICATIONS FOR INDIVIDUAL PROVIDERS ENROLLING IN MEDICAID, NC HEALTH CHOICE

Effective July 26, 2020, NCTracks will begin collecting additional information to help streamline the data collection process for providers and Prepaid Health Plans (PHPs) to facilitate network eligibility determinations. Changes will affect initial enrollment, re-enrollment and re-verification applications, as well as manage change requests (MCRs) for individual providers (excluding disaster relief and Out of State Lite providers).

The updates include the addition of a new page and additional exclusion sanction questions. New information required for individual providers includes:

- Highest level of education
- Malpractice insurance (coverage type and amount)
- Healthcare-related work history (past five years; explanations of gaps longer than six months)
- Malpractice settlement history (past five years)
- Any conditions that might impact ability to perform job duties

Additionally, individual providers completing the application will be required to physically sign and upload an Individual Agreement themselves; the office administrator (OA) cannot complete this for them. This will be accessible through the Final Steps and Upload Documents pages within the provider record.

Providers who supply insufficient information will receive a request for supporting documentation. The Upload Documents page allows the provider to upload any supporting documentation necessary.

Providers currently enrolled do not need not take any action. However, providers will be required to supply the new information at re-verification. In addition, certifications and accreditations can be added at any time using the MCR process.

Please note that due to the system changes, any enrollment, re-enrollment and re-verification applications that are in draft will be deleted on July 26, 2020. Providers are encouraged to submit their drafts prior to this date or wait to begin their application until after implementation if their application deadline allows.

Information on upcoming training opportunities and resources regarding these changes will be posted on the [NCTracks website](#) and communicated through DHHS email updates when available. DHHS will provide further information closer to the implementation date.

Learn more: [New Information Required in Applications for Individual Providers Enrolling in Medicaid and NC Health Choice](#) (June 8, 2020)

UPDATED GUIDANCE FOR CLINICIANS – DIAGNOSTIC COVID-19 TESTING

North Carolina is experiencing increased community transmission of COVID-19, particularly in the Latinx community and among other historically marginalized populations. Pre-symptomatic and asymptomatic spread is playing a key role. Increased testing, including for people *without symptoms*, expanded contact tracing and adherence to control measures (such as self-isolation and quarantine) are important to control viral transmission.

N.C. DHHS has released [updated provider guidance](#) recommending that clinicians conduct or arrange for diagnostic COVID-19 testing for:

- Anyone with symptoms suggestive of COVID-19
- Close contacts of known positive cases, regardless of symptoms
- Populations with higher risk of exposure or a higher risk of severe disease if they become infected, if they believe they may have been exposed to COVID-19, regardless of whether they have symptoms
- People who have attended protests, rallies or other mass gatherings. Testing should be considered for people who attended such events, particularly if they were in crowds or other situations where they could not practice effective social distancing.

New resource available: To support testing in places trusted by populations hit hardest by COVID-19, DHHS has developed guidance on [COVID-19 Community Testing in Historically Marginalized Populations: Best Practices](#).

NEW VIRTUAL OUTPATIENT BEHAVIORAL HEALTH SERVICES AT MCDOWELL HOSPITAL

Mission Behavioral Health recently expanded [virtual outpatient services at Mission Hospital McDowell](#). This program includes:

1. **Anxiety/Depression Clinic:** The clinic is Mission's least intensive outpatient program and takes place over eight to 12 weeks. Participants attend weekly individual and group therapy sessions, with psychiatric consultation.
2. **Mental Health/Substance Abuse Intensive Outpatient Program (MH/SA-IOP):** This dual diagnosis program is designed to help people with co-occurring mental health and substance use disorders. Adult participants typically attend three group therapy sessions during the day, three days a week, for five to eight weeks. The program includes individualized treatment with a licensed therapist and medication management by a psychiatrist.

All Mission Health outpatient behavioral health services are now available virtually via WebEx, and individuals can be referred from any area of North Carolina. For more information or to make a referral, contact Tiffany Bush, program coordinator, at Tiffany.Bush@HCAHealthcare.com or 828-655-2585.

ENACTMENT OF THE PAYCHECK PROTECTION PROGRAM FLEXIBILITY ACT – UPCOMING PROCEDURES

The U.S. Small Business Administration is implementing modifications following the enactment of the Paycheck Protection Program (PPP) Flexibility Act. In addition, the new rules confirm that June 30, 2020, remains the last date on which a PPP loan application can be approved.

Read more: [Joint Statement by Treasury Secretary Steven T. Mnuchin and SBA Administrator Jovita Carranza Regarding Enactment of the Paycheck Protection Program Flexibility Act](#) (June 8, 2020)

TRAINING OPPORTUNITY: ADAPTING COMMUNITY INCLUSION TO CIRCUMSTANCES OF 2020

June 25, 2020, 2 – 3:30 p.m.

Stigma and other issues present barriers for peers to participate in their own community. This webinar will be led by i2i and NAMI NC Community Inclusion (CI) leaders to learn about the CI projects currently happening locally. Discussion will include COVID-19 challenges and other hurdles that 2020 has presented, as well as how to adapt to these conditions.

Register online: [Adapting Community Inclusion to Circumstances of 2020](#)

WNC COVID-19 REGIONAL REPORT

Vaya is proud to be a key partner in the weekly WNC COVID-19 Regional Report from the Mountain Area Health Education Center (MAHEC) in conjunction with nine other WNC health and social services organizations. Together, we're committed to providing WNC's medical community with timely information on COVID-19 through weekly updates on regional trends, needs, resources and training opportunities.

Read more: [WNC COVID-19 Regional Report](#) (June 5, 2020)

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