



# Provider Touchpoint

**Friday, February 3, 2023**

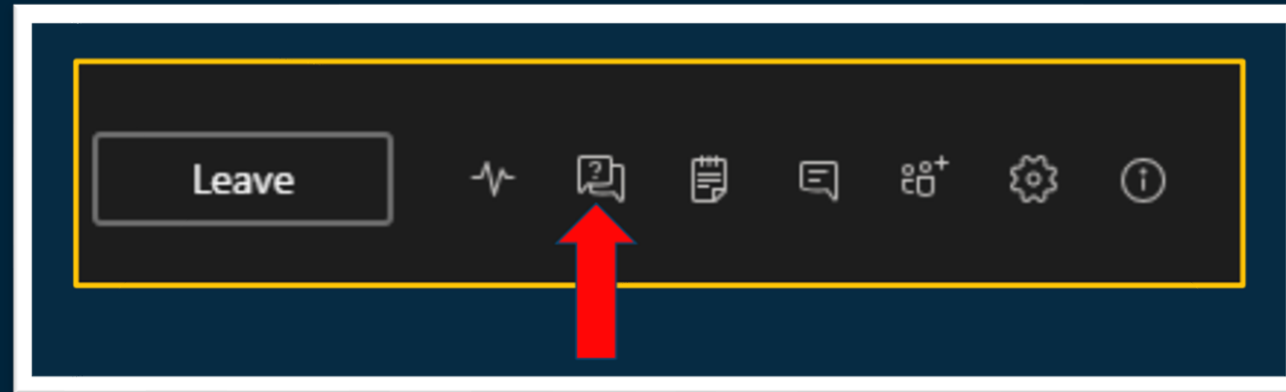
# How the Q&A works

- 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

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

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

**Jennifer Jennings**, Provider Network Operations - Behavioral Health

**Kate Glance**, Quality Management

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

**Meagen Gosiewski**, Utilization Management

**Vanita Shipp**, Provider Network Operations - Behavioral Health



# Today's Vaya participants

**George Ingram**, Provider Network Operations - Physical Health

**Beth Pfister**, Learning and Development

**Thelma Horton**, Learning and Development

## Production:

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

**Shamika Howard**, Provider Network Operations (co-producer)

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



# Are you receiving Vaya's weekly Provider Communication Bulletin?



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

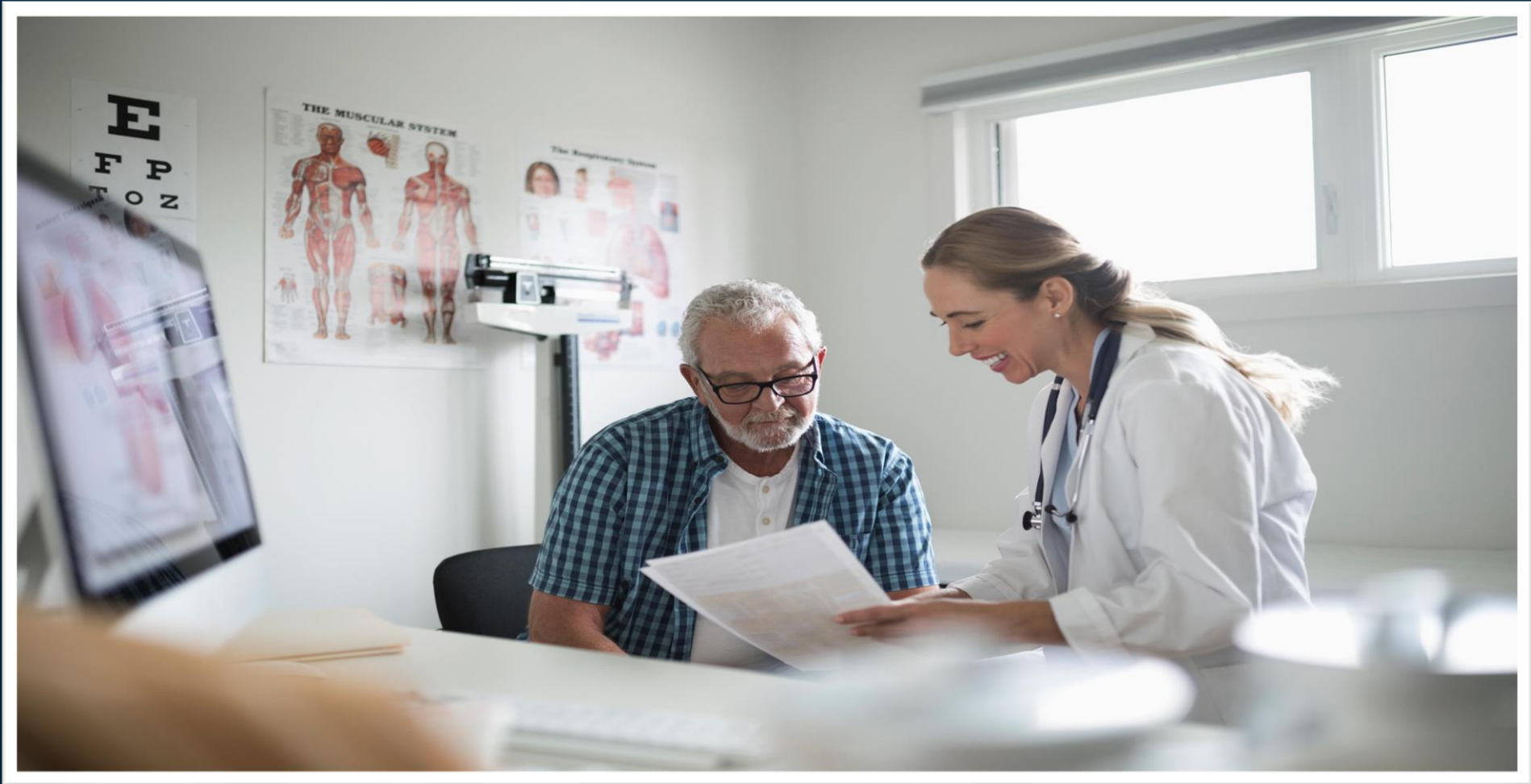


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**Good morning and welcome**

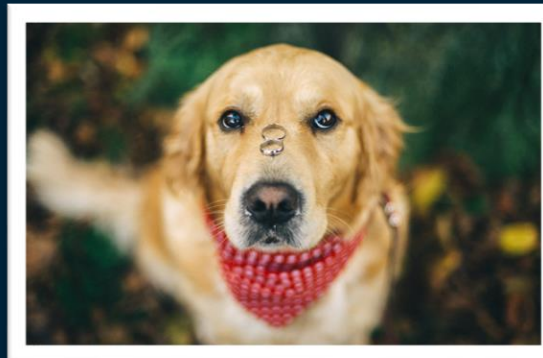
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# National Patient Recognition Day



# It is also...

- Give a **Kid a Smile** Day
- National **Bubblegum** Day
- National **Wedding Ring** Day
- National **Carrot Cake** Day
- National **Golden Retriever** Day





**ON YOUR  
RADAR**

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# Utilization Management: prior authorization pass-through for child residential

Children and adolescents who receive an assessment that indicates it is medically necessary to receive child residential treatment/TFC can receive a pass-through admission to an in-network provider for up to 180 days.

Prior authorization is not waived for out-of-state (greater than 40 miles) or out-of-network providers. If a member or guardian chooses an out-of-network or out-of-state provider, that provider must have services approved through the prior authorization process outlined in clinical coverage policy and must be enrolled in NCTracks.

Memo: [FAQ: Utilization Management Prior Authorization Pass-Through](#)



# Utilization Management: prior authorization pass-through for child residential

Providers should submit a notice of admission Treatment Authorization Request/Service Authorization Request (TAR/SAR) to initiate the pass-through period within 72 hours of admission.

All children must have a discharge plan developed that includes a step-down plan prior to the end of the pass-through authorization period.

For more information, and additional clarity:

[FAQ: Utilization Management Prior Authorization Pass-Through](#)



# Open Enrollment for state-wide Child Treatment Provider Network

- North Carolina's LME/MCOs are working to create statewide solutions to challenges in the service delivery system for youth in foster care through the NC CHild and Family Improvement Initiative
- Vaya will continue to offer an **open enrollment** for all child residential providers to assure we have a statewide network of child treatment providers to ensure youth have continuity of care without delay when moving from one area of North Carolina to another.



# Sunseting of Covid-19 Policy Flexibilities

SOURCE of FEDERAL AUTHORITY	EXPIRATION of FEDERAL AUTHORITY*
Covid-19 1115 Waiver	Expires at the end of the Public Health Emergency + 60 days
1135 Waivers	Expires at the end of the Public Health Emergency
Medicaid Disaster state plan amendments (SPAs)	Expires at the end of the Public Health Emergency

Presidential Executive Order: [SAP - H.R. 382 H.J. Res. 7 \(whitehouse.gov\)](#)

NC DHHS Covid-19 Policy Flexibilities: [COVID-19 Policy Flexibilities | NC Medicaid \(ncdhhs.gov\)](#)

*\*NC Medicaid has the authority to end prior to the end of the end of the federal expiration date.*



# Sunseting of Covid-19 Policy Flexibilities

SOURCE of FEDERAL AUTHORITY	EXPIRATION of FEDERAL AUTHORITY*
CHIP Disaster SPA	Expires the latter of the end of the Public Health Emergency or the state decision
Concurrence Letter	Expires at the end of the Public Health Emergency
Appendix Ks: applicable to 1915(c) Waivers	Expires six months after the Public Health Emergency ends

Presidential Executive Order: [SAP - H.R. 382 H.J. Res. 7 \(whitehouse.gov\)](#)

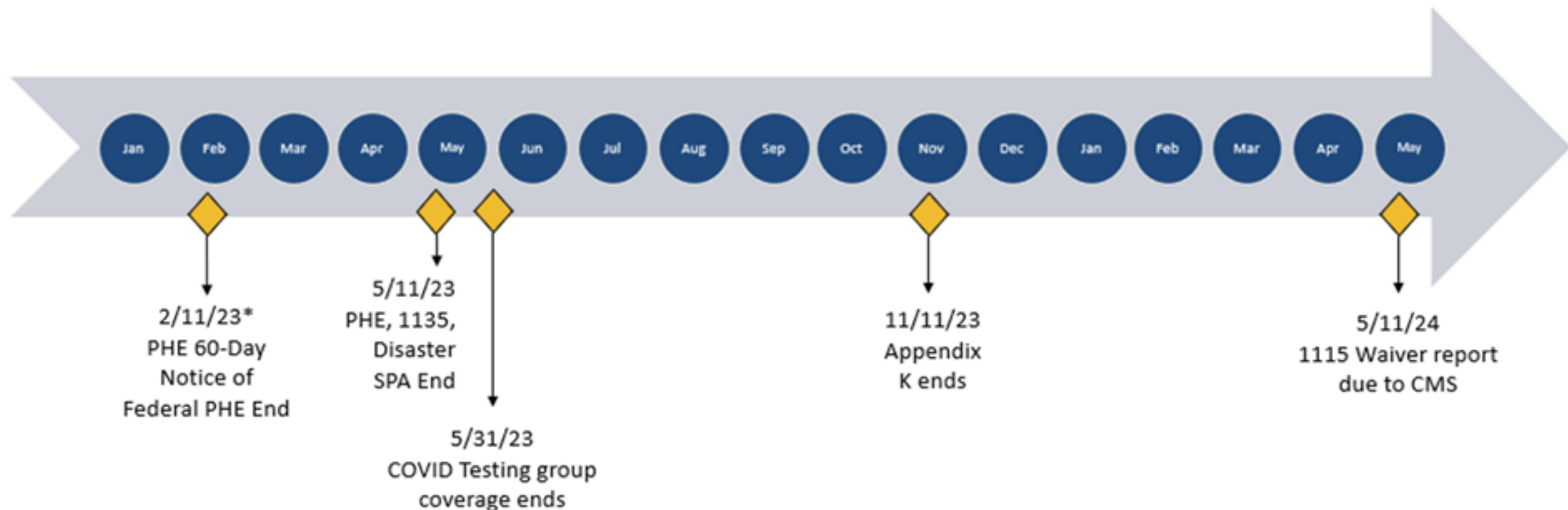
NC DHHS Covid-19 Policy Flexibilities: [COVID-19 Policy Flexibilities | NC Medicaid \(ncdhhs.gov\)](#)

*\*NC Medicaid has the authority to end prior to the end of the end of the federal expiration date.*



## PHE End Updates and Timeline

The PHE renewed on January 11, 2023, for an additional 90 days extending clinical and other flexibilities. The White House announced it plans to end the PHE on May 11, 2023. Note: Disaster SPA, 1135, Appendix K, COVID coverage group and other authorities are still linked to the PHE.



\*Per 1/30/23 official Federal announcement, the PHE is set to end on 5/11/23.



# TAILORED CARE MANAGEMENT

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# Community Navigator/Community Guide

Members will not lose access to services when they move to a new healthcare delivery system that does not offer the Community Navigator/Community Guide (CN/CG) programs (since Tailored Care Management will replace CN/CG).

Because members are not losing access to services, no appeal rights are necessary.



# Community Navigator/Community Guide

Members should receive notification that CN/CG is going away and being replaced by Tailored Care Management (TCM). If Vaya receives a service request for CN/CG for a member who is NOT on the Innovations Waiver, a denial notice will be issued without appeal rights to explain that CN/CG is being provided through TCM.

For individuals who are on the Innovations Waiver, Community Navigator services will continue for the limited purpose of self-direction. Tailored Plans may approve or deny CN service requests with appeal rights for Innovations Waiver recipients.



# Health Information Exchange

NC HealthConnex is the state-designated Health Information Exchange (HIE).

The Division of Health Benefits (DHB) is sharing a training module that can be used by Care Managers. Participation allows access to the member demographics, which includes telephone numbers.

Providers may need to obtain log on credentials to allow for access.



# Health Information Exchange (cont.)

Care Manager Learning Opportunity (remote training):

- **Feb. 22, 2023, 12 p.m. - 1 p.m.**

N.C. Health Information Exchange Authority is holding an online town hall for both connected and interested providers to learn more about NC HealthConnex.

For more information:

[NC HealthConnex Teletown Hall: Firsthand User Experiences | NC HIEA](#)



# 1915(i) Assessment Tool

- The assessment is required for all individuals who need 1915(i) services.
- As part of the transition to Tailored Plans, the Department has asked that we prioritize completing assessments for those individuals who have *current* 1915(b)(3) services in place and will be *transitioning* to the Tailored Plan on April 1, 2023.
- A Qualified Professional (QP) may complete the assessment; however, it must be either the Tailored Care Manager or Care Coordinator.
- The current 1915(b)(3) service provider is not allowed to complete this assessment.



# 1915(i) Assessment Tool (cont.)

- Once the assessment is completed, it will need to be submitted to Vaya so that it may be sent to the Department for eligibility determination.
- Vaya will create a special "email inbox" where the assessments may be sent.
- Once the Department has determined eligibility, they will inform Vaya. Then the member's team will move forward with updating the care plan and submitting for authorization.



# 1915(i) Assessment Tool (cont.)

1915(i) Assessment Tool training opportunity:

- **TODAY:** Feb. 3, 2023, 12 p.m. - 1 p.m.
- *This training will be recorded and added to the curriculum for Care Managers.*

Registration is **NOT** required; link here: [https://mahec.webex.com/mahec/j.php  
MTID=m673d10f3e7ad131c1fd65f98243d2e6c](https://mahec.webex.com/mahec/j.php?MTID=m673d10f3e7ad131c1fd65f98243d2e6c)

Additional resource, link to NC Medicaid 1915i Assessment (under "Other"):  
<https://medicaid.ncdhhs.gov/tailored-care-management>



# Clarification on the use of Research Based – Behavioral Health Treatment (RB-BHT) Current Procedural Terminology (CPT) codes

**CPT 97155**: Adaptive Behavior Treatment with Protocol Modification.

- RB-BHT service in which the licensed qualified autism service professional (LQASP) or certified autism professional (C-QP) resolved one or more problems with the protocol.
- Administered face-to-face with the individual (and/or through observation of the behavior technician's provision of treatment) and includes the assurance of necessary modifications in protocol and treatment techniques.



# Clarification on the Use of Research Based – Behavioral Health Treatment (RB-BHT) Current Procedural Terminology (CPT) codes

- Per Clinical Coverage Policy **8F**, 10% of all approved services should be *observed* by the professional.
- Any excess of 10% of observation must be clinically justified.

## May 2019 NC Medicaid Bulletin notes:

- Oversight and supervision of behavior techniques are required according to Behavioral Analyst Certification Board guidelines and ethics but are not billable.



# Clarification on the Use of Research Based – Behavioral Health Treatment (RB-BHT) Current Procedural Terminology (CPT) codes

Vaya routinely approves:

**97155 CPT** hours up to 10% of approved **97153 CPT** (Adaptive Behavior Treatment by Protocol) hours.

Vaya will review:

Requests for more than 10% for medical necessity.

Please note: **97155 CPT** is not intended for supervision of the assistant behavior analyst and behavior technician, such as treatment fidelity checks and feedback.





# TAILORED CARE MANAGEMENT

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# Tailored Care Management (soft launch update)

## TCM Providers:

- 25 providers providing community base tailored care management.

## Distribution of Capacity Building Funds:

- To date Vaya has distributed \$8,736,394.00 of capacity building funds to our TCM providers.



# Tailored Care Management (soft launch update) cont.

How are we supporting our TCM providers:

- Monthly CMA/AMH+ community meeting and bi-weekly TCM provider technical support calls.

Network Development:

- Vaya will continue to contract with new community base providers as they become certified to provide tailored care management.





# QUALITY MANAGEMENT UPDATE

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# Promoting Health Equity

In implementing managed care, North Carolina is building upon its successes to achieve results – innovating and evolving to improve the health of North Carolinians.

This Quality Strategy is built with the desire to shape an innovative, whole-person, and well-coordinated system of care that addresses both medical and non-medical drivers of health (Social Determinants of Health) including an enhanced focus on promoting **health equity**.

“The Department expects all entities delivering health care services to Medicaid beneficiaries to ensure that improvements in quality performance are equitably distributed, including across racial and ethnic groups.”

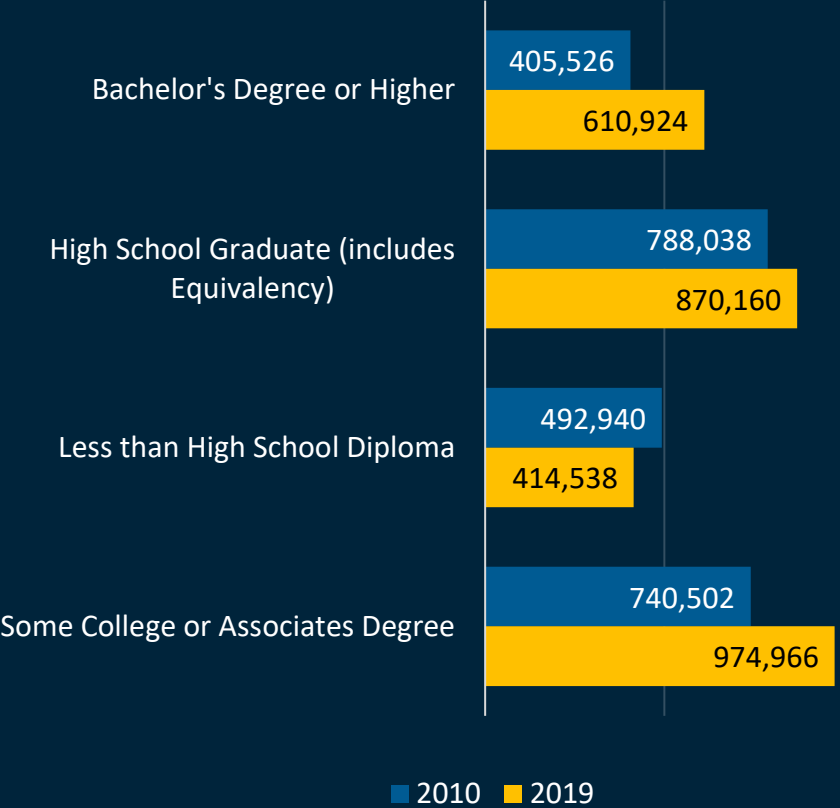
- From [North Carolina's Medicaid Managed Care Quality Strategy](#)



# Changes in Population (31 counties): Black Individuals living in North Carolina

Black People living in North Carolina (US Census Bureau)	Black People	Total
2010 Population	2,048,628	9,535,483
2020 Population	2,140,217	10,439,388
Population (2030 projection)	2,337,608	11,527,150
Unemployment Rate 2015-2019	12.4%	6.2%
Median Household Income 2006-2010	\$28,819	\$40,848
Median Household Income 2011-2015	\$29,563	\$41,784
Percent of Persons living in Poverty 2006-2010	27.8%	17.6%
Percent of Persons living in Poverty 2011-2015	32.5%	19.4%

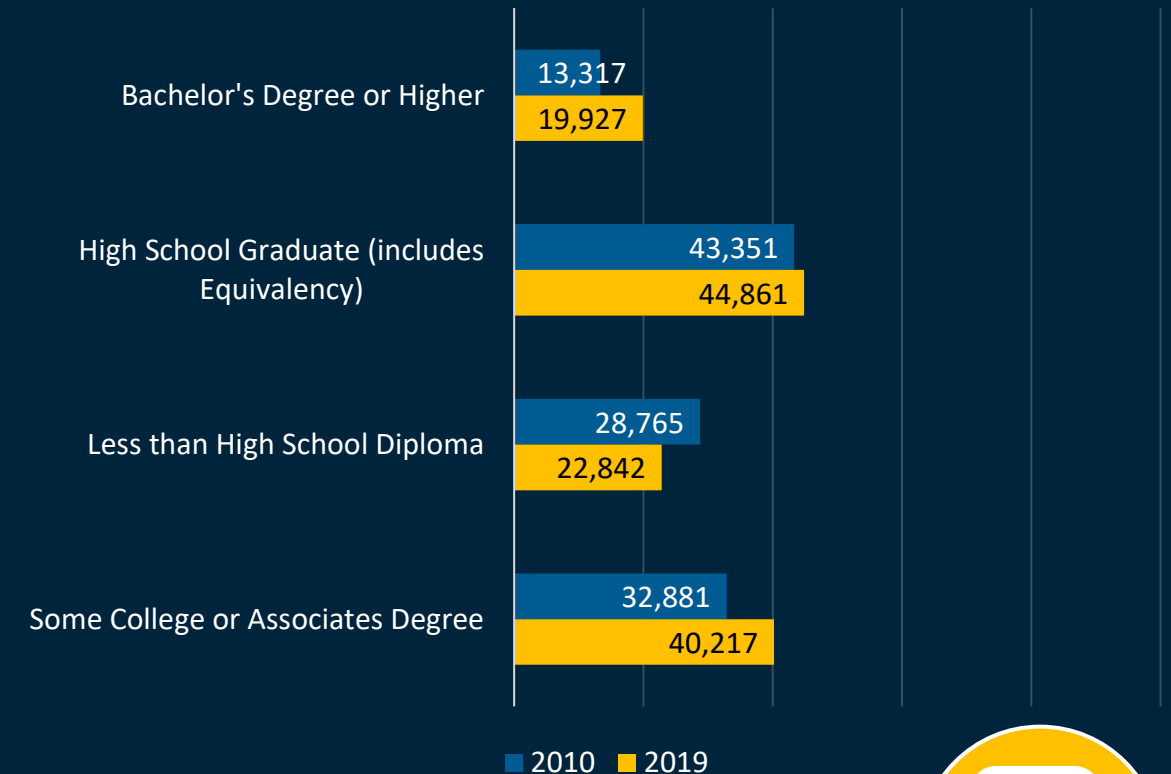
**Educational Attainment for Black Individuals Aged 25 and Over**  
2006-2010 and 2015-2019 American Community Survey, US Census Bureau



# Changes in Population (31 counties): Black Individuals living in North Carolina (cont.)

Black People living in North Carolina (US Census Bureau)	Black People	Total
2010 Population	174,209	1,616,014
2020 Population	175,453	1,706,906
Population (2030 projection)	197,074	1,825,744
Unemployment Rate 2015-2019	15.7%	5.2%
Median Household Income 2006-2010	\$26,193	\$38,925
Median Household Income 2011-2015	\$21,027	\$40,011
Percent of Persons in Poverty 2006-2010	24.5%	17.3%
Percent of Persons in Poverty 2011-2015	38.1%	19.1%

**Educational Attainment for Black Individuals Aged 25 and Over**  
2006-2010 and 2015-2019 American Community Survey, US Census Bureau





# **BH I/DD TAILORED PLAN**

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# Primary Care Provider: Choice

Vaya Tailored Plan beneficiaries can choose a primary care provider by contacting Vaya at **1-800-962-9003** starting on:

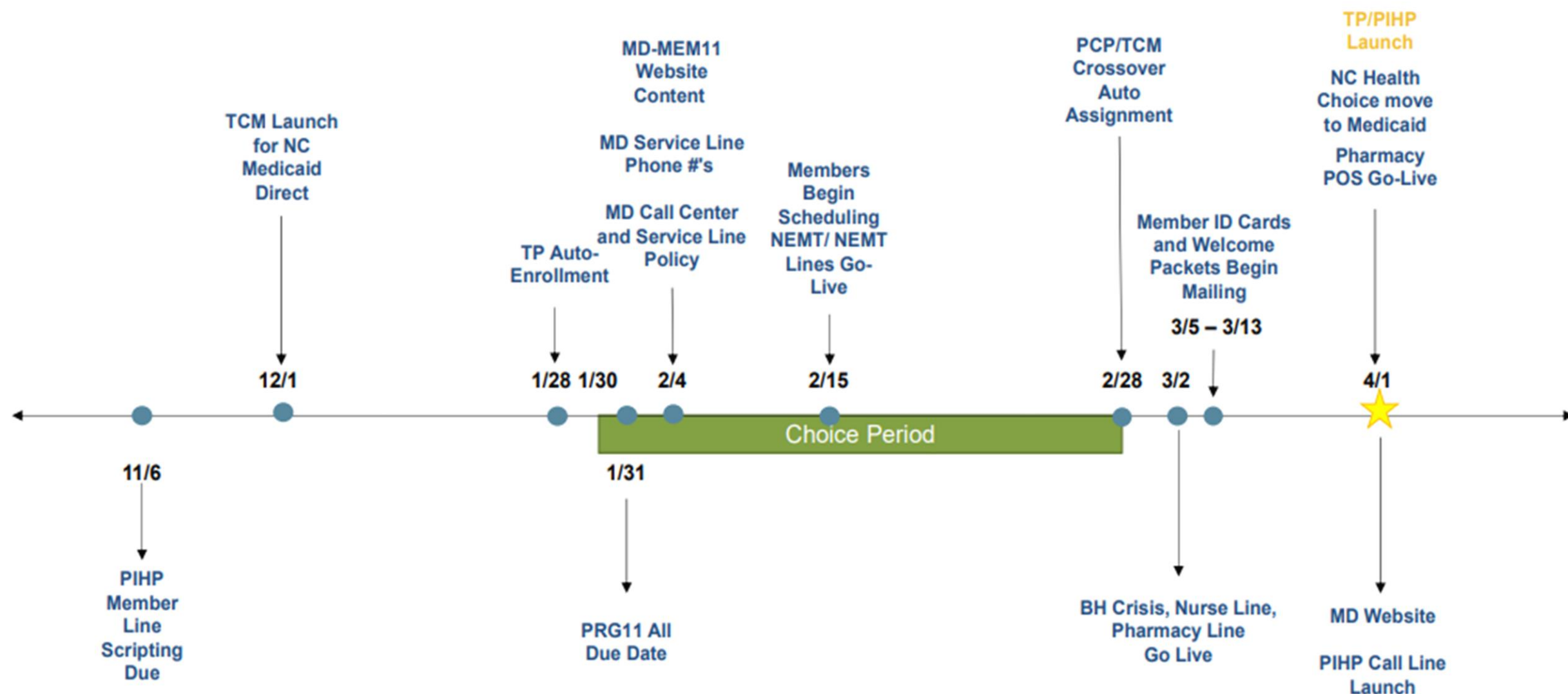
- **January 30, 2023, to February 27, 2023.**

Beneficiaries who *do not make a choice* will be *automatically assigned* a Vaya contracted primary care provider on Feb. 28, 2023.



# Call Center Timeline – April 2023 Launch

DRAFT



# Vaya Health Tailored Plan Contracting

Tailored Plan (TP) contracts mailed as of February 2, 2023:

- **Total** number of TP contracts mailed= **2,030** (100%)
- **Total** number of TP contracts unsigned = **227** (11.15%).
- **Total** number of TP contracts counter-executed= **1,803** (88.85%)
  - *Behavioral Health (BH)*= 1200
  - *Physical Health (PH)*= 580
  - *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)





# LEARNING AND PARTICIPATION OPPORTUNITIES

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# Question, Persuade, Refer (QPR) Training Opportunities

**Question, Persuade, Refer:** an emergency response to someone in crisis.

Learn how to ask the right questions about suicide, how to persuade a person to get help, and how to refer an individual to the right resource. Upcoming available courses (Register here: [Events | Vaya Health](#)):

- Feb. 21, 2023, 10 a.m. to 12 p.m.
- March 21, 2023, 1 p.m. to 3 p.m.
- April 18, 2023, 10 a.m. to 12 p.m.
- May 16, 2023, 10 a.m. to 12 p.m.
- June 20, 2023, 1 p.m. to 3 p.m.



# Joint Communication Bulletin # J440: Person-Centered Planning Training

NCDHHS is offering **FREE** person-centered planning training. Person-centered planning is a collaborative planning practice with focus on self-determination and choice empowering 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>





# Q&A SESSION

Questions? Thoughts? Ideas?



# **Our next Provider Touchpoint**

**Friday, February 17 , 2023**  
**11 a.m. – 12 p.m.**