



## MAY 5, 2022 | COMMUNICATION BULLETIN 2021-22 ISSUE 59

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### Q&A Webinar for Vaya Health Network Providers Tomorrow, May 6, 2022, 11 a.m.–12 p.m.

Vaya's Provider Q&A Webinars are an important source of the most up-to-date information on topics that affect Vaya network providers. We encourage all network providers to attend. Registration is not required.

The link to each webinar is published both the week prior to and the week of the event in the Provider Communication Bulletin. **This week's topics include: Vaya's Provider Education Team, the 2022 Provider Communication Plan, Provider Advisory Council updates, proposed Child Welfare Amendment, and the Tailored Plan contracting cycle.**

**Q&A WEBINAR FOR VAYA NETWORK PROVIDERS – MAY 6, 2022**

## COVID-19 NEWS AND UPDATES

### NC Medicaid SPECIAL BULLETIN COVID-19 #246: Direct Care Worker One-Time Bonus Reminders & Expectations

NC Medicaid [SPECIAL BULLETIN COVID-19 #246: Direct Care Worker One-Time Bonus Reminders & Expectations](#), issued April 28, 2022, provides data and clarifications about the direct care worker (DCW) one-time bonus. This bulletin provides an overview of NC Medicaid's role and expectations for eligible providers and employees for any providers or other stakeholders who still have questions regarding the initiative.

# Authorization for Medicaid-Funded Outpatient Therapy Services

Vaya previously provided guidance on prior authorization requirements for Medicaid-funded outpatient therapy (OPT) services in the Provider Communication Bulletin dated Oct. 26, 2016. Vaya would like to remind providers that they are responsible for ensuring medically necessary services are delivered in compliance with all applicable clinical coverage policies (CCPs). For more information, review the memo linked below.

Memo: [Authorization for Medicaid-Funded Outpatient Therapy Services](#) (May 5, 2022)

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## Vaya Health Provider Advisory Council Monthly Meeting May 18, 2022, 10 a.m.-12 p.m.

All Vaya network providers are encouraged to attend and participate in the monthly Provider Advisory Council (PAC) meetings. The PAC serves as an advisory body to Vaya on provider-related issues. The PAC operates pursuant to a set of bylaws and is a self-governing committee.

Members of the PAC serve as fair and impartial representatives of all network providers for the purpose of advocacy, support, and communication. The PAC is designed to facilitate an open exchange of ideas, shared values, goals, and visions and to bring forward concerns and solutions while promoting collaboration, ethical operations, mutual accountability, and quality services.

To join on your computer or mobile app: [PAC Monthly Meeting](#)  
To call in (audio only): 828-552-4129, conference ID: 457 108 977#

For more information or to receive PAC communications, email [provideradvisorycouncil@vayahealth.com](mailto:provideradvisorycouncil@vayahealth.com).

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## Reminder: Vaya Health PAC Systemic Barriers Survey

The PAC is working to identify systemic barriers to providing quality services and to propose solutions to assist providers and increase desired outcomes among members and recipients.

We encourage all Vaya network providers to complete the PAC's ongoing [Systemic Barriers Survey](#). The survey takes approximately five minutes to complete.

As needed, the PAC's Barriers Subcommittee will convene to review patterns of concerns and proposed solutions with Vaya leadership and subject matter experts. The status and results of this process will be a standing agenda item at monthly PAC meetings.

**Please note:** To submit a provider-specific grievance or complaint, please contact the Grievance Resolution & Incidents Team at 1-800-893-6246, ext. 1600, or email [ResolutionTeam@vayahealth.com](mailto:ResolutionTeam@vayahealth.com).

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## Mental Health Awareness Month: Mental Health Awareness Series

In recognition of Mental Health Awareness Month in May, the Division of MHDDSAS will host a Mental Health Awareness series. This series will provide information on existing resources, promote mental health and wellbeing, and share best practices in care. The series will offer weekly webinars through the month of May. [View the series flyer](#) for more information.

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## Person County Town Hall Meeting

**Wednesday, May 11, 2022, 10 a.m.–12:30 p.m.**

This town hall will focus on the future of Day Services for people with I/DD. Guest speakers include Dave Richard, Deputy Secretary for NC Medicaid, and Brian Ingraham, Vaya Health President & CEO.

Learn more: [Person County Town Hall](#)

## LEARNING OPPORTUNITIES

### Child and Family Teams: A Credited Training from the Family's Perspective

**May 19-20, 2022, 9 a.m.–4 p.m.**

This training offers an introduction to Child and Family Teams from the family's perspective. This course provides 11 contact hours of training related to System of Care and the Family Team process. It gives parents, caregivers, and professionals an overview of Child and Family Team meetings from the family's perspective and teaches strategies and facilitation skills to support children, youth, and families.

A link to the training will be sent to registrants a few days before the event. Participants must attend both full days of training to receive credit. Camera and audio capabilities are required. Preference will be given to members and providers within Vaya's 31-county region.

For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

Register: [Child and Family Team Training: A Cross System Training from the Family's Perspective](#)

### Virtual Lunch and Learn: Taking a Psychosocial Rehabilitation (PSR) Program Tobacco-Free

**May 25, 2022, 12:30 p.m.–1:30 p.m.**

The NC Division of Public Health, Tobacco Prevention & Control Branch, is offering a virtual lunch and learn on: Taking a Psychosocial Rehabilitation (PSR) Program Tobacco-Free: A Success Story from Maryland.

Register: [Taking Psychosocial Rehabilitation Services Tobacco Free](#)