



Provider Touchpoint

Friday, June 17, 2022

How the live broadcast works

- You are seeing the broadcast on a 30-second delay.
- Your microphone is muted throughout the broadcast.
- 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.
- Questions submitted during the webinar will be addressed at the end of the webinar.



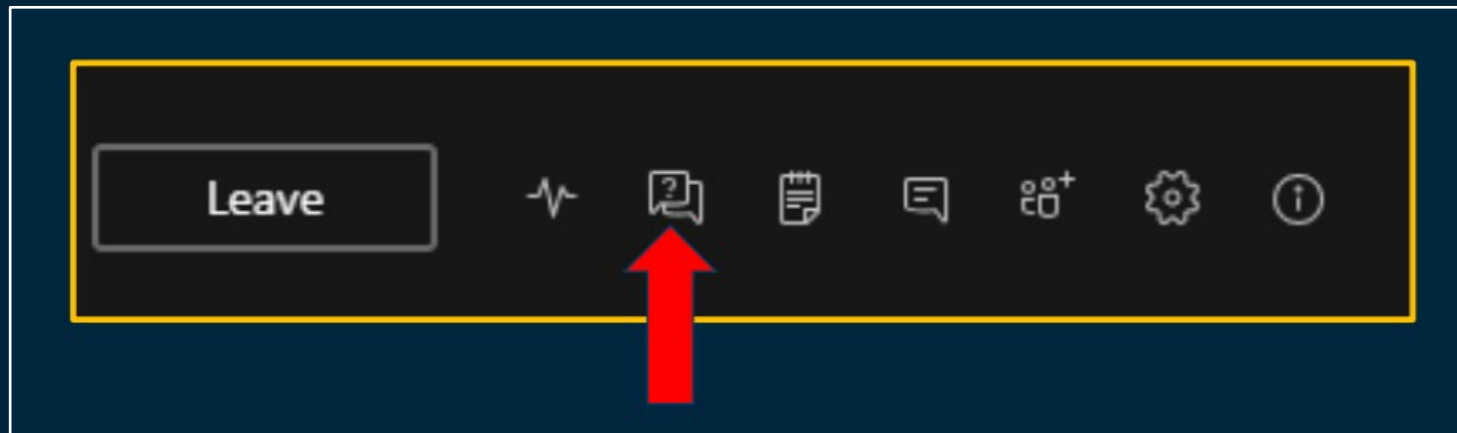
How the live broadcast works

- 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 include your name, agency, and email address with your question.
- 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.



The moderated Q&A is available in the controls bar on your screen.

Look for the bubble with the question mark.



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Today's Vaya participants

Christine Elliot, Member and Recipient Services

Detra Friley-Clark, Provider Network Operations - Credentialing

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

George Ingram, Provider Network Operations - Physical Health

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

Lindsay Locklear, Provider Network Operations (producer)

Paul Tax, Finance

Tommy Duncan, Provider Network Operations (co-producer)



We would also like to welcome

David McGrady, Wilkes Vocational Services

Ke'shaun Tillman, Special Olympics Gold Medal Winner and Entrepreneur



Good morning and welcome

Athlete



Gold: 400-meter individual
4th place: 200-meter individual
4th place: 4 x 100-meter relay



Entrepreneur



Juneteenth

Juneteenth, also known as Freedom Day and Emancipation Day, is the oldest nationally celebrated commemoration of the ending of slavery in the United States. This annual holiday recognizes the events of June 19, 1865, when news of President Lincoln's Emancipation Proclamation finally reached Galveston, Texas, freeing enslaved people in the furthest reaches of the South. The event took place two and a half years after Lincoln signed the Emancipation Proclamation on January 1, 1863.

- All Vaya offices will be closed on Monday, June 20, 2022, in observance of Juneteenth.





**ON YOUR
RADAR**



Rates Updates

- PHE Rate Supplements Extended
- Initial FY 2022-23 Rate Schedule
- New/ Additional PHE Rate Supplements
- Expedited Payment Process This Month



Rates Updates: PHE Extended

- COVID-19 / PHE Rate Supplements are being extended!
 - Beyond Date of Service June 30, 2022
 - Into July 2022 and beyond / to a date yet to be determined *
 - **Rate Schedules** are posted
- * Vaya will provide minimum of 30 days' notice before PHE ends.



Rates Updates: PHE Extended

- All PHE Supplements in place currently / in June 2022 will all carry forward into the new Fiscal Year.
- CR and GTCR modifiers will continue to remain fully in use. A revised sunset timeframe will be announced at a future date. This will be coordinated with Vaya's PHE Rate Supplements and with the NC DHB Administrative Flexibilities.



Rates Updates: Rate Schedules

- Current Rate Schedules (FY 2021-22, valid through June 30, 2022) will be updated first to incorporate the most recent updates.
- New Fiscal Year (FY 2022-23) Rate Schedules will be posted and available before the end of June.
 - All current PHE Rate Supplements will be carried forward at 100% in the new Fiscal Year.
- Rates Schedules for each Benefit Plan (Medicaid 1915 (b) and (b-3); Medicaid 1915(c) and Non-Medicaid) are found on the Vaya website.



Rates Updates: New PHE Supplements

- Opioid Treatment Services
 - Ambulatory Detox Services
 - Diagnostic Assessments
 - Multisystemic Therapy
 - SAIOP and SACOT Outpatient SA Services
 - Partial Hospitalization and Day Treatment Services
 - Outpatient – CPT codes for all License Groups through Dec. 31, 2021
-
- These supplements are effective for dates of service July 1, 2021, to present.
 - Unless noted above, they will be carried forward in the FY 2022-23 Rate Schedule

+ 5 % PHE
Supplement



Rates Updates: Expedited Payments

- For the list of services on the previous slide
- And for these recent rate adjustments:
 - Intensive In-Home (10% eff. 7/1/2021)
 - Innovations Services (additional 5% eff. 3/1/2022)
 - Therapeutic Foster Care (\$175 per diem rate eff. 7/1/2021)
 - PRTF and Targeted Enhanced Residential (TER) Codes (15% eff. 7/1/2021)
- Vaya will issue a one-time payment to Providers via EFT/Check that reflects the total of all PHE and Rate Supplements.



Rates Updates: Expedited Payments

- Vaya's Payment will include all paid claims eligible for a supplement that has not already been paid out.
 - If a claim was paid but did not receive the PHE supplement, Vaya will be paying the supplement.
 - Providers should not refile or file replacement claims on any previously paid claims. These will be subject to future recoupment when discovered.
- Providers should file all new claims (those not yet filed) and should refile or work any claims filed that denied at a rate high enough to earn the current supplements.
- Vaya's Expedited Payment will be the amount of the Supplement, as an earlier claim will have already paid the base unit rate



Rates Updates: Expedited Payments

- Vaya payment will be processed before June 30, 2022.
- Contract amendment may be required.
- There will not be a Remittance Advice (RA) for these Expedited Payments as payment is processed outside the AlphaMCS system.
- Vaya will work to have a provider-specific report format available if one is needed.
- Questions? provider.info@vayahealth.com



Sunseting COVID Flexibilities (SB#251)

- As communicated previously in [SPECIAL BULLETIN COVID-19 #237: Extension of NC State of Emergency Temporary Flexibilities](#), multiple COVID-related flexibilities are set to sunset on June 30, 2022.



Sunsetting COVID Flexibilities (SB#251)

- To support providers and the NC Medicaid community, the NC Medicaid team compiled a comprehensive list of all the clinical policy flexibilities developed in response to COVID-19. Information on these can be found in [SPECIAL BULLETIN COVID-19 #237](#) and includes:
 - Flexibilities that have been or are being incorporated into permanent policy.
 - Temporary flexibilities that will end on June 30, 2022.
 - Temporary flexibilities that will end at the end of the federal public health emergency (PHE) - date TBD.



Sunsetting COVID Flexibilities (SB#251)

- The flexibilities detailed in **SPECIAL BULLETIN COVID-19 #237** have not changed.
- ***Please Note:*** The policy changes listed within this bulletin will apply to NC Medicaid Direct and Medicaid Managed Care. The Standard Plans and LME/MCOs may be no more restrictive in amount, scope and duration than the permanent policies, unless required by NC Medicaid's contract with the Standard Plans or LME/MCOs.



Sunseting COVID Flexibilities (SB#251)

- Based on the North Carolina State of Emergency (SOE) established through [Executive Order \(EO\) 116](#), NC Medicaid (including NC Medicaid Direct and NC Medicaid Managed Care) implemented temporary changes to clinical policy to support providers and beneficiaries during the COVID-19 SOE. Policy changes were announced by bulletin and indicated that certain flexibilities would end at the earlier of the cancellation of the SOE or when the policy modification was rescinded by NC Medicaid. **Currently the SOE is scheduled to end July 14, 2022.**



Sunseting COVID Flexibilities (SB#251) cont.

- Many of the policy flexibilities implemented during the NC SOE and federal PHE have been made into permanent NC Medicaid clinical coverage as shown here: [Microsoft Word - COVID Bulletin Jun 2022 Winddown Table \(ncdhhs.gov\)](#)



Sunsetting COVID Flexibilities (SB#251)

- As a reminder, for services provided to Medicaid beneficiaries (not NC Health Choice) under 21 years of age, Early and Periodic Screening, Diagnostic and Treatment (EPSDT) provisions apply.
- EPSDT is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products or procedures for Medicaid beneficiaries under 21 years of age if the service is medically necessary to correct or ameliorate a defect, physical or mental illness, or a condition (health problem) identified through a screening examination (includes any evaluation by a physician or other licensed practitioner).
- It is possible that providers could request one of the temporary flexibilities based on the need of the beneficiary under EPSDT.



Sunsetting COVID Flexibilities (SB#251)

- Additionally, NC Medicaid continues to study and evaluate many flexibilities utilized in the PHE.
- If you would like to submit a Clinical Coverage Request for an item to be considered for permanent coverage, please use the [Provider/Stakeholder Request for Coverage Form](#) and follow that process.
- Submitting a request will result in future consideration for permanent policy coverage and will not impact the June 30 end date.



Hospital Discharges

- Beginning June 15, 2022, inpatient providers must call the Vaya Member and Recipient Service Line at **1-800-962-9003** to schedule discharge appointments. This line is available Monday through Saturday, 7 a.m. to 6 p.m.
- Emergency department providers should call Vaya's 24/7 Access to Care Line at **1-800-849-6127**.
- Please direct all other provider questions or concerns to Vaya's Provider Support Service Line at **1-866-990-9712**, available Monday through Saturday, 7 a.m. to 6 p.m.



New Process for Credentialing and Recredentialing of Network Providers

- Effective May 13, 2022, the NC Division of Health Benefits (DHB) has granted Vaya permission to accept provider enrollment information in NCTracks in lieu of credentialing to determine eligibility for contracting with LME/MCOs.
- Vaya is no longer required to review initial credentialing or recredentialing applications from providers, including agencies, LIPs ,and associated clinicians.



New Process for Credentialing and Recredentialing of Network Providers

- If you submitted an application to join Vaya's behavioral health provider network but have not yet received notification of a decision, Vaya will fast-track the final application review and consideration using the information in the NCTracks Provider Enrollment File (PEF).
- Vaya will issue contract decision notifications for agencies and LIPs as quickly as possible.



New Process for Credentialing and Recredentialing of Network Providers

- During this transition, please continue to follow our current processes:

Visit our [Provider Enrollment](#) webpage to:

- Request to become a Vaya network provider.
- Request to add a new site or new service to your existing contract with Vaya.
- Request an out-of-network agreement.
- Request a letter of support.



New Process for Credentialing and Recredentialing of Network Providers cont.

- During this transition, please continue to follow our current processes:
Visit our [Credentialing and Contracting](#) webpage if you want to:
 - Request updates or changes to your information.
 - Add or remove a licensed practitioner currently contracted with Vaya and affiliated with your agency.
- **PLEASE NOTE:** To contract with Vaya, your agency, NPI, taxonomy, sites, and clinicians must be enrolled in [NCTracks](#).
- For more information, email credentialingteam@vayahealth.com or call 855-432-9139.



Current Network Needs

• Adolescent Substance Use Services	All counties
• Child and Adolescent Day Treatment	School system based
• Emergency Respite (child and adolescent)	All counties
• Emergency Respite (adult I/DD overnight)	All counties
• Financial Support Agency	All counties
• Psychological/Psychiatric Services Specific to I/DD testing	All counties
• Psychosocial Rehabilitation (PSR)	Rural counties
• Research Based - Behavioral Health Treatment	Rural counties
• Therapeutic Foster Care	All counties

For more information, please contact your Provider Network Manager,
or provider.info@vayahealth.com



Grant Opportunities

There are currently 5 grant opportunities with the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services:

- Collegiate Recovery Programs and Services
- Addiction Education Minority Fellowship Program
- Expansion Practitioner Education
- Jail Based Treatment for SMI
- Police and MH Collaborations for Diversion Program

<https://www.ncdhhs.gov/about/grant-opportunities/mental-health-developmental-disabilities-and-substance-abuse-services-grant-opportunities>

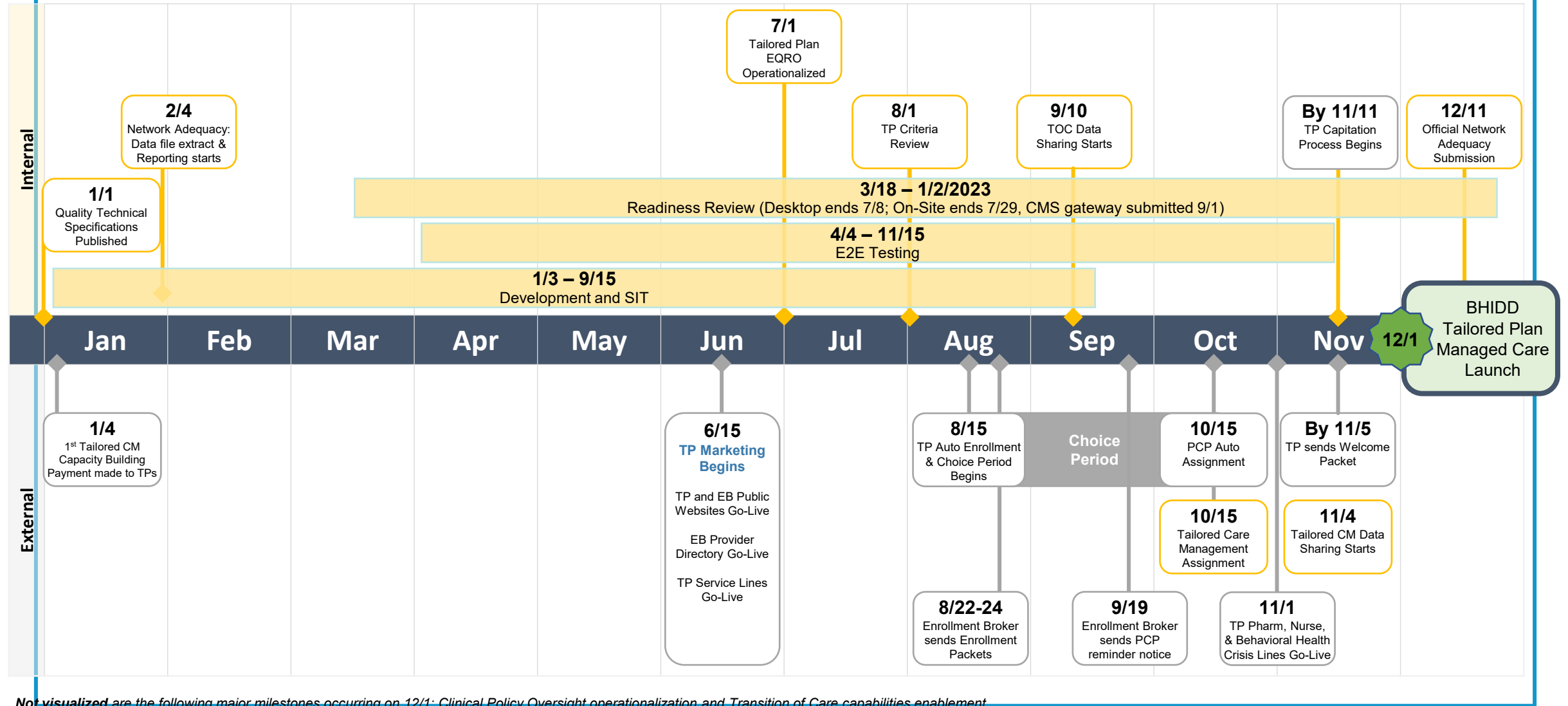


BH I/DD TAILORED PLAN



Enrollment Timeline of Revised Major Milestone Dates

The below timeline visualizes major 2022 dates:



Provider and Tailored Plan Contract Deadlines

- During the beneficiary choice period (Aug. 15 – Oct. 14, 2022) for Behavioral Health and I/DD Tailored Plan launch, Medicaid beneficiaries can choose a primary care provider (PCP) and tailored care management provider by contacting their Tailored Plan.
- Beneficiaries who do not make a choice will be automatically assigned a PCP and/or tailored care management provider.
- **Providers who do not contract with Tailored Plans by the deadlines risk losing patients.**



Provider and Tailored Plan Contract Deadlines

To allow Tailored Plans time to process provider contracts and ensure provider records are loaded correctly and transmitted to NCDHHS, contracts must be signed and mailed to the Tailored Plan by:

- **July 16, 2022**, for inclusion in the initial beneficiary choice period.
- **Sept. 15, 2022**, for PCP inclusion in auto-assignment.
- **Sept. 30, 2022**, for tailored care management inclusion in auto-assignment.



Provider and Tailored Plan Contract Deadlines

- For more information, please review the NC Medicaid Provider Bulletin article **[Provider and Tailored Plan Contract Deadlines for Inclusion in Beneficiary Choice Period and Auto-Assignment](#)** (June 1, 2022).
- For information about contracting with the Vaya Tailored Plan, email **TPContracting@vayahealth.com**.



Tailored Plan Contracting

- TP mailing of contract stats as of 6/16:
 - Total number of TP contracts mailed=1,452(**100%**)
 - Total number of TP contracts counter-executed=1093 (**75.27%**)
 - BH=878
 - PH=215
 - Total number of contracts unsigned=359(**24.72%**)



Tailored Plan Contracting

- Hospital contracts and CIN contracts have been released. Physical Health contracts are continuing to go out daily based on requests and targeted recruitment.
- Providers that have not signed their TP contracts are getting follow up calls. Please sign and return your TP contracts ASAP.



Tailored Plan 101: Ready, Set, Launch webinar series

- Jul 21, 2022 Integrating Behavioral Health and Physical Health, Tailored Care Management and Advanced Medical Home
 - Aug. 18, 2022 Transitions of Care, Network Adequacy & Readiness
 - Sep. 15, 2022 Countdown to Tailored Plan Launch: Who is Who
 - Oct. 20, 2022 Countdown to Tailored Plan Launch: Health Plan Accountability and Reporting
 - Nov. 17, 2022 Ready Set Launch: What ifs of Tailored Plan Launch, Quick Reference Guides, Practice Supports
- [Webinar Series Registration - Zoom](#)



Tailored Plan Resources for Providers

- [Tailored Plan Contracting Information](#) (May 5, 2022)
- [Fact Sheet What Providers Need to Know: Part 3 – Before Tailored Plan Launch](#)





Q&A SESSION

Questions? Thoughts? Ideas?



Our next Provider Touchpoint

Friday, July 15, 2022

11 a.m. – 12 p.m.

No Provider Touchpoint on July 1, 2022