

Provider Touchpoint

Friday, March 3, 2023

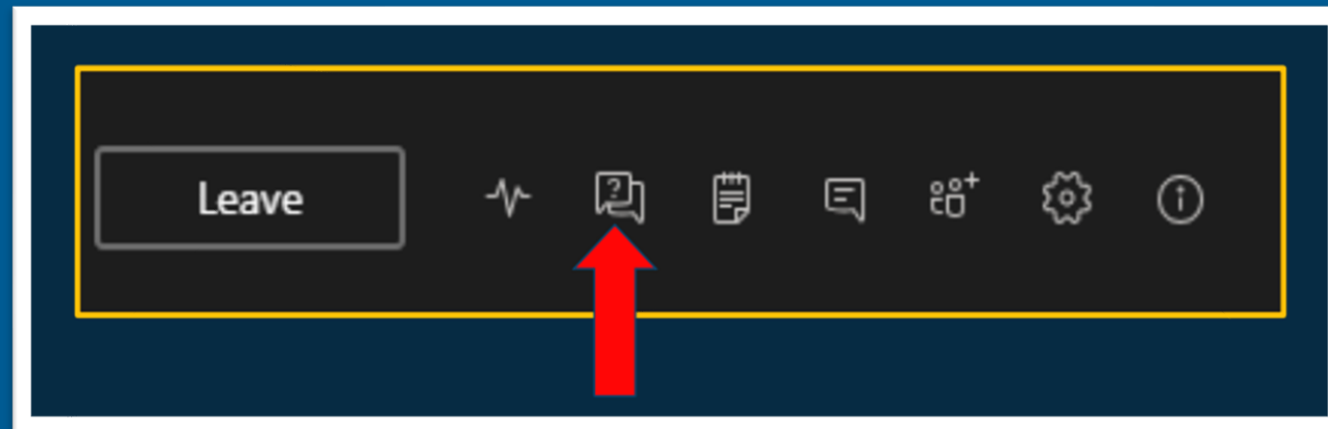


VAYAHEALTH

How does the Q&A work?

- 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.

- 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.



Where can I find ...

Provider Touchpoint recordings and
resources:

[Provider Central](#) > [Learning Lab](#) >
[Provider Touchpoint](#)

Provider Communication Bulletin
Archive:

[Provider Central](#) > [Learning Lab](#) >
[Communication Bulletins](#)

Are you receiving Vaya's weekly Provider Communication Bulletin?



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Today's Vaya participants

Ashley Parks, Child and Family Treatment Continuum Director

Bryan Hardie, Utilization Management Care Review Lead

Camille Rogers, Business Analyst, ISD Business Services Support

David Boyd, Behavioral Health Network Operations Director

Donald Reuss, VP of BH and I/DD Network Operations

George Ingram, VP of PH Network Operations and VBC

Jennifer Jennings, SU Network Development Director

Today's Vaya participants

Kate Glance, Performance Reporting Manager

Kurt Boldt, Assistant VP of Provider Network

Care Management Leadership Team

Today's production team

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

Lindsay Locklear, Provider Educator (producer)

Shamika Howard, Provider Educator (co-producer)

Tommy Duncan, Provider Communication and Education Manager

“

**Welcome Vaya
Health Providers!**

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Brain Injury Awareness Month



Brain Injury Awareness Month

Brain Injury Awareness Month, recognized each March, provides an important opportunity to bring attention to the prevention of traumatic brain injury (TBI) and to promote strategies to improve the quality of life for persons living with TBI and their families.

Brain Injury Association of NC- Free trainings and Resources:

- [BIANC - BIANC Courses \(reliaslearning.com\)](https://reliaslearning.com)
- [BIANC Events Calendar](#)
- [2023 Brain Injury Awareness Virtual Conference – March 29, 2023, from 10am – 3pm](#)

Brain Injury Awareness and Education Resources: [SAMHSA](#)

TBI Funding Request Form can be found in the Provider Central Learning Lab on the Forms page:

- [TBI Funding Request](#)

Women's History Month

Women's History Month celebrates the often-overlooked contributions of women in history, society, and culture.

In 1980, the National Women's History Alliance championed for the holiday to be observed as a national week, and this was backed by President Jimmy Carter, who issued the first proclamation declaring the week of March 8 as National Women's History Week.

It has been annually observed in the United States every March since 1987.



BH I/DD Tailored Plan Updates

BH I/DD Tailored Plan Go-Live Delay

- New go-live date: October 1, 2023
 - Vision
 - Non-Emergency Medical Transportation
 - Pharmacy
 - Lab and Imaging
 - Non-Innovations Durable Medical Equipment
- Healthy Opportunities Pilot (HOP)
- All Tailored Plan Members will remain in Medicaid Direct until Tailored Plan Go-Live

Vaya Health Tailored Plan Contracting

Tailored Plan (TP) contracts mailed as of February 27, 2023:

- **Total** number of TP contracts mailed= 2062 (100%)
- **Total** number of TP contracts unsigned = 222 (10.77%).
- **Total** number of TP contracts counter-executed= 1,840 (89.23%)
 - *Behavioral Health (BH)*= 1204
 - *Physical Health (PH)*= 613
 - *Hospital/Hospital System*= 51
 - *Clinically Integrated Network (CIN)*= 3

Questions

General: provider.info@vayahealth.com

TP: tpcontracting@vayahealth.com BH: contracts@vayahealth.com

Medicaid Direct Updates

Medicaid Direct

Go-live: April 1, 2023

Five core system implementations

- HSP/Conduent (Claims)
 - Guiding Care (Utilization Management/Care Management)
 - Provider Portal (Primary interface for all provider activity)
 - Member Portal (Primary interface for all Member activity)
 - 10-8 (Appointment Scheduling)
-
- 1915i Waiver- tentative start date- July 1, 2023 (Contingent on CMS approval)



On Your Radar

Child Substance Use Services Needs

To help address Substance Use needs of children/adolescents, Vaya is looking for providers to become part of a training cohort for Seven Challenges, which is an Evidenced Based Practice, as there is funding available to pay for the training and licensure fees for the model.

The goal is to identify **three** adolescent providers who are interested in receiving the training, but also be willing to go through the implementation process with other agencies and become part of a learning collaborative.

Vaya is willing to explore potential options to help support providers financially who go through the cohort and provide the model as part of their service array.

If you are interested in participating in the training cohort, email Jennifer Jennings, SU Network Development Director (Jennifer.Jennings@vayahealth.com).

Tobacco-Free Campuses

Please note that all **medical, behavioral health, and non-residential I/DD and TBI service providers** are **required to have 100% tobacco-free campuses** by October 1, 2023.

Intermediate care facilities and providers offering residential services for people with I/DD or TBI are not required to have tobacco-free campuses, but provider staff are required to be 100% tobacco-free on campus, and clients must have access to outdoor common areas free from tobacco products and use.

Questions about this requirement should be directed to your provider contract manager or Vaya offers on-demand tobacco cessation resources for all providers in the **Vaya Learn Portal**.

1915(i) Assessment Reminder

The department has extended the implementation of the 1915i waiver for six months. As part of the transition to the 1915(i) waiver, members who are currently receiving (b)(3) services and transitioning to Tailored Plan, must receive an independent assessment by an assigned care manager/care coordinator.

Provider based TCM organizations were sent their list of assigned members last week to begin outreach and complete the assessments.

Care managers/coordinators must complete the [**NC 1915\(i\) Assessment and Evaluation Tool**](#) and **columns A-G** of the [**NC 1915\(i\) Evaluation Sheet**](#) with the assessment information their agency has completed and email the documents to [**1915i@vayahealth.com**](mailto:1915i@vayahealth.com) by March 16, 2023. This date may change as more information and guidance is received by the Department considering the delay in implementation.

Questions can be emailed to Jennifer Jennings, Vaya SU Network Development Director, at [**Jennifer.jennings@vayahealth.com**](mailto:Jennifer.jennings@vayahealth.com).

Survey Extended: Waitlist for Youth Outpatient Services

As published in the [Provider Communication Bulletin 2022-23, Issue 40](#) (Feb. 16, 2023), in conjunction with our community partners, Vaya is engaging in the Pathways to Permanency project. The project's Accessible, Quality Continuum of Behavioral Health Services workgroup is requesting feedback from child services providers about the use of waitlists for youth outpatient services.

The project team will review provider feedback in aggregate form for insight into how youth across the Vaya region access services and whether there are significant delays in treatment initiation.

Please note: Information collected through the survey is for informational purposes only and will support solutions for both providers and youth in foster care.

Please [complete the survey online](#). The survey will now close at 5 p.m. **Wednesday, March 22, 2023.**

PCP Selection

Due to the Behavioral Health and I/DD Tailored Plan go-live date being postponed to Oct. 1, 2023, Vaya is not currently managing the primary care physician (PCP) selection for Medicaid members or NC Medicaid Direct beneficiaries. Please do not contact the Member and Recipient Service Line about choosing or changing PCPs.

Tailored Plan members -do not need to select a PCP with their Tailored Plan right now.

NC Medicaid Direct beneficiaries- should contact the Medicaid Enrollment Broker at 1-833-870-5500 (TTY: 711 or RelayNC.com), 7 a.m.-5 p.m., Monday - Saturday. The call is toll-free. Please have your Medicaid ID number when you call.

Provider Portal Go-Live

The Provider Portal, which will replace the current AlphaMCS portal is scheduled to go live on **April 1, 2023** for:

- Enrollment
- Authorizations
- Claims

In addition to training sessions and technical assistance sessions, Provider Portal job aids are available on-demand in the [Vaya Learn Portal](#) in Provider Central:

- Systems Access Administrator
- Main (overview)
- Enrollment, Updates, and Discharges
- Grievances, Appeals, and Resources
- Claims

Provider Portal Go-Live (SAA)

The transition to the Vaya Provider Portal includes implementation of a hierarchical structure for organization logins. Each provider organization identifies one systems access administrator (SAA) within their agency. The SAA is responsible for managing the creation, support, and deactivation of user access to the Provider Portal for users within your organization.

If you have not designated an SAA for your organization, please complete the [Network Provider SAA Designation Form](#). Vaya issues SAA logins by email after receiving your organization's SAA designation.

Provider Portal Go-Live (Support)

What should I do if I need assistance?

I am the SAA for my organization and am having a login issue:

Contact your assigned provider network contract manager, email provider.info@vayahealth.com, or call our Provider Support Service Line at 1-866-990-9712.

I am the SAA and am having issues with setting up logins for organization staff:

Email ServiceDesk@vayahealth.com or call 1-800-893-6246, ext. 1500.

I am NOT the SAA for my organization, but I am having an issue with the Provider Portal:

Contact the SAA for your organization.

Provider Portal Training (Claims)

March 8, 2023, 2 - 4:30 p.m.

[Click here to join the meeting](#)

March 15, 2023, 2 - 4:30 p.m.

[Click here to join the meeting](#)

- Additional trainings and technical assistance sessions will be available after the Provider Portal launches on April 1, 2023. All trainings and TA sessions will be announced through the Provider Communication Bulletin.

Provider Portal Training (Enrollment, Authorizations, Documents, and Resources)

March 7, 2023, 2 - 4:30 p.m.

[Click here to join the meeting](#)

March 14, 2023, 1 - 3:30 p.m.

[Click here to join the meeting](#)

March 21, 2023, 9:30 a.m. - 12 p.m.

[Click here to join the meeting](#)

- Additional trainings and technical assistance sessions will be available after the Provider Portal launches on April 1, 2023. All trainings and TA sessions will be announced through the Provider Communication Bulletin.

Claims Updates

Filing 837 files with Crush FTP

Beginning April 1, 2023, Vaya will require providers utilizing 837 file submission to submit EDI files via CrushFTP. Before that date, all impacted providers will receive CrushFTP login information, job aids, and additional educational resources.

If you have questions about this change, email ServiceDesk@vayahealth.com.

Service and Authorization Updates

Ongoing Request for Employer Supplies

Vaya's Utilization Management (UM) Department has adjusted the process for requesting approval for ongoing employer supplies by creating a list of "pre-approved" supplies. **Effective March 1, 2023**, if an EOR needs to order supplies or services on Vaya's pre-approved list, they may work directly with their financial support services agency (FSSA) to order those items using their accrued fund balance without submitting a request for approval through the UM Department.

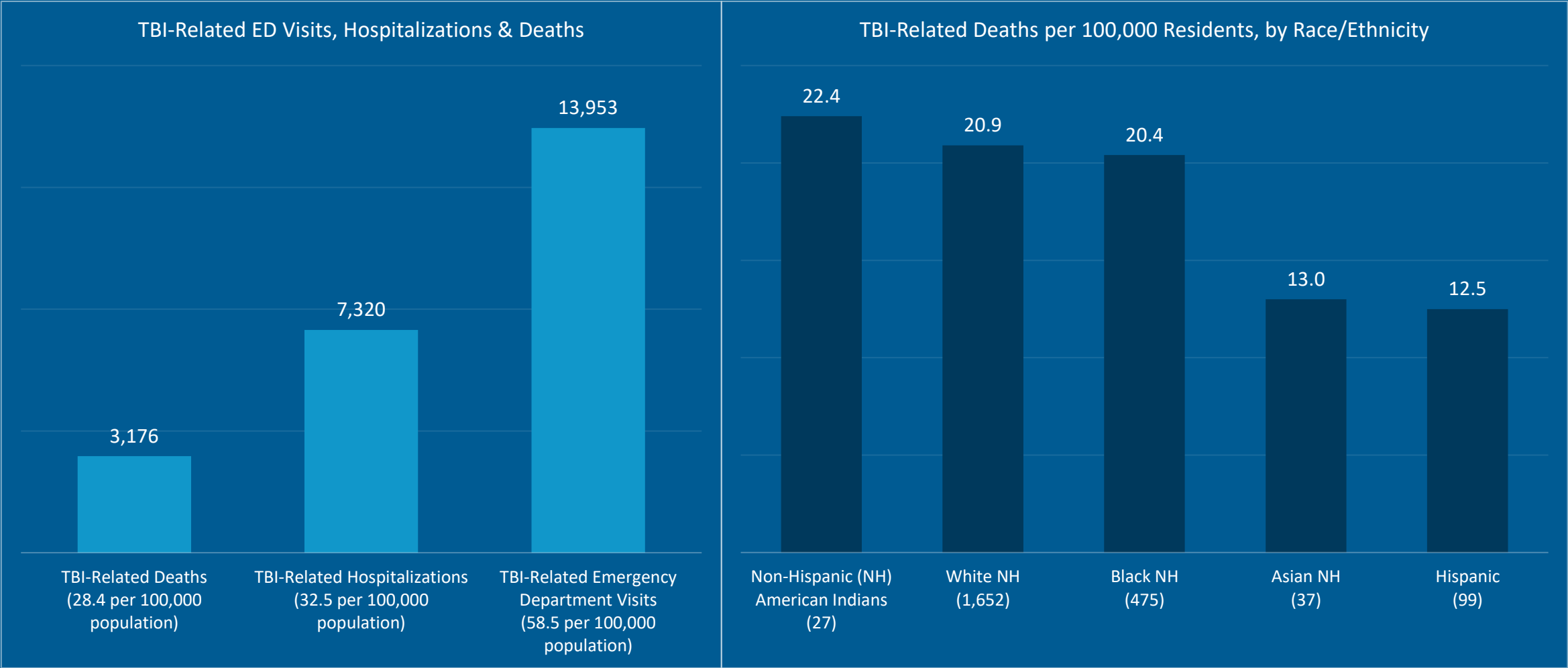
If an EOR wishes to use their accrued fund balance to purchase an item that is not on the pre-approved list, they can still work with their care manager to request a service authorization through UM, which will review the request for medical necessity within 14 days of receipt.

Review the [pre-approved supply list](#) on Vaya's website.

Please Note: Vaya's pre-approved list only applies to ongoing employer supplies that use the fund balance. The list does not apply to start-up costs.

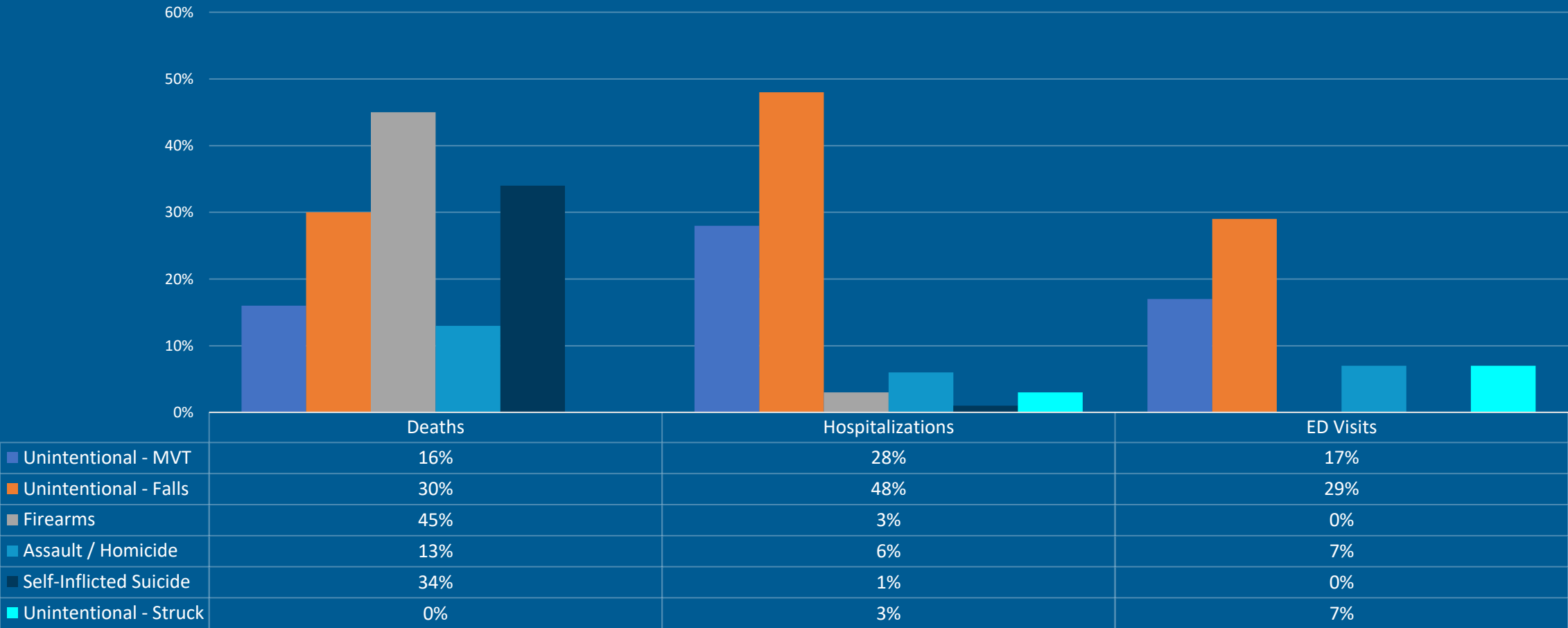
Quality Management Updates

Traumatic Brain Injury Across North Carolina (2020)



All data retrieved from <https://injuryfreenc.dph.ncdhhs.gov/DataSurveillance/TBI-SpecialEmphasisReport-NC-2020.pdf>

Percentage of Annual TBI-Related Deaths, Hospitalizations and ED Visits, by Cause (2020)



All data retrieved from <https://injuryfreenc.dph.ncdhhs.gov/DataSurveillance/TBI-SpecialEmphasisReport-NC-2020.pdf>

2023 National Core Indicators Survey

Since the purpose of the NCI survey is to measure and improve the quality of supports for people with intellectual and developmental disabilities, a great deal of planning and preparation goes into making sure that we're able to meet the goals set by NCDHHS for the number of individuals that should be included.

With the launch of Tailored Care Management, Vaya's care managers are unable to support the survey in the way that they have in previous years. The Quality Management Department discussed a handful of different options on how to proceed. Ultimately, we decided that to minimize the impact on our Members, we would ask for support from the providers with whom our members and their caregivers have already established relationships. We recognize that this is a very busy, hectic time for our providers, and we greatly appreciate that so many of you have been able to step in and help.

If you have specific concerns or questions about the administration of the NCI survey, you can email the survey directly at Vaya.Surveys@vayahealth.com.

Learning and Participation Opportunities

Vaya's Residential Roundtable and Residential Bedboard Demonstration

March 9, 2023, 2-4 p.m.

Vaya holds a quarterly Residential Roundtable for child residential providers to offer support, share information, and gain insight into the biggest challenges faced by our service providers.

Rapid Resources for Families (RRFF) — with whom Vaya is partnering to implement a residential Bedboard to streamline residential treatment referrals — will attend the next roundtable for a kick-off demonstration of the new Bedboard platform.

[Join the Roundtable on Microsoft Teams](#)

Meeting ID: 282 511 418 447

Passcode: ppk7T4

Vaya's Residential Roundtable and Residential Bedboard Demonstration

Vaya will implement the Bedboard in three phases with training offered for each phase. Providers only need to attend one training in advance of the go-live date for their respective phase.

Training dates and links for all phases will be announced in a future communication bulletin.

Scheduled go-live dates are as follows:

Phase 1 (Therapeutic Foster Care and emergency placements) – April 10, 2023

Phase 2 (Level II group, Level III, and Level IV) – May 8, 2023

Phase 3 (Psychiatric Residential Treatment Facility) – June 6, 2023

Treat Them Like Gold Learning Collaborative

Vaya will host a virtual Treat Them Like Gold learning collaborative that was developed by stakeholders involved in the Pathways to Permanency project. The learning collaborative is open to public and private stakeholders offering family foster care and therapeutic foster care in Vaya's region.

- **Day 1: Tuesday, March 28, 2023, 10-11:30 a.m.**
- **Day 2: Monday, April 17, 2023, 10-11:30 a.m.**
- **Day 3: Wednesday, May 3, 2023, 10-11:30 a.m.**
- **Day 4: Tuesday, May 16, 2023, 10-11:30 a.m.**
- **Day 5: Thursday, June 8, 2023 , 10-11:30 a.m.**
- **Day 6: Wednesday, June 21, 2023, 10-11:30 a.m.**

Register at: [Meeting Registration - Zoom](#)

Child and Family Team Training: A Cross System Training from the Family's Perspective (CFT 1 revised)

April 27-28, 2023, 9 a.m.-4 p.m.

This course provides 11 contact hours of training related to system of care and the family team process. The training gives parents, caregivers, and professionals an overview of Child and Family Team (CFT) meetings from the family's perspective and teaches strategies and facilitation skills to support children, youth, and families.

This is a **free**, virtual training. A link to the training will be sent to registered attendees a few days before the event. To receive credit for the training, you must attend both full days. Participants are required to have their camera on and audio capability for this training. Preference will be given to members/recipients and providers within the Vaya region. A maximum of three people can register from each provider agency.

Contact provider.training@vayahealth.com with any questions.

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

Cognitive Processing Therapy for Posttraumatic Stress Disorder

The NC Child Treatment Program is sponsoring a learning collaborative on cognitive processing therapy (CPT).

For this training, the NC Child Treatment Program is looking for clinicians who are employed or contracted by a child advocacy center (CAC), who accept referrals from a CAC through a linkage agreement, or who are willing to establish a linkage agreement with a CAC to provide services (linkage agreements are often referred to as an MOU and are an agreement to work together, but not a contract).

Applications are due by March 7, 2023. Acceptance materials are due by April 14, 2023.

For additional information, see the Learning Collaborative in Cognitive Processing Therapy (CPT) for [PTSD guide](#), or contact Beverly Glienke at Beverly.glienke@duke.edu.

NCDHHS Additional Person-Centered Planning Training Opportunity

NCDHHS is hosting an additional person-centered planning training session as part of the series the Department announced in [NCDHHS LME-MCO Joint Communication Bulletin #J440](#) (Dec. 13, 2022).

- Wednesday, March 8, 2023- 9 a.m.-1 p.m.
- Wednesday, April 5, 2023- 9 a.m.-1 p.m. (additional opportunity)
- Tuesday, May 9, 2023- 12:30 p.m.-4:30 p.m.
- Wednesday June 7, 2023- 9 a.m.-1p.m. (additional opportunity)

For more information and to register, visit NCDHHS's [person-centered training webpage](#).

Reconnect for Resilience™ in Healthcare

[Resources for Resilience™](#) invites North Carolina healthcare professionals to attend their free, live, virtual training series called “Reconnect for Resilience™ in Healthcare,” which explores the biological effects of stress and trauma and offers a set of practical tools to support staff and patient resilience through five interactive modules.

This training is ideal for anyone who serves in a healthcare setting, including both patient-facing and administrative/support roles. Continuing education and nursing credits (NCPD) are available through MAHEC (fee associated with credits).

For more information and registration, review the series flyer- [Spring 2023 Virtual Series.pdf](#).



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, March 17, 2023, 11 a.m. – 12 p.m.



VAYAHEALTH