

Provider Touchpoint

Friday, March 17, 2023

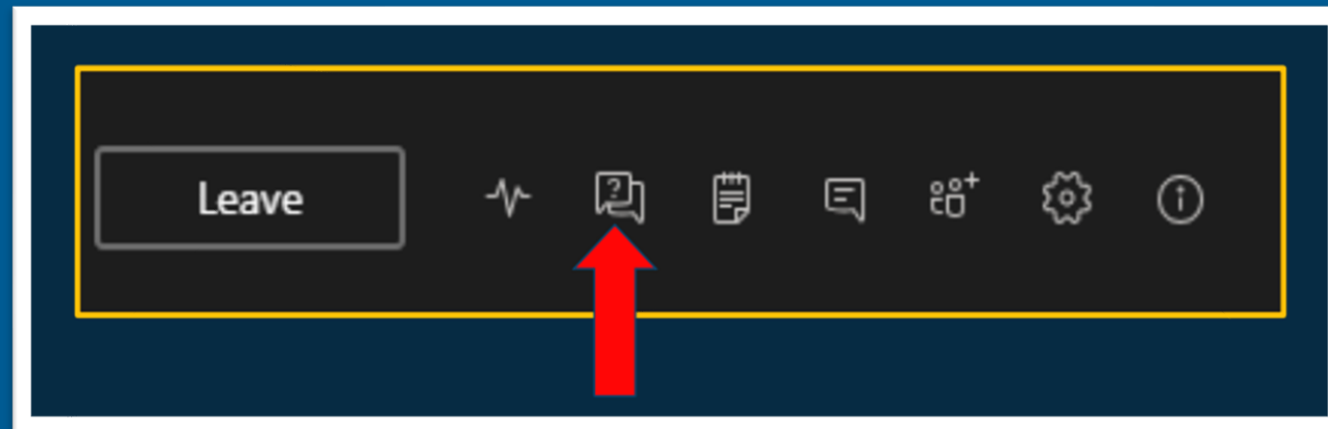


VAYAHEALTH

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.



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Archive:

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Today's Vaya Participants

Ashley Parks, Child and Family Treatment Continuum Director

Angela Evans, IDD Utilization Management Manager

Camille Rogers, Business Analyst, ISD Business Services Support

David Boyd, Behavioral Health Network Operations Director

George Ingram, VP of PH Network Operations and VBC

James Collins, Opioid Response Coordinator

Kate Glance, Performance Reporting Manager

Care Management Leadership Team

Today's Production Team

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

Shamika Howard, Provider Educator (Producer)

Tommy Duncan, Provider Communication and Education Manager (Co-Producer)

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**Welcome Vaya
Health Providers!**

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St. Patrick's Day

The luck of the Irish and all things green are celebrated on St. Patrick's Day. Initially, a day to honor St. Patrick, the patron saint of Ireland, over time the holiday has evolved into a fun and festive celebration of Irish culture.

Medicaid Direct Updates

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

To minimize administrative demands on providers when both Vaya's NC Medicaid Direct PIHP and Provider Portal launch on April 1, 2023, we are implementing the following flexibilities for services that require prior authorization:

Prior authorization is not required for services provided between April 1-30, 2023. This waiver of prior authorization applies to mental health, substance use disorder, and I/DD services.

Exceptions include the following:

- Annual updates for NC Innovations Waiver services
- Specific types of requests for services with electronic visit verification (EVV) requirements*
- Requests for NC Innovations Waiver home and vehicle modification services

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

Additional information:

- Vaya's Provider Portal will not permit authorization request submissions between April 1-30, 2023.
- Unless a provider is requesting services for the exception categories listed above, Vaya will return any requests with service dates within this range as "Unable to Process."
- Claims for services delivered within this date range will not require prior authorization to pay.

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

Additional information:

- Notification of admission to the following services is not required:
 - Inpatient behavioral health services
 - Psychiatric residential treatment facility (PRTF) (0911)
 - PRTF assessment center (0919)
 - Child and adolescent residential behavioral health services Level I, Level II group and family type, Level III, and Level IV
 - Community Support Team
 - High-Fidelity Wraparound

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

Information about service requests for exceptions noted above:

- NC Innovations Waiver annual plans for members with birthdays in April should be submitted to Vaya's Utilization Management (UM) Team for review and authorization of services that begin on May 1, 2023. Tailored Care Management care managers will make most of these requests. Vaya has contacted provider-based care managers who will submit requests that fall into this category with instructions for plan submission.
- Vaya's Care Management Department leadership will provide additional guidance for submitting these requests to plan-based care managers. Provider-based care managers who need to submit these requests should contact Vaya's UM Team at 1-800-962-9003, ext. 1513.

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

Requests for EVV services:

- EVV services must have an authorization on file with Vaya to create a placement and bill for services in the HHAeXchange.
- Vaya will extend existing authorizations for EVV services with an end date between April 1-30, 2023. Vaya UM staff will automatically extend these authorizations through April 30, 2023, and notify providers of the extensions via AlphaMCS by March 31, 2023.
- Providers who wish to request a new episode of care for an EVV service beginning in April 2023 must contact the UM Team at 1-800-962-9003, ext. 1513.

NC Medicaid Direct and Vaya Health Provider Portal Launch: Prior Authorization Flexibility

Claims for services requiring notification or prior authorization delivered on or after May 1, 2023, must have an authorization in place for the claim to pay. However, Vaya is allowing providers to submit retrospective authorization requests through May 31, 2023.

If you have questions, contact the Vaya Provider Support Service Line at 1-866-990-9712 or email provider.info@vayahealth.com.

On Your Radar

Provider Communication Bulletins

- Are you receiving the weekly Provider Communication Bulletin on Thursdays?
- [Provider Central > Learning Lab > Communication Bulletin Archive](#)

State Opioid Response Funding (SOR 3)

- Vaya Health has received the third installment of SOR funding for the federal fiscal year of Sept. 30, 2022 to Sept. 29, 2023.
- The program aims to address the opioid crisis by increasing access to medication-assisted treatment using the three FDA-approved medications (buprenorphine, methadone and naltrexone) for the treatment of opioid use disorder, reducing unmet treatment need, and reducing opioid overdose related deaths through the provision of prevention, treatment and recovery activities for opioid use disorder (OUD) (including illicit use of prescription opioids, heroin, and fentanyl and fentanyl analogs).
- This is federal funding that allows for state funds to be provided for qualifying recipients to afford treatment.

State Opioid Response Funding (SOR 3)

- Total allocations for UCR fee for service SOR 3 funding is \$7,050,000
- Total allocations for non-UCR funding is \$983,520. This funding has allowed Vaya to partner with agencies providing additional recovery support, peer support, social determinants of health assistance and MAT for the Buncombe County jail.
- \$43,000 is allocated for GPRA (Government Performance and Results Act) funding that provides \$50 per assessment. All agencies receiving UCR SOR funding are required to perform a GPRA on intake, 6 month follow-up and discharge.

Additional Opioid Treatment Initiatives

- Opioid Abatement Funding: \$1,000,000 was received to purchase Narcan and Fentanyl Strips. 1328 cases of Narcan have been provided to 98 agencies in the Vaya catchment area. 95 cases of Fentanyl strips have been ordered for 35 agencies. Total cost of \$763,373. Please contact James Collins at james.collins@vayahealth to inquire for future purchases.
- MAT Community Supervision Pilot. Vaya is partnering with non-profit agencies to provide MAT treatment for individuals recently released from prison and on probation in Buncombe, Rowan and Wilkes counties.
- PEAR Digital Therapeutic. A 12-week digital prescription app focusing on the uninsured population intended to increase retention of patients with Opioid Use Disorder (OUD) in outpatient treatment by providing cognitive behavioral therapy, as an adjunct to outpatient treatment that includes transmucosal buprenorphine and contingency management. This is a 2-year pilot program.

NC Health Choice Move to Medicaid

On April 1, 2023, NC Health Choice will move to NC Medicaid. To reflect the upcoming change, NCDHHS has posted a revised draft Clinical Coverage Policy template for public comment through April 7, 2023. The proposed template and instructions for commenting are available on the [NC Medicaid website](#).

Ceasing services at R.J. Blackley ADATC and Central County Realignment

- On March 10, 2023, Governor Roy Cooper signed [S115v3.pdf \(ncleg.gov\)](#) in order to help more children and young people get the inpatient psychiatric care they need in North Carolina. R.J. Blackley ADATC ceased admissions on February 13, 2023 and all patients have been discharged.
- The counties formerly served by RJB have been reallocated, based on where an individual lives, to Walter B. Jones and Julian F. Keith ADATCs.

Ceasing services at R.J. Blackley ADATC and Central County Realignment

- Please direct all referral or admissions questions to the appropriate ADATC.
 - [Julian F. Keith ADATC – Black Mountain NC](#) (828- 257-6200): **Anson, Davie, Forsyth, Guilford, Montgomery, Randolph, or Stokes county**
 - [Walter B. Jones ADATC – Greenville NC](#) (252-707-5009): **Alamance, Caswell, Chatham, Durham, Franklin, Granville, Halifax, Harnett, Hoke, Lee, Moore, Orange, Person, Richmond, Rockingham, Vance, Wake or Warren county**

For additional information visit: [NC DHHS: R.J. Blackley Alcohol and Drug Abuse Treatment Center](#)



Provider Portal

Reminders

- The new Provider Portal will go-live: April 1, 2023
- Providers will not have access to AlphaMCS after March 31, 2023
- If your organization has not designated a Systems Access Administration (SAA) to create your portal logins, you will not have access to the portal.
- The SAA Designation Form is available here: <https://forms.office.com/r/WuhdM22zGQ>

Upcoming Provider Portal Trainings

Beginning April 1, 2023, all member updates, recipient enrollment, authorization, and claims activities will move from AlphaMCS to Vaya's [Provider Portal](#). The last day providers will be able to log in to AlphaMCS is March 31, 2023.

Vaya will offer multiple trainings to help providers navigate the new portal. Registration is not required. Provider Portal job aids also are available on the [Resources](#) page of the Provider Central website.

Upcoming Provider Portal Trainings

- **Provider Portal: Submitting Claims**
April 6, 2023, 1-3:30 p.m. [Join online.](#)
- **Provider Portal: Enrollment, Authorizations, Documents, and Resources:**
March 21, 2023, 9:30 a.m.-12 p.m. [Join online.](#)
April 5, 2023, 1:30 p.m.-4 p.m. [Join online.](#)
- Additional Provider Portal training are being announced weekly in the Provider Communication Bulletin.
- To support the transition to Medicaid Direct and the Provider Portal, **Open Office Hours/Technical Assistance Sessions** will begin April 4, 2023. Dates and times will be announced weekly in the Provider Communication Bulletin.

Service and Authorization Updates

NCDHHS Delays Mobile Crisis Management Clinical Coverage Policy and State Plan Update

NCDHHS has rescinded [Joint Communication Bulletin #J443: Mobile Crisis Management State Plan and Clinical Coverage Policy Update 02162023 | NCDHHS](#) (Feb. 15, 2023) which outlined new requirements for Mobile Crisis Management for both Medicaid Clinical Coverage Policy 8A and State-Funded Policy effective Feb. 15, 2023.

The Department has replaced the communication with [Joint Communication Bulletin #J444: Mobile Crisis Management State Plan and Clinical Coverage Policy Update - Rescind and Replace JCB#443 03032023](#) (March 8, 2023) **delaying the implementation of the new requirements for an undetermined period.** If you have questions, contact Stephanie Wilson at 919-527-6604 or stephanie.wilson@dhhs.nc.gov.

Notification to DME Vendors

- Durable medical equipment (DME) includes a wide range of items that are appropriate for use in the home as well as medical supplies that typically are not reused. Although the Social Security Act does not define DME for the purposes of Medicaid, Section 1905(a)(7) authorizes medical supplies, equipment, and appliances as a mandatory home health care benefit. Section 1905(a)(11) also authorizes coverage and payment for certain supplies and equipment used during physical, occupational, and speech-language therapy.
- Providers should seek coverage of DME through Medicaid B before requesting coverage from Vaya through the NC Innovations Waiver. The Innovations Waiver may cover certain DME and supplies not coverable through Medicaid B.

Notification to DME Vendors

- DME vendors submitting requests to Vaya for coverage through the Innovations Waiver must include documentation of a thorough effort to receive coverage through Medicaid B.
- If you have questions, either open a ticket with NCTracks or call the Medicaid Contact Center at 1-888-245-0179. Please see Clinical Coverage Policy 5A – Attachment D for full details.

BH I/DD Tailored Plan Updates

Action Needed: 837 Claims File Submissions

- Beginning with the launch of the Vaya Health [Provider Portal](#) on April 1, 2023, provider organizations that submit 837 claim files to Vaya will submit through the platform CrushFTP.
- To prepare for the transition, these providers must identify which staff members will require access to CrushFTP and submit an [EDI/837 Provider Contacts Form](#) identifying those individuals no later than Friday, March 17, 2023.
- If you have questions, please email ServiceDesk@vayahealth.com.

Survey Deadline Approaching: 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.

Quality Management Updates

Quality Measures for Medicaid Direct

Measure	Brief Description	Category
Concurrent Use of Prescription Opioids and Benzodiazepines	The percentage of individuals 18 years of age and older with concurrent use of prescription opioids and benzodiazepines during the measurement year. A lower rate indicates better performance.	Adult Measure
Continuation of Pharmacotherapy for Opioid Use Disorder	Percentage of adults at least 18 years of age with pharmacotherapy for opioid use disorder who have at least 180 days of continuous treatment.	Adult Measure
Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medications	The percentage of patients ages 18-64 with schizophrenia or bipolar disorder, who were dispensed an antipsychotic medication and had a diabetes screening test during the measure year.	Adult Measure
Follow-up After Hospitalization for Mental Illness	The percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses and who had a follow-up visit with a mental health provider.	Adult Measure

Quality Measures for Medicaid Direct

Measure	Brief Description	Category
Follow-up Care for Children Prescribed ADHD Medication	Percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, one of which is within 30 days of when the first ADHD medication was dispensed.	Pediatric Measure
Metabolic Monitoring for Children Prescribed ADHD Medication	The percentage of children and adolescents 1-17 years of age who had two or more antipsychotic prescriptions and had metabolic testing.	Pediatric Measure
Rate of Screening for Unmet Resource Needs	The percentage of enrollees who received a screening for unmet health related-social needs.	Adult Measure
Total Eligibles Receiving at Least One Initial or Periodic Screen	Indicates the extent to which EPSDT eligibles received the number of initial and periodic screening services required by the state's periodicity schedule, prorated by the proportion of the year for which they were EPSDT eligible.	Pediatric Measure
Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics	The percentage of children and adolescents 1-17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment.	Pediatric Measure

Learning and Participation Opportunities

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. Please review the [memo](#) for details, registration, and dates of the training.

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

Resource Flyer



The flyer is titled "Find the Resources and Information You Need" and features the Vaya Health logo. It lists four resources, each with a QR code and a "SCAN ME" button:

- Vaya Health Child and Family Resource Guide**: Find information about Medicaid services, how to access routine and emergency care, DSS escalation strategies, and more.
- Find a Provider: Provider Search Tool**: Vaya's user-friendly search tool makes it easy to locate an in-network provider near you.
- NCCARE360**: NCCARE360 is a statewide coordinated care network that electronically connects North Carolinians with identified non-medical needs, such as access to healthy food, safe and affordable housing, and well-paying jobs, to resources and assistance in their communities.
- Universal Child and Adolescent Residential Placement Referral Form**: An updated version of the Universal Child and Adolescent Residential Placement Referral Form is now available for all LME/MCO-contracted Therapeutic Residential Placement and Therapeutic Foster Care (TFC) providers.

The Pathways to Permanency project, a collaboration among Benchmarks, Vaya, and local DSS agencies to align child welfare and behavioral health systems, has developed a [new resource](#) flyer for providers who serve children and families. Download and save the document for quick access to Vaya's Child and Youth Services Resource Guide, the Universal Child Residential Placement Referral Form, and related resources.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, March 31, 2023, 11 a.m. – 12 p.m.



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