



# **Provider Central: Q&A Webinar for Vaya Network Providers**

**Friday, March 5, 2021**

**Good morning and Welcome**

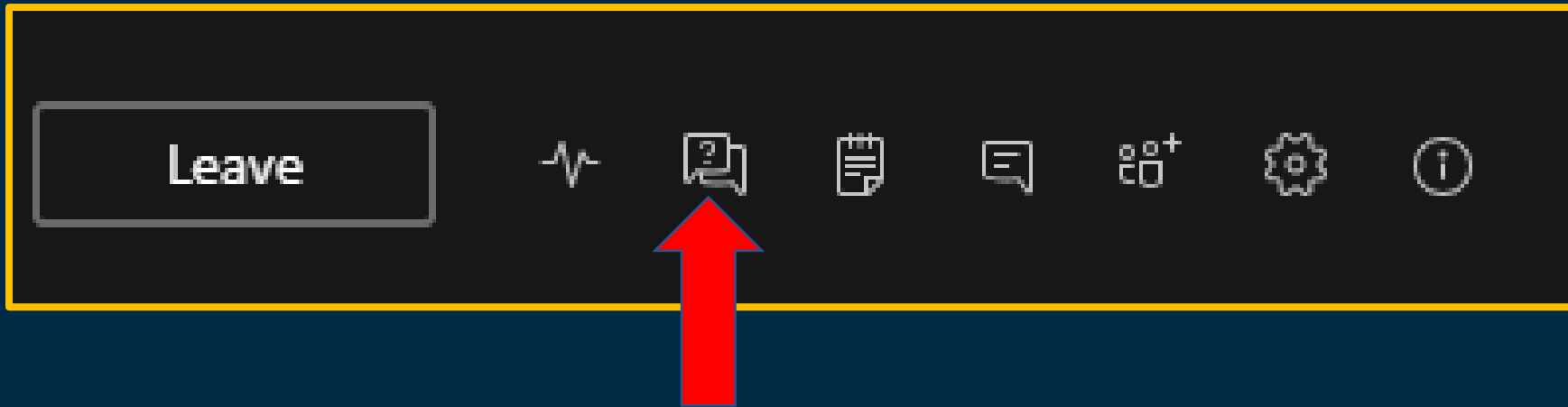
**It's Friday!!**

## How the live broadcast works

- Attendees are seeing the broadcast on a 30 second delay.
- All attendees are muted throughout the broadcast.
- Attendees 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 moderator. Submitted questions will be addressed at 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.**



# Where can I find:

## **Q&A Webinar Recordings and Resources:**

**Provider Central → Learning Lab → Provider Webinars**

## **Provider Communication Bulletin Sign Up:**

**Provider Central → Learning Lab → Communication Bulletins**

## **Provider Communication Bulletin Archive:**

**Provider Central → Learning Lab → Communication Bulletins Archive**

# Vaya Health Provider Advisory Council

## March 17, 2021

- Meeting cancelled
- Cancellation is being sent out to PAC members and participants

## April 21, 2021

- 9:00 a.m. – 12:00 p.m.
- Meeting via WebEx

For more information about the PAC or to be added to PAC communications, please email:

[provideradvisorycouncil@vayahealth.com](mailto:provideradvisorycouncil@vayahealth.com)

# Behavioral Crisis and Suicide Prevention Trainings

## Question, Persuade, Refer

- Multiple dates through December 2021
- FREE to all Vaya stakeholders
- 30 participant max per class

## Mental Health First Aid

- **Adult** and **Youth** (for adults assisting youth) offered every quarter
- \$30 per attendee
- 20 participant max per class

**All trainings are available on the Vaya website Calendar of Events**

# AMH+/CMA Interest Survey

- Is your organization exploring or planning to apply to become an Advanced Medical Home Plus (AMH+) and/or Care Management Agency (CMA) as part of Medicaid Transformation

Please complete this short survey:

<https://forms.office.com/Pages/ResponsePage.aspx?id=scCRr9-7Bk68M0GOJpR0MuNE1wD74-ZNs7cvKRF-W-VUM01CWIRQRUpNOFFBNEJXNVBXV0FVRzVaWC4u>



# American Society of Addiction Medicine (ASAM) Training Opportunities

- Designed to meet the new ASAM level of care determination requirement of proposed amendments to CCP 8A and 8C.
- The ASAM Criteria Training Project is sponsored by DHB and DMHDDSAS
- Reduced registration fees and special offers as of March 1.

For more information and to register:

<https://bhs.unc.edu/asam/dashboard>

# 2021 Community Needs Assessment Survey

- Part of our annual Network Adequacy and Accessibility Analysis (Gaps Analysis)
- **2 surveys:**
  - Member, Family Member, and Caregiver
  - Community Stakeholder and Network Provider
- Surveys open **April 5-23, 2021**
- Please help us get the word out
  - Marketing flyers will be available

For more information, please email  
[gapsandneeds.survey@vayahealth.com](mailto:gapsandneeds.survey@vayahealth.com)

# Today's Vaya Participants

**Carrie McCracken**, Behavioral Health Network Operations Director,  
Provider Network Operations

**Judith Kirkman**, Senior Vice President, Clinical Strategies

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

# Medicaid Standard Plan and Tribal Option Enrollment

- Soft launch of enrollment letter mailing began last week; all letters sent this week
- Enrollment Broker site is live <https://ncmedicaidplans.gov/home>
- Request to stay process – provider form <https://www.ncdhhs.gov/assistance/medicaid-transformation/proposed-program-design/policy-papers>
- Enrollment begins 3/15/21; Auto-enrollment 5/15/21

# Action Needed:

## Updating Your Agency's Security Contact

*Provider Communication Bulletin Issue 61*


- **August 2021** - Vaya will transition from the AlphaMCS Managed Care Information System (MCIS) platform to Conduent's Health Solutions Plus (HSP) platform.
- **All providers must review the current security contact person in the Provider Maintenance Module of the AlphaMCS portal.**
- If this role has changed within your organization, please submit an update using the **Provider Change Request Form** (you will need to complete Section E) posted on Vaya's Provider Central website.

## **Action Needed:**

# **Updating Your Agency's Security Contact**

- Providers who do not provide security contact/Systems Access Administrator contact information may be delayed in receiving access to the Conduent platform until a Systems Access Administration is assigned.
- Stay tuned for more information and training opportunities in future Provider Communication Bulletins.

# Delayed: Specialized Foster Care Plan

- Specialty Medicaid managed care plan to meet the needs of children and youth currently and formerly involved in the child welfare system.
- **July 1, 2022**  **July 1, 2023**
- The one-year delay will allow time for additional design of and input on the key features of the plan.
- For more information about the FC Plan:  
<https://medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan>

# Delayed: Specialized Foster Care Plan

- NC DHHS is establishing a Foster Care Plan Workgroup that will support the development of an interim and long-term plan for children in foster care. Interested individuals/groups should notify the Department at

[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)



# COVID-19 Vaccine Update

## Currently eligible groups –

- Health care workers
- Long-term care staff and residents
- People 65 and older
- Child care and school staff

## Group 3 - March 3

- Additional frontline workers

## Group 4 - March 24

- Individuals who have a medical condition that puts them at higher risk \*\*
- Individuals who live in congregate or close group living settings
- Individuals experiencing homelessness
- Individuals living in a homeless shelter
- Individuals in correctional facilities

# New Vaccine Priority for People with I/DD

## Now (Group 1):

Any individuals with I/DD receiving 30 days or more of home and community-based services (HCBS)

## March 24, 2021 (Group 4):

Individuals with I/DD who do not yet qualify for the vaccine

To schedule a vaccine and for updates on vaccinations, visit <https://covid19.ncdhhs.gov/vaccines/find-your-spot-take-your-shot>

# Electronic Visit Verification Checklist

- By **March 18, 2021**, Providers need to complete the HHAeXchange Provider Portal survey.
  - This is how you will receive log in/credentials
  - Reach out to [support@hhaexchange.com](mailto:support@hhaexchange.com) for assistance
- For Providers using a 3rd party EVV tool, please also reach out to [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) to begin integration and set up.

# Electronic Visit Verification Checklist

- System user Training webinars beginning March 15, 2021.
- Additional pre-go live webinars will be held on March 22 & 25.

**EVV Go-Live!**

**March 31, 2021**

**Please be ready!**

# Electronic Visit Verification (EVV) Stakeholder Meeting

**Tuesday, March 9, 2021, 1 – 2 p.m.**

- The meeting agenda will be released at a later date.
- Meeting registration and EVV resources are available on the NC DHHS website:  
<https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification#provider-meetings-and-trainings>

# COVID-19 Flexibilities Update

15% Rate increase:

- Community Living and Supports
- Community Networking

Effective **July 1, 2020 - June 30, 2021**

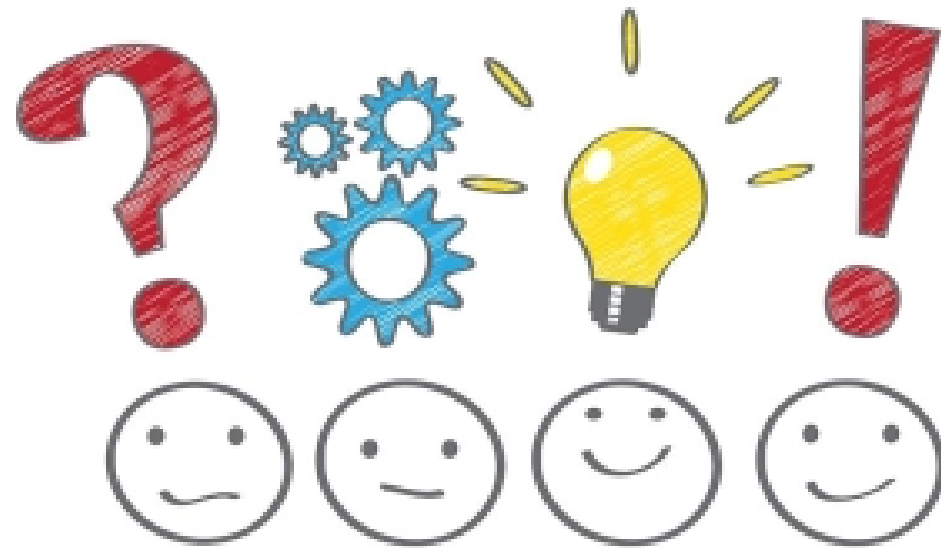
15% Rate increase for ICF-IID providers **January 1, 2021-June 30, 2021**

Extension of Room and Board through **June 30, 2021**

## COVID Flexibility End Dates\*







**We are always  
available to  
support you:**

**provider.info  
@vayahealth.com**