

Provider Central: Q&A Webinar for Vaya Network Providers

Friday, March 19, 2021



Good Morning and Welcome



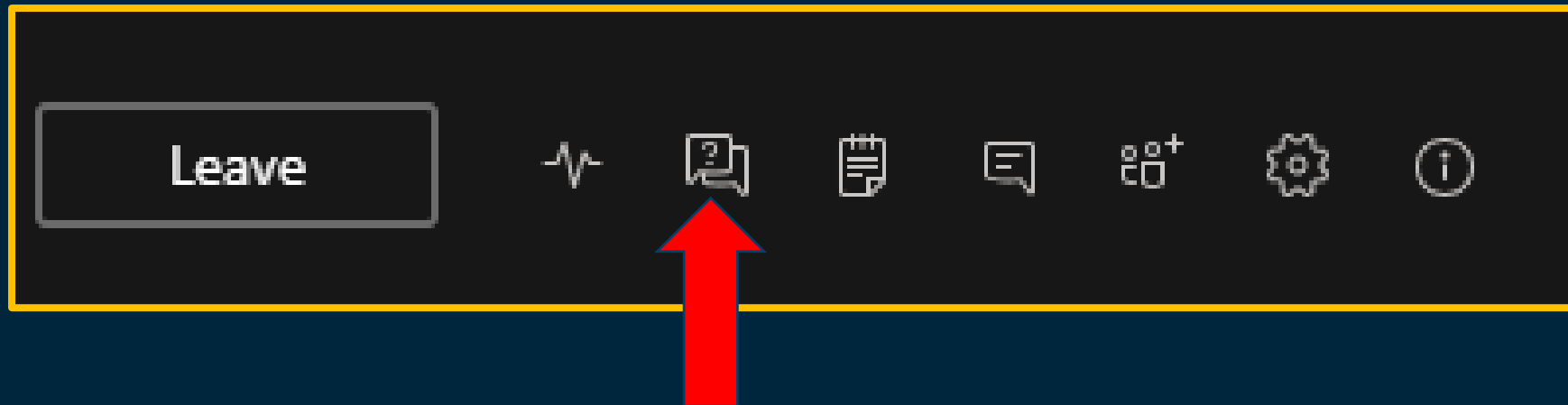
Happy St.
Patrick's Day

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.



Today's Vaya Participants

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

Jody Hill, Director of Population Care Design, Clinical Strategies

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

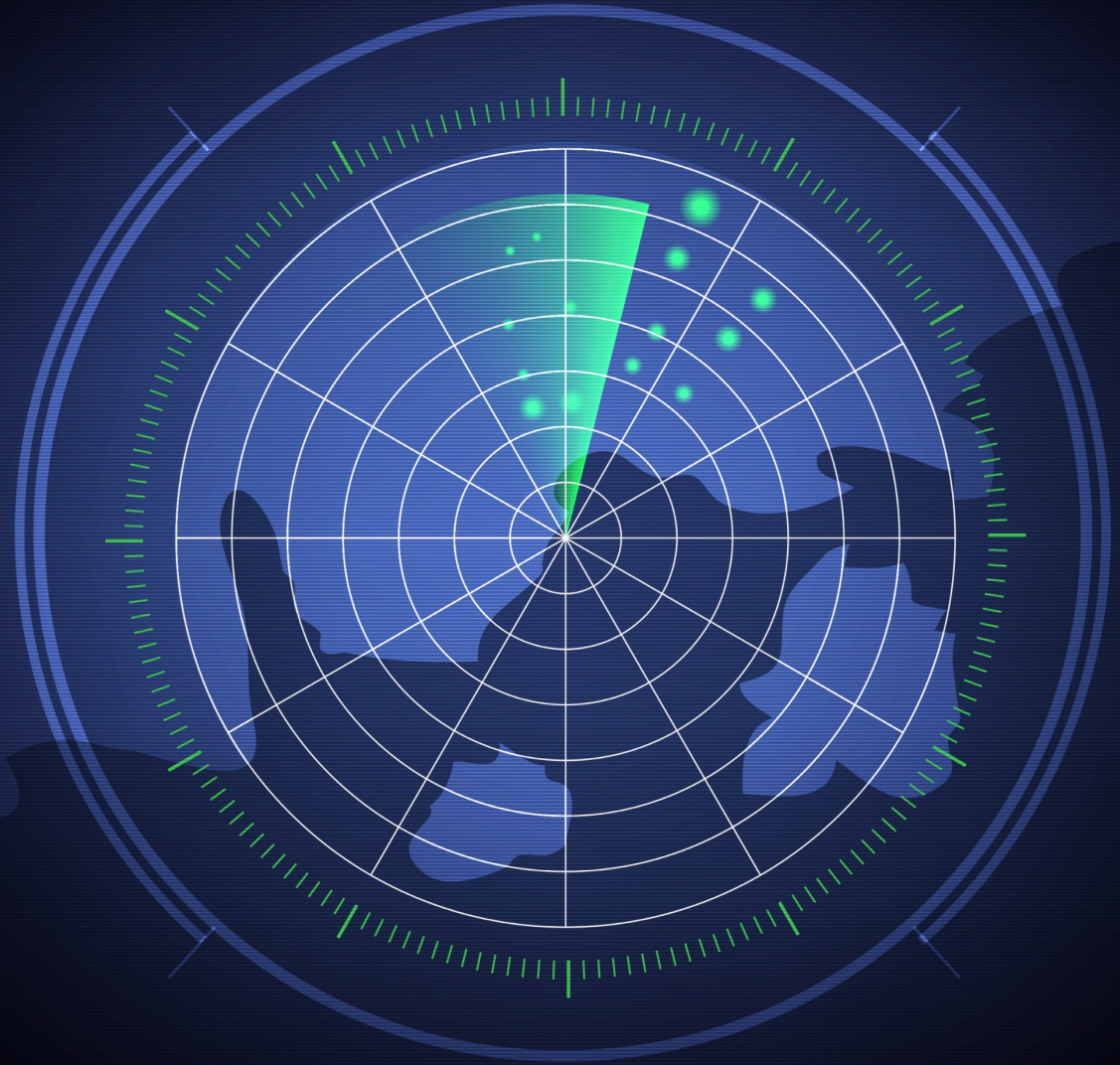
Renee Urban, Provider Network Operations (Co-Producer)



**Ann
Adams**

- Provider Network Manager
- (828) 225-2785 ext. 4774
- ann.adams@vayahealth.com

On
your
radar...



Where can I find...

Q&A Webinar Recordings and Resources:

Provider Central →
Learning Lab →
Provider Webinars

Provider Communication Bulletin Sign Up:

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Provider Communication Bulletin Archive:

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Communication Bulletins

Volunteer Opportunities for Members

- American Red Cross
- Volunteer opportunities to share with members that are interested in volunteer work.
 - **Blood Donor Ambassador** (Buncombe)
 - **Disaster Action Team volunteers** (all counties – virtual or in-person)
- Volunteer opportunities for those who are 16 years and older, and volunteer opportunities that can be done from home.
- If your agency is interested in receiving more information regarding volunteer opportunities in your area, please contact Suzanna Hare at suzanna.hare@redcross.org

Training Opportunities



Confidentiality of Substance Use Disorder Records

Wednesday, March 24, 2021

12:30 – 3:30 p.m.

- Sponsored by the Governor's Institute, the UNC School of Government and DHHS
- [Register online](#)

Historical and Contemporary Racism

Friday, March 26, 2021

11 a.m. – 12:30 p.m.

- Sponsored by Wilson and Edgecombe counties through an award from the North Carolina Trauma-Informed Communities Cohort II Initiative
- [Learn more and register online](#)

Antipsychotic-induced movement disorders:

A multidisciplinary approach to recognition, screening, and management

Wednesday, May 5, 2021

12:00 - 1:00 p.m.

- Sponsored by Southern Regional AHEC with support from Vaya
- [Register online](#)

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.
- Virtual ASAM criteria training will be offered through **June 30, 2021**.
- Reduced registration fees and special offers as of March 1.
- [Learn more and register online](#)

Behavioral Health Crisis Trainings

Question, Persuade, Refer (QPR) - Suicide Prevention Training

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

Behavioral Health Crisis Trainings

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

Wellness Recovery Action Plan® (WRAP®) workshop

March 24-25, 2021

- Offered twice a month
- Free
- 15 participant max per class

Peer Support Specialist Training

April 13-16, 19-22, 2021

- 40-hour virtual training (eight days)
- \$30 per attendee
- 10 participants max per class
- Interested individuals must apply and be approved
- There is currently a waiting list for this training
- For more information about PSS training please email PSStraining@vayahealth.com or contact Rebekah McCloy at ext. 3357

**Action
Needed**



Updating Your Agency's Security Contact

- **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.
- Instructions published in Provider Communication Bulletin **Issue 63**
- 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.

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.

Overview of Health Plan Transition of Care

Objective

- Overview of Transition of Care Policy
- What this means for providers
- How to identify members who are transitioning
- Introduction to crossover activities
- Resources for Transition of Care

Transition of Care Between Health Plans

Across NC
approximately 1.6
million will transition to
one of the five Standard
Plans

Eastern Band of
Cherokee Indians Tribal
Option will serve
proximally 4,000
individuals

(Farnham, 2021)

How Do Providers Know Who is Transitioning?

- Providers will be able to utilize NC Tracks
- The goal is for the functionality to be in place by June 2021
- When submitting authorizations via provider portal, will receive notification if member has transitioned (or will be transitioning)
- Prior Authorizations will be submitted to the appropriate health plan

(Farnham, 2021)

Two Phases of Transition of Care

- Crossover at Managed Care Launch
 - One time transition of the majority of Standard Plan and Tribal Option members at Managed Care go-live
- Ongoing Transition of Care
 - Ongoing transition of members moving between health plans and Medicaid Direct (LME/MCO).

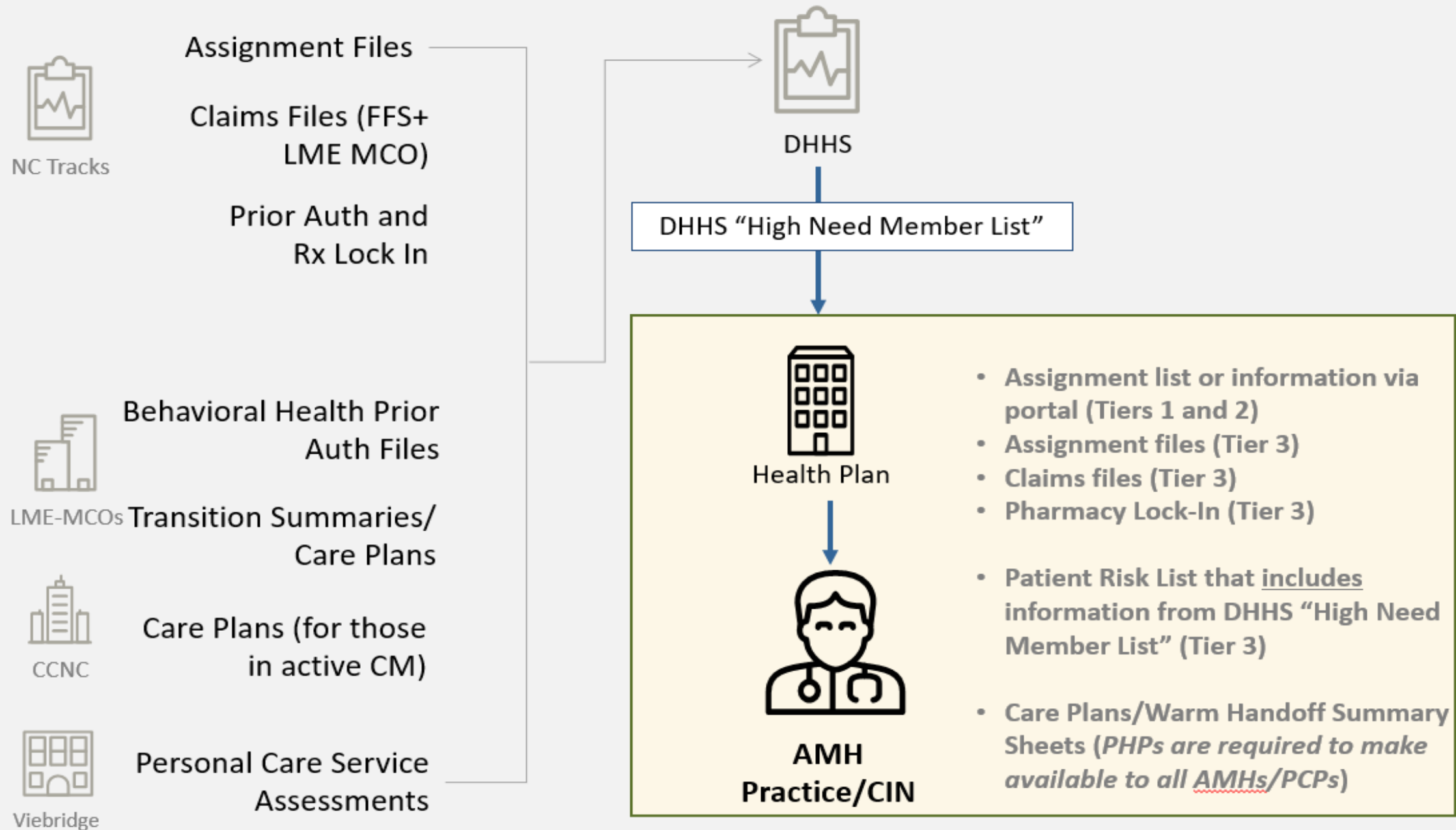
Focus of Transition of Care

- Decrease the number of interruptions
- Continuity of care
- Communication between entities
- Supports for high need members
- Education for members and providers

Crossover: Open Prior Authorizations

- Providers may continue to submit prior authorizations through 6/30/2021
- Open prior authorizations will be transferred to the Standard Plans (this process will be in place before 7/1/2021)
- Standard Plans will honor prior authorizations up to 90 days unless authorization expires prior.
- If Standard Plan terminates or reduces an open authorization at 90 days, it must issue appeals rights

(Farnham, 2021)



Prior Authorizations for Substance Use Disorder Services

- Open prior authorizations for services such as:
 - Outpatient opioid treatment
 - Ambulatory detoxification
 - Non-hospital medical detoxification
 - Medically supervised or alcohol drug abuse treatment center
 - Detoxification crisis stabilization
- Specific training on open prior authorizations submission process (May and June)
- Unmanaged visit counts under CCP 8C will reset to Zero (Farnham, 2021)

Transition of Care Resources

- NC Medicaid Division of Health Benefits Website
 - <https://medicaid.ncdhhs.gov/transformation/care-management/transition-care>
 - [Transition of Care Policy](#)
 - [Webinars](#)

Key Take Away

- Use NC Tracks to identify who and where transitioning
- May submit authorizations through 6/30/2021
- Standard Plans honor prior authorizations up to 90 days
- Training coming in May and June on the SUD prior authorization process
- The Department will provide more Transition of Care trainings through out the coming months

Standard Plan Open Enrollment

Standard Plan Open Enrollment

- NC Medicaid Managed Care open enrollment is **March 15 – May 14** for the Standard Plans/EBCI Tribal Option.
- Individuals eligible for the BH and I/DD Tailored Plans will continue to receive services through the LME/MCOs and NC Medicaid Direct until Tailored Plans launch in **July 2022**
- The NC Medicaid Managed Care website (<https://ncmedicaidplans.gov/>) offers tools and information to help beneficiaries choose a primary care provider (PCP) and a health plan.

Standard Plan Open Enrollment

- Beneficiaries can enroll in a plan in several ways:
 - [Online](#)
 - By calling the NC Medicaid Managed Care Call Center at 833-870-5500 (TTY: 833-870-5588)
 - Through the free NC Medicaid Managed Care mobile app on [Google Play](#) or the [App Store](#)
 - Using the mail-in forms sent to them in the enrollment packet
- For more information, beneficiaries can:
 - Reference the enrollment packets that were mailed to them
 - Visit the [NC Medicaid Managed Care website](#)
 - Call the NC Medicaid Managed Care Call Center at 833-870-5500 (TTY: 833-870-5588).

Provider Network Updates



COVID-19 Vaccine Update

Currently eligible groups:

- Health care workers
- Long-term care staff and residents
- People 65 and older
- Childcare and school staff
- Additional frontline workers

Group 4 - March 17

- Individuals who have a medical condition that puts them at higher risk
- Individuals who live in congregate or close group living settings

Group 4 – April 7

- Essential workers

COVID-19 Vaccine Update

- Visit YourShotYourSpot.nc.gov (English) or Vacunate.nc.gov (Spanish) for more information about the vaccines, including answers to [frequently asked questions](#) and to see when and where to get your shot. You can find participating vaccine providers at MySpot.nc.gov.
- Not sure what vaccine group you're in? Visit FindMyGroup.nc.gov or contact the N.C. DHHS COVID-19 Vaccine Help Center toll-free at [1-888-675-4567](tel:1-888-675-4567).

CMS approves additional Appendix K Waiver flexibilities

- CMS has approved the latest round of Appendix K Waiver flexibilities.
- CAP/C, CAP/DA, TBI Waiver, and Innovations Waiver.
- Amendments are additive to those previously approved and are effective from March 13, 2020 to six months after the end of the federal public health emergency (PHE) for COVID-19.
- The anticipated end date of the federal public health emergency is currently **April 20, 2021**.
- The CMS approval letter is available [here](#).

COVID-19 Flexibilities Update

- As of **March 9, 2021** extended flexibilities will require the updated [COVID-19 Appendix K Reporting Form](#) (available on Provider Central)
- Please note: The requested effective start date for change can be no earlier than **Dec. 13, 2020**, and the requested effective end date for change can be no later than **Oct. 20, 2021**.

COVID-19 Flexibilities Update

15% Rate increase:

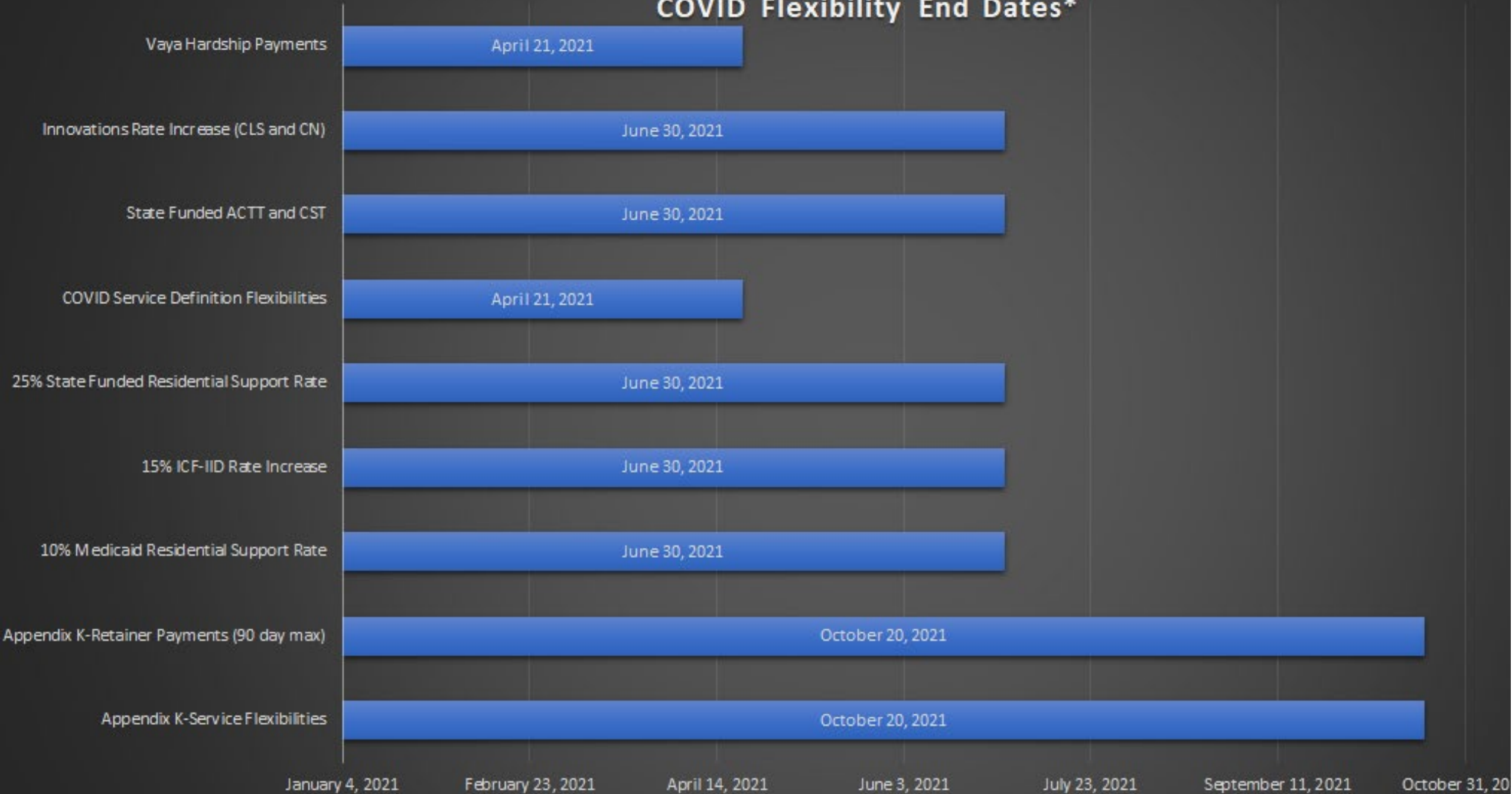
- Community Living and Supports
- Community Networking

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*



Rates updated in AlphaMCS

- Rates in AlphaMCS for providers of Community Living and Supports, Community Networking and Intermediate Care Facility services have been updated to reflect increases announced in [Provider Communication Bulletin Issue 61](#).
- Providers **must** contact their assigned Claims Specialist to reprocess claims as needed.
- If you do not know who your assigned Claims Specialist is, email provider.info@vayahealth.com for assistance.

Electronic Visit Verification (EVV) Update

- NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to **June 30, 2021**. This new date is to allow for additional testing and provider training.
- Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Electronic Visit Verification (EVV) Go-Live:

June 30, 2021

Please be ready!



**The next Q&A
Webinar for
Vaya Network
Providers**

**Thursday, April 1, 2021
11:00 a.m. – 12:00 p.m.**

- It's not an April Fools joke, we promise!

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

**provider.info
@vayahealth.com**