

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

**Friday, April 30, 2021**



# Good Morning and Welcome

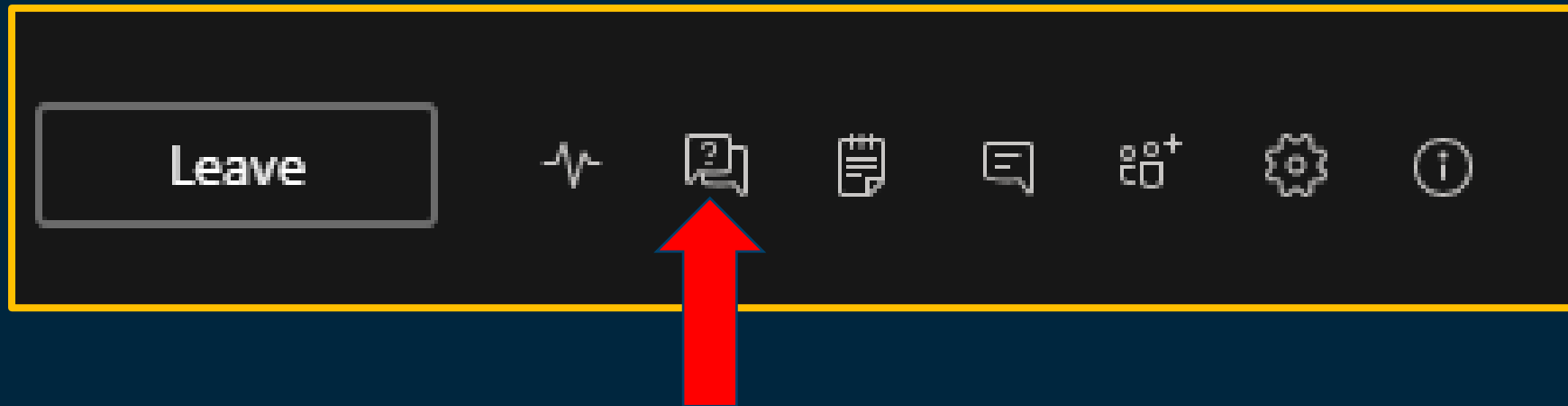
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# How the live broadcast works

- 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

**Donald Reuss**, Sr. Vice President, Provider Network Operations

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

**Jennifer Eaddy**, Assistant Vice President of Network Operations,  
Provider Network Operations

**Tommy Duncan**, Training and Special Projects Manager, Provider  
Network Operations

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

**Renee Urban**, Provider Network Operations (Co-Producer)

**Karen McLeod**  
**President & CEO**

**Benchmarks**

**[benchmarksnc.org](http://benchmarksnc.org)**



# Jennifer Eaddy

Assistant Vice President,  
Physical Health Network  
Operations

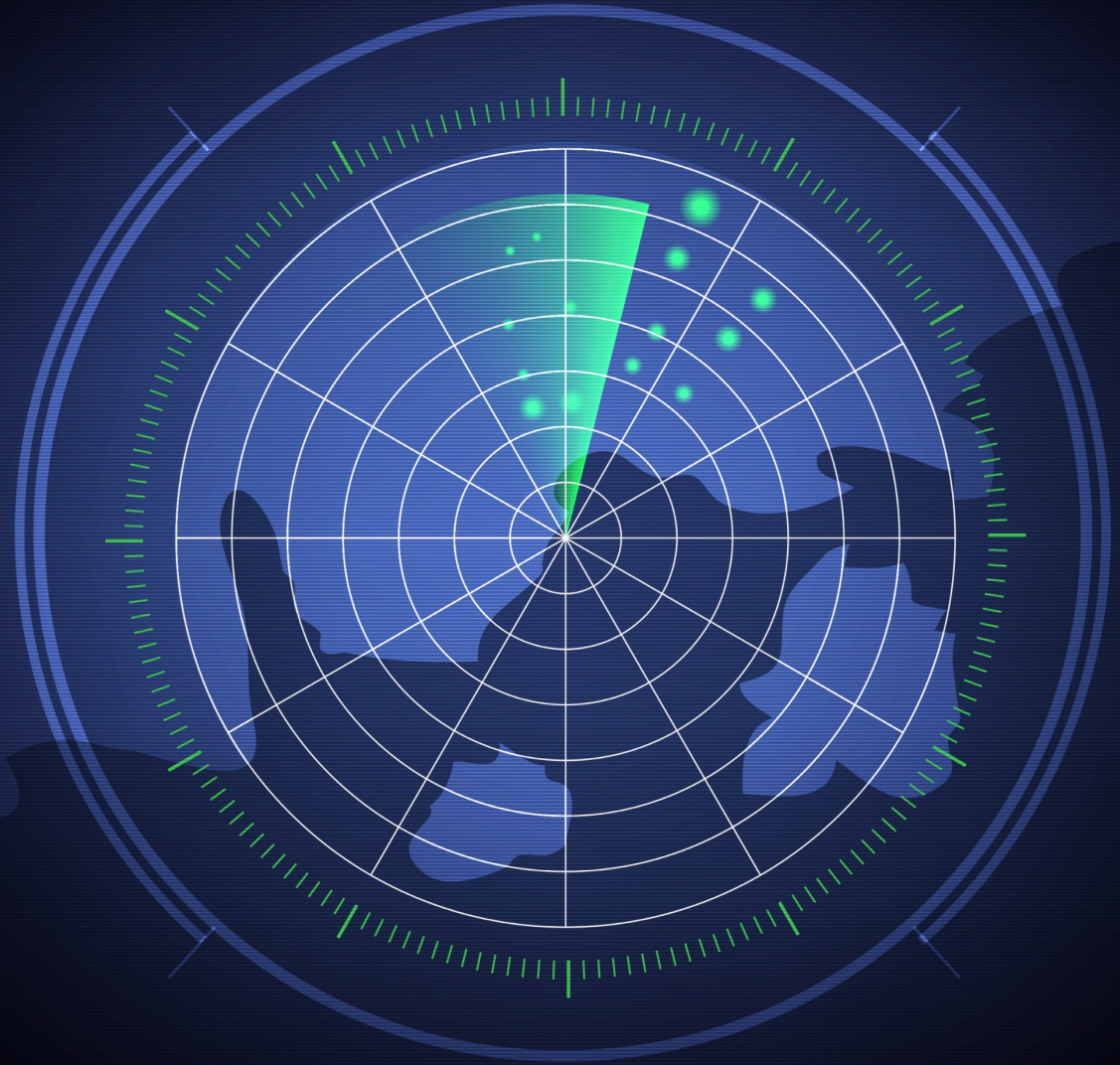
[jennifer.eaddy@vayahealth.com](mailto:jennifer.eaddy@vayahealth.com)

Ext. 5290





On  
your  
radar...





# Where can I find...

## Q&A Webinar Recordings and Resources:

Provider Central →  
Learning Lab →  
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# Q&A Webinar for Vaya Network Providers: Crossover to NC Medicaid Managed Care

 **Friday, April 16, 2021** – materials posted to website

 **Friday, May 14, 2021, 10 – 11:30 a.m.**

- Hosted by Vaya with presenters from NC Medicaid
- Q&A session with NC Medicaid and Vaya staff to answer your questions about Medicaid Transformation

# 2021 Community Needs Assessment Survey

## YOUR HEALTH **YOUR VOICE!**

Mental health, substance use and developmental disability services in WNC

\_\_\_\_ SURVEY OPEN \_\_\_\_

**APRIL 12-MAY 14, 2021**

VISIT

[www.vayahealth.com/cnas](http://www.vayahealth.com/cnas)

# 2021 Community Needs Assessment Survey

- **Please help us get the word out**

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

# Mental Health Awareness Month – May 2021

- Is your organization planning any special events, activities, etc. for Mental Health Awareness Month?
- We would like to share your information on social media and in our Provider Communication Bulletins
- Please email us the details at:  
[officeofcommunications@vayahealth.com](mailto:officeofcommunications@vayahealth.com)

# Medicaid Transformation: What does it mean for Licensed Independent Practitioners?

**Tuesday, May 25, 2021**

**12:00 – 1:00 p.m.**

**7:00 – 8:00 p.m.**

- Presented by the Vaya Health Provider Advisory Council
- For more information, email [provideradvisorycouncil@vayahealth.com](mailto:provideradvisorycouncil@vayahealth.com)

# 2021 Vaya Health Provider and Learning Summit

**July 20 – 22, 2021**

**Microsoft Teams Live Event**

- July 20      Provider specific presentations
  - State of Vaya
  - Medicaid Transformation
  - AMH+ / CMA
  - Integrating Care
  - Fraud, Waste and Abuse Trends
  - Vaya's Provider Portal
  
- July 21 - 22      Providers are invited to participate in sessions of interest



# From the State



# NC Tracks Provider Verification Process

- Effective May 9, 2021
- NC Medicaid is taking additional steps to ensure providers meet their contractual obligation and responsibility to keep credentials current on their NCTracks enrollment record
- 45- and 60-day notifications of suspension if a provider fails to update their credential prior to the expiration date on file with NCTracks.
- Please see [NCTracks Changes to Provider Verification Process](#) for additional information on the timeline for notifications, suspension and termination as well as what happens when credentials expire.

# NC Tracks Provider Data

- NCTracks is the “system of record” for provider enrollment data, which is then shared with health plans to inform contracting and provider directories.
- It is critical that all providers take the time now to review their provider records in NCTracks and submit changes as needed using the Manage Change Request (MCR) process.
- Please see [Provider Data Updates](#) for additional information and resources.

# Encouraging members to sign up for Managed Care

- NC DHHS is aware that some providers are encouraging patients to sign up for managed care and listing the health plans they have contracted with to help patients with health plan selection.
- Receiving letters or other information from providers to sign up for a health plan is causing some confusion for beneficiaries who are not required to sign up at this time.

# Encouraging members to sign up for Managed Care

- Include the following language in any communication with members about health plan selections and signing up for NC Medicaid Managed Care.

*“This letter is not an official enrollment notice. Depending on your current eligibility, you may not be required to enroll with a health plan. Please call the Enrollment Broker at 833-870-5500 (TTY: 833-870-5588) for assistance.”*



# Learning Opportunities



# The Impact of Leadership in IPS

**July 8 – 9, 2021**

**4 hours total, virtual**

- UNC Institute for Best Practices, in partnership with Westat (developers of IPS) and NC DMH/DD/SAS

<https://zoom.us/meeting/register/tJ0qdOqqpzMuE9WdxOhWW2UpGcf3Jz80CnC7>



# Antipsychotic-induced movement disorders:

A multidisciplinary approach to recognition, screening, and management

**Wednesday, May 5, 2021**

**12 - 1 p.m.**

- Sponsored by Southern Regional AHEC with support from Vaya
- [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

# COVID-19 Updates



# Executive Order 209 – April 28, 2021

**Effective: April 30 @ 5:00 p.m. – June 1 @ 5:00 p.m.**

## What are the major changes under this Order?

- Lifts the requirement that Face Coverings be worn outdoors anytime that social distancing of at least six (6) feet cannot consistently be maintained from non-household members.
- Face Coverings are no longer required in any **outdoor** setting.
  - ➡ A Face Covering is still required in all public **indoor** settings if there are non-household members present, regardless of the individual's ability to maintain social distance.

# Executive Order 209 – April 28, 2021

**Effective: April 30 @ 5:00 p.m. – June 1 @ 5:00 p.m.**

## What are the major changes under this Order?

- Indoor mass gathering limit is raised to one hundred (100) persons and the outdoor mass gathering limit is raised to two hundred (200) persons.
- Larger venues, auditoriums, amphitheaters, arenas, and other venues for live performances may be eligible to admit guests at a higher capacity provided the venue receives pre-approval from NCDHHS of its health and safety plan.

# Executive Order 209 – April 28, 2021

## Indoors and Outdoors up to 100%

- Museums and Aquariums
- Retail Businesses
- Salons, personal care and grooming businesses, tattoo parlors

## Indoors up to 75% and Outdoors up to 100%

- Restaurants
- Breweries
- Wineries
- Distilleries
- Recreation (e.g., bowling, skating, rock climbing)
- Fitness and Physical Activity Facilities (e.g., gyms, yoga studios, fitness centers)
- Pools
- Amusement Parks

## Indoors and Outdoors up to 50%

- Bars
- Meeting, Reception, and Conference Spaces
- Lounges (including tobacco) and Night Clubs
- Auditoriums, Arenas, and other venues for live performances
- Sports Arenas and Fields (includes professional, collegiate, and amateur)
- Movie Theaters\*
- Gaming Facilities\*



# COVID-19 Flexibilities Updates





# 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\*



# EVV Updates





# 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) Update

- Vaya is offering a one-time incentive payment of **\$10,000** to providers of EVV required services in support of EVV implementation.
  - Payment to be applied toward Provider's costs related to EVV implementation
  - Providers will be required to attest to readiness for go live before June 30, 2020, in order to receive incentive payment.
  - A contract amendment will be required in addition to the completed attestation form.



# Electronic Visit Verification (EVV) Update

- HHA Trainings have been recorded and are available on the [HHAeXchange website for North Carolina LMEs](#)
- Please also be aware that the HHA Provider Support Center may be reached at [Support@HHAeXchange.com](mailto:Support@HHAeXchange.com) or [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)



The next Q&A  
Webinar for  
Vaya Network  
Providers

**Friday, May 14, 2021**  
**10:00 – 11:30 a.m.**

**Crossover to NC Medicaid  
Managed Care**

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

**provider.info  
@vayahealth.com**