



Q&A Webinar for Vaya Health Network Providers

Friday, May 6, 2022

How the live broadcast works

- You are seeing the broadcast on a 30-second delay.
- Your microphone is muted throughout the broadcast.
- 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.



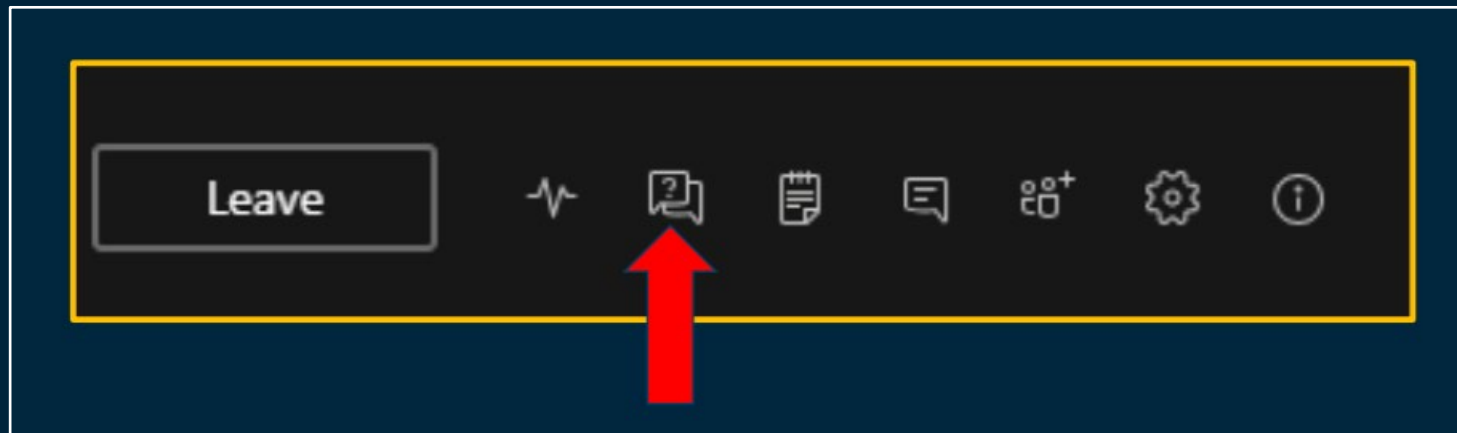
How the live broadcast works

- Questions submitted during the webinar will be addressed at the end of the 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 include your name, agency, and email address with your question.
- Q&A closes at **11:50 a.m.** to allow us to respond to all questions before 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 ...

Provider Webinar Recordings and Resources:

Provider Central >
Learning Lab >
Provider Webinars

Provider Communication Bulletin Sign-Up:

Provider Central >
Learning Lab >
Sign up for PCB

Provider Communication Bulletin Archive:

Provider Central >
Learning Lab >
Communication
Bulletins



Provider Communication Bulletins

- As a reminder: All Network Providers are required to subscribe to Vaya Provider Communication Bulletins and must adhere to any changes communicated in these bulletins as of the effective dates indicated. Please make sure to visit the Vaya website to join the Provider Communication Bulletin email list at <https://providers.vayahealth.com/>.
- [Vaya Health Provider Operation Manual, v4.2](#) (Section 1, page 15)



Q&A Webinar for Vaya Network Providers

- Our Q&A Webinar for Vaya Network Providers is now:

Provider Touchpoint

- A touchpoint can be defined as any way consumers can interact with a business organization, whether it be person-to-person, through a website, an app or any form of communication.

Look for our new name beginning next week!



Today's Vaya participants

Breonna Martin, Provider Network Operations (co-producer)

David Boyd, Provider Network Operations

Donald Reuss, Provider Network Operations (host)

George Ingram, Provider Network Operations

Jessica Moore, Provider Network Operations

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

Tommy Duncan, Provider Network Operations (producer)



Good morning and welcome

**FROM THE
STATE**



Special Bulletin COVID-19 #246

Special Bulletin COVID-19 #246: Direct Care Worker One Time Bonus Reminder and Expectations

- On April 28, 22, NC Medicaid published [SPECIAL BULLETIN COVID-19 #246: Direct Care Worker One Eligibility One Time Reminder and Expectations](#). The bulletin explains the roles of NC Medicaid, eligible providers, direct care workers in the one-time bonus process.



Continuation of New Admissions to Adult Day Vocational Programs

- As part of a settlement agreement between Disability Rights North Carolina, the Center for Public Representation, and the North Carolina Department of Health and Human Services (NCDHHS), NCDHHS announced its plan to close admissions to Adult Day Vocational Programs (ADVPs) beginning July 1, 2022.
- Upon feedback from individuals with I/DD, family members, and providers, NCDHHS has decided to continue new admissions to ADVPs at this time. The July 1st new admission closure date will no longer be in effect.



Medicaid Communication Access Service

- Providers agencies can register to participate and receive partial or full reimbursement for providing sign language interpreters, Communication Access Real-time Translation (CART) services, etc. from a special program provided by the NC Division of Services for the Deaf and Hard of Hearing
- For more information and to register, contact the Medicaid Communication Access Coordinator for more information at DSDHH.Medicaid.CommAccess@dhhs.nc.gov or call (984) 884-1093.
- [Medicaid Communication Access Service | NCDHHS](#)





**ON YOUR
RADAR**



Current Network Needs

- | | |
|--|---------------------|
| • Emergency Respite (child and adolescent) | All counties |
| • Therapeutic Foster Care | All counties |
| • Child and Adolescent Day Treatment | School system based |
| • Adolescent Substance Use Services | All counties |
| • Psychosocial Rehabilitation (PSR) | Rural counties |
| • Research Based Behavioral Health Treatment | Rural counties |
| • Financial Support Agency | All counties |

For more information, please contact your Provider Network Manager,
or provider.info@vayahealth.com



Webinar-based Public Hearing for the NC Medicaid 1115 Waiver Proposed Child Welfare Amendment

- NCDHHS is seeking to amend its Section 1115 demonstration waiver to reflect changes to the eligibility and delivery system for families being served by the North Carolina child welfare system (Child Placement Services and Child Protective Services).
- Vaya encourages network providers to join the NCDHHS webinar on May 9, 2022, for an overview of the key amendment requests. The webinar will allow time for questions and answers.
- To review the proposed amendment application, please visit the [NC Medicaid website](#).



Webinar-based Public Hearing for the NC Medicaid 1115 Waiver Proposed Child Welfare Amendment

- North Carolina's current 1115 waiver authorizes significant transformations of the state's Medicaid delivery system through a managed care program, the Healthy Opportunities Pilots, and a waiver of the institution for mental diseases (IMD) exclusion for substance use disorder treatment.

[Register: May 9, 2022, 3 p.m.](#)

- A message from Brian Ingraham, President and CEO of Vaya Health regarding the Child Welfare Amendment is available here: [PCB 04-28-22 Issue 58 | Vaya Health](#)



Vaya Health Provider Advisory Council

Vaya Health Provider Advisory Council Monthly Meeting
May 18, 2022, 10 a.m.-12 p.m.

- All Vaya network providers are encouraged to attend and participate in the monthly Provider Advisory Council (PAC) meetings. The PAC serves as an advisory body to Vaya on provider-related issues. The PAC operates pursuant to a set of bylaws and is a self-governing committee.

To join on your computer or mobile app: [PAC Monthly Meeting](#)

To call in (audio only): 828-552-4129, conference ID: 457 108 977#

For more information or to receive PAC communications, email provideradvisorycouncil@vayahealth.com.



Barriers to Service Survey

- The PAC is working to identify systemic barriers to providing quality services and to propose solutions to assist providers and increase desired outcomes among members and recipients.
- Vaya network providers to complete the PAC's ongoing **Systemic Barriers Survey**.
(The survey takes approximately five minutes to complete)
- As needed, the PAC's Barriers Subcommittee will convene to review patterns of concerns and proposed solutions with Vaya leadership and subject matter experts.
- **Please note:** To submit a provider-specific grievance or complaint, please contact the Grievance Resolution & Incidents Team at 1-800-893-6246, ext. 1600, or email **ResolutionTeam@vayahealth.com**.



BH I/DD TAILORED PLAN



Tailored Plan Contracts

- Vaya has begun sending out contracts with providers for Tailored Plan services effective Dec. 1, 2022.
 - Goal is to have all BH/IDD Tailored Plan contracts fully executed by June 30, 2022.
- BH/IDD providers that contracted with Vaya as part of the Cardinal consolidation started receiving contracts last week and will continue through the end of May.
 - Providers will need to sign this new Tailored Plan contract to continue to provide services to Vaya members after Nov. 30, 2022.



Tailored Plan Contracts

- BH/IDD providers that were contracted with Vaya prior to the Cardinal Consolidation will begin receiving Tailored Plan contracts today (May 6, 2022).
- These contracts will include an extension of your current contract to Nov. 30, 2022.
- Providers will need to sign this extension to continue to be reimbursement for services July 1, 2022- Nov. 30, 2022.
- Providers will also need to sign the Tailored Plan contract if they wish to continue to serve and get reimbursed for services after Nov. 30, 2022.
- Contracting for Physical Health providers has also begun and will continue through Tailored Plan go-live (Dec. 1, 2022)



Tailored Plan Contracts

- If you are a physical health provider, and are interested in contracting with Vaya for the Tailored plan, email TPContracting@vayahealth.com





LEARNING AND PARTICIPATION OPPORTUNITIES



Mental Health Awareness Month Webinar Series

In recognition of Mental Health Month, DMH/DD/SAS is hosting its Mental Health Awareness Month series. This series will provide information on existing resources, promote mental health and wellbeing, and share best practices in care.

Recovery is Possible: Highlighting the Consumer and Family Experience
Tuesday, May 10, 2022, 10-11 a.m.

<https://attendee.gotowebinar.com/register/5889140831654195212>

Exploring Best Practices to Treat Serious Mental Illness
Thursday, May 12, 2022, 12-1 p.m.

<https://attendee.gotowebinar.com/register/3707877987425519627>



Mental Health Awareness Month Webinar Series

The Value and Impact of Peer Support Specialists

Wednesday, May 18 • 10-11:30 a.m.

<https://attendee.gotowebinar.com/register/1350344737566858251>

Promoting Whole Health – The Importance of Integrated Care

Wednesday, May 25, 2022, 12-1 p.m.

<https://attendee.gotowebinar.com/register/4411135520155767310>

The Importance of Addressing the Intersection Between Mental Health and the Criminal Justice System

Friday, May 27, 2022, 12-1 p.m.

<https://attendee.gotowebinar.com/register/5057106298122129419>

- The series flyer will be posted in the Learning Lab along with today's webinar materials.



Joint DMHDDSUS and DHB Monthly Provider Call

Joint NC Division of MHDDSAS and DHB Provider Call Series
Thursday, June 3, 2022, 3-4 p.m.

- The Division of MHDDSAS and DHB are holding an ongoing provider call series on the first Thursday of each month. Panelists will present policy updates from representatives of both divisions, followed by an open Q&A session. A representative from DHSR will be available to answer questions.
- Send any comments, questions, or feedback to BHIDD.HelpCenter@dhhs.nc.gov.

Register: <https://attendee.gotowebinar.com/register/1845109576499102220>



2022 Vaya Health Provider Communication Plan

2022 Vaya Health Provider Communication Plan

In January 2022, Vaya's Provider Network Department developed the Provider Education Team. This new team is responsible for:

- Provider education (development and instruction)
- Provider communications / webinars
- Provider events
- Facilitating learning communities & roundtables
- Support for the Provider Advisory Council (PAC) and PAC subcommittees

Provider Network Education Team



Breonna Martin



Kelly Phelps



Crystal McMillan



Lindsay Locklear



Shamika Howard

Education

- Tailored Plan required trainings
- Service Definition driven training needs
- Provider identified training needs
- Vaya identified training needs

Communications

- Provider Communications Bulletin (weekly)
- Urgent Provider Communication Bulletins (as needed)
- Topic-specific communications to affected provider groups (as needed)
- Provider Q&A webinars (bi-weekly)

Provider Requested Communications

- Requests from:
 - Provider Advisory Council
 - Q&A webinars
 - Provider requested topics
 - Vaya identified topics

Events

- Provider Summit (annual)
- Lunch & Learns (topic specific)
- Ad Hoc topic-specific workgroups

Learning Communities & Roundtables

- TCLI ACT/CST Learning Community
- AMH+/CMA Learning Community
- Opioid Roundtable
- Residential Roundtable
- Crisis Services Roundtable

Provider Advisory Council

- Provider Advisory Council (PAC)
 - PAC Barriers subcommittee
 - PAC Employer of Record (EOR) subcommittee
 - PAC I/DD subcommittee
 - PAC MH/SU subcommittee

Questions or Provider Training Needs

Email us:

provider.training@vayahealth.com

For more information about the Provider Advisory Council:

provideradvisorycouncil@vayahealth.com

2022 Provider Summit

- Planning has begun!
- Do you have suggestions for agenda items? Let us know at provider.training@vayahealth.com
- Agenda will be discussed at the May 18th Provider Advisory Council meeting.



Q&A SESSION

Questions? Thoughts? Ideas?



Our next Provider Touchpoint

Friday, May 20, 2022
11 a.m. – 12 p.m.