

# Provider Touchpoint

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**Friday, April 14, 2023**

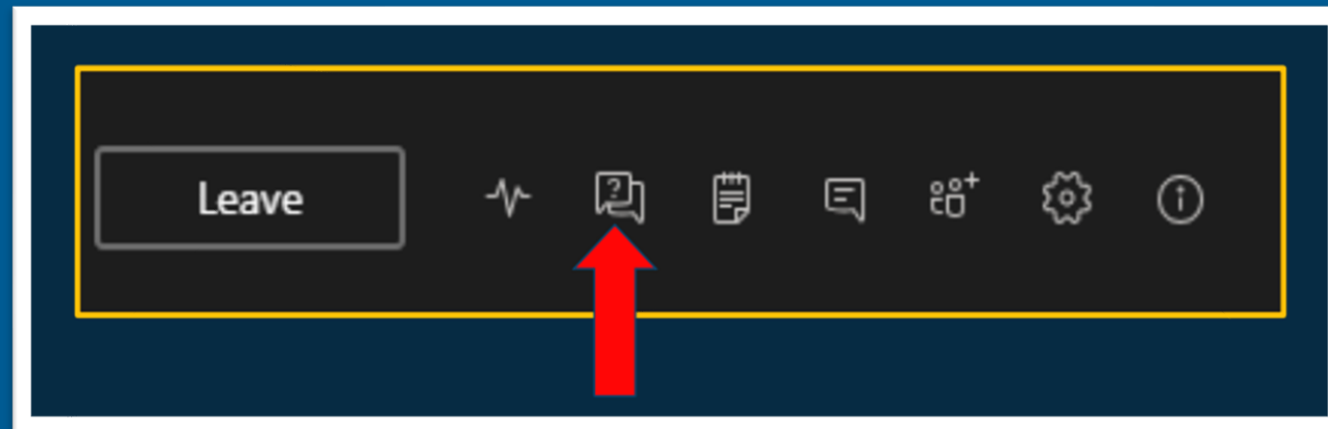


**VAYAHEALTH**

# 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](mailto: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.



# Where can I find ...

Provider Touchpoint recordings and  
resources:

[Provider Central](#) > [Learning Lab](#) >  
[Provider Touchpoint](#)

Provider Communication Bulletin  
Archive:

[Provider Central](#) > [Learning Lab](#) >  
[Communication Bulletins](#)

# Are you receiving Vaya's weekly Provider Communication Bulletin?



**[Sign Up for Provider Communication Bulletins | Vaya Health](#)**

# Today's Vaya Participants

**David Boyd**, Behavioral Health Network Operations Director

**Donald Reuss**, VP Behavioral Health and I/DD Network Operations

**George Ingram**, VP of PH Network Operations and VBC

**Kelly Phelps**, Provider Educator

**Kate Glance**, Performance Reporting Manager

**Care Management Leadership Team**

# Today's Production Team

**Justine Tullos**, Provider Network Administrative Support (Q&A moderator)

**Lindsay Locklear**, Provider Educator (Co-Producer)

**Shamika Howard**, Provider Educator (Producer)

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**Welcome Vaya  
Health Providers!**

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# April Is National Child Abuse Prevention Month



# National Child Abuse Prevention

Child abuse and neglect are serious public health problems and [adverse childhood experiences \(ACEs\)](#). They can have long-term impacts on health, opportunity, and wellbeing. There are four common types of abuse and neglect:

- **Physical abuse** is the intentional use of physical force that can result in physical injury. Examples include hitting, kicking, shaking, burning, or other shows of force against a child.
- **Sexual abuse** involves pressuring or forcing a child to engage in sexual acts. It includes behaviors such as fondling, penetration, and exposing a child to other sexual activities. Please see [CDC's Preventing Child Sexual Abuse webpage](#) for more information.
- **Emotional abuse** refers to behaviors that harm a child's self-worth or emotional well-being. Examples include name-calling, shaming, rejecting, withholding love, and threatening.
- **Neglect** is the failure to meet a child's basic physical and emotional needs. These needs include housing, food, clothing, education, access to medical care, and having feelings validated and appropriately responded to.
- For more information about preventing child abuse and neglect definitions please see [Child Maltreatment Surveillance: Uniform Definitions for Public Health and Recommended Data Elements pdf icon](#)[4.12 MB, 148 Pages, 508].



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# On Your Radar

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# Federal Public Health Emergency (PHE) Ending

- . [On Jan. 30, 2023, the Biden Administration announced](#) its intent to end the national emergency and public health emergency declarations on May 11, 2023, related to the COVID-19 pandemic.
- As of May 11, 2023, service codes with modifier CR or GTCR (for telehealth) will be lapsed and no longer available for use (except for Innovations Appendix K Flexibilities).
- Appendix K Flexibilities for Innovations Members will continue for six month past the ending of the Federal PHE (November 11, 2023).
- As part of the ending of the PHE the Department of Social Services will be re-evaluating Medicaid eligibility that was not allowed under the PHE. As this reassessment takes place, please remember to validate Medicaid eligibility each month to assure the Member has not lost eligibility.

# NC Tracks 2023 Provider Survey Now Open

- You are invited to participate in the [Annual Provider Survey 2023 \(surveymonkey.com\)](https://surveymonkey.com) which is now available. This survey focuses on the aspects of NCTracks\* that involve direct customer interaction, such as the call center, provider relations, training and communications, as well as functional areas such as pharmacy prior approval and provider enrollment.
- **Please note** that this survey is regarding Medicaid Direct via NCTracks only (NOT related to Managed Care/PHPs); please only answer questions in relation to NCTracks.
- The survey is open to all NCTracks providers and should only take about 10 minutes to complete. This survey is authorized by the NC Department of Health and Human Services (DHHS) and **will be open for responses until April 27, 2023.**

# NC Tracks 2023 Provider Survey Now Open

- Unless otherwise noted, the time period for which this survey applies is from July 1, 2022 to present. The survey is anonymous unless you choose to identify yourself.
- We appreciate your participation as we strive to continue to improve our service to providers. Your feedback is valuable to us! Copy the link into your browser [Annual Provider Survey 2023 \(surveymonkey.com\)](#) or click the button below to start the survey now.



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# Provider Portal

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# AlphaMCS Sunset and Move to Vaya Provider Portal

The AlphaMCS portal became read-only at 5 p.m. March 31, 2023. Providers are no longer able to add data to AlphaMCS, including client update requests, enrollments, authorization requests, discharges, and claims (either submitted through AlphaMCS or EDI 837 files).

**As of April 1, 2023, all member and recipient updates, recipient enrollments, authorization requests, and claims activities have moved to the [Vaya Health Provider Portal](#).**

Vaya requests that all professional claims (CMS1500 or 837P, non-institutional) with dates of service prior to April 1, 2023, are billed separately from claims with dates of service on or after April 1, 2023. Please note this includes all electronic visit verification (EVV) related claims.

Providers will continue to have read-only access to information in AlphaMCS through April 30, 2023. For more information, email [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com).



# Provider Portal Systems Access Administrator and Technical Support

As announced in [PCB-10-06-22-Issue-17.pdf \(vayahealth.com\)](#) (Oct. 6, 2022) and in emails to all network provider contract signatories, each provider organization is required to identify one systems access administrator (SAA) within their agency. The SAA is responsible for managing the creation, support, and deactivation of user access to the Provider Portal for users within your organization.

If your organization has not designated an SAA, please complete the [Network Provider Systems Access Administrator Designation \(office.com\)](#) immediately. Vaya does not issue Provider Portal logins for provider organization staff other than the SAA, and provider organizations without a designated SAA will not have access to the Provider Portal.

Designated SAAs may request technical assistance from Vaya's Service Desk at [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com) or 1-800-893-6246, ext. 1500. All other users should contact their organization's SAA for assistance. For more help using the new portal, refer to the job aids posted on the [Resources | Vaya Health](#) page of the Vaya Provider Central website.

# Improving Provider Portal Performance

To optimize your experience with the [Vaya Health Provider Portal](#) please clear your internet browser cache before logging in. This action will remove your cached history with AlphaMCS and is required once only, upon initial use of the portal.

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- For more information about how to clear your cache, review instructions for [Clear cache & cookies - Computer - Google Account Help](#) and [View and delete browser history in Microsoft Edge - Microsoft Support](#).

# Claims Extract Function in the Vaya Provider Portal

You can now use the claims extract function in the Vaya [Provider Portal](#) to review your claims history with Vaya.

Please note that users have two options to make a copy of a submitted claim:

1. Prior to submission, copy the claim for future use by using the copy button.
2. Copy the claim to another document and save that document for future use.

Vaya plans to develop a Provider Portal function for copying a previously submitted and approved claim. We will announce in a future Provider Communication Bulletin when the new copy option is available.

# Provider Portal Trainings

- Vaya is offering trainings to help providers navigate our new Provider Portal. Registration is not required.
- Provider Portal job aids are also available on the Resources page of our Provider Central website.
- UPCOMING TRAININGS:
- Provider Portal: Submitting Claims, April 20, 2023, 10 a.m.-12 p.m.
- Provider Portal : Enrollment, Authorizations, Documents, and Resources, April 19, 2023, 2-4 p.m
- Links to the trainings can be found in the Vaya Learning Lab in the Provider Communication Bulletin: [PCB 04-13-23 Issue 49 | Vaya Health](#)

# Provider Portal Announcement Page

The announcement page is the homepage for the [Vaya Health Provider Portal](#). Remember to check this page upon logging in for information about updates, outages, and known issues.

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# Claims Updates

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# Electronic Fund Transfer (EFT) Email Notification

- Under the previous Vaya billing system (Alpha) providers received an email notification when an EFT was deposited in their account. This notification process is no longer available with the new Vaya billing system (HSP/Conduent).
- If a provider needs to check a status of a claim or claim payment this can viewed within the Provider Portal [Vaya Health Provider Portal](#). We will be reviewing to determine if a future enhancement can be developed to provide these email notifications.

# Reminder: Changes to Service Codes and Modifiers

Specific service codes plus modifiers have changed effective April 1, 2023. The changes affect all claims submitted on or after this date, regardless of the date of service.

Please update your billing software to accommodate these changes. Vaya will automatically update any codes plus modifiers listed in your provider contract. For more information, review the memo linked below.

**Memo:** [9fc9d1b4-d6eb-44d2-9e04-5058bbebec77.pdf \(constantcontact.com\)](#) (March 23, 2023)



# Helpful Hints:

- Question: How can I determine if a member is already enrolled with Vaya Health?
  - Answer: Search by putting in the member's First Name, Last Name, and full DOB in that order. If you are not able to find the member, then try clicking on "submit Enrollment" or "submit CUR" before creating a new enrollment for the member.
  - Please also utilize the Resources for Job Aids and click on Provider Portal: Enrollments, Updates and Discharges for instructions on how to submit Enrollments, Client Update Requests and Discharges.
- When searching for claims, use first name first and last name last. If the names are transposed when searching, the search will fail.
  - The provider will try to enroll the person and it gets denied because the person is actually already enrolled.

# Helpful Hints:

- Field #32. Some providers are saying this field is grayed out and they can't enter anything. Be sure the office is selected in the box at the top of the page. If nothing displays in the office field or the provider can't enter anything here, then they should submit a ticket to correctly link their locations to their organization.
- Don't use symbols like "&" please spell it out "and"
- Reminder that Prior authorizations don't need to be submitted until May 01, 2023. Please review Provider Communication Bulletin #44 & #47 for specific details on services.

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# Quality Management Updates

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# NATIONAL **MINORITY HEALTH MONTH**

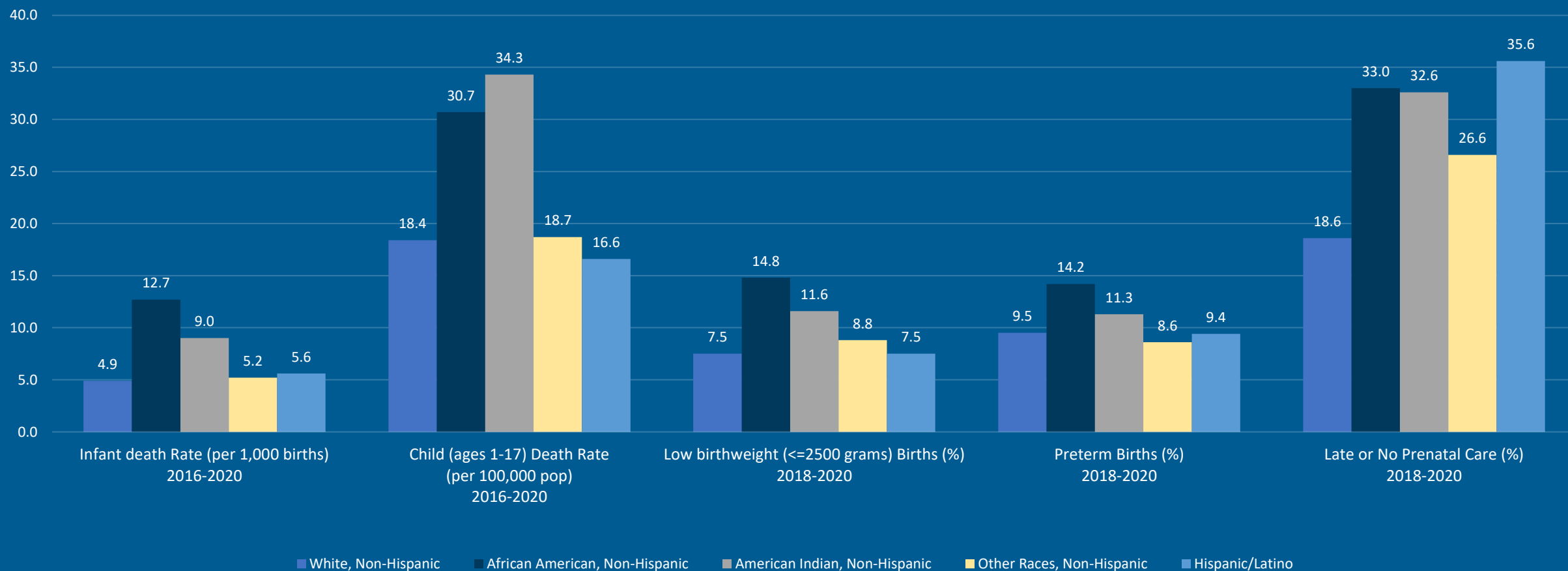
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**Better Health Through Better Understanding | April 2023**

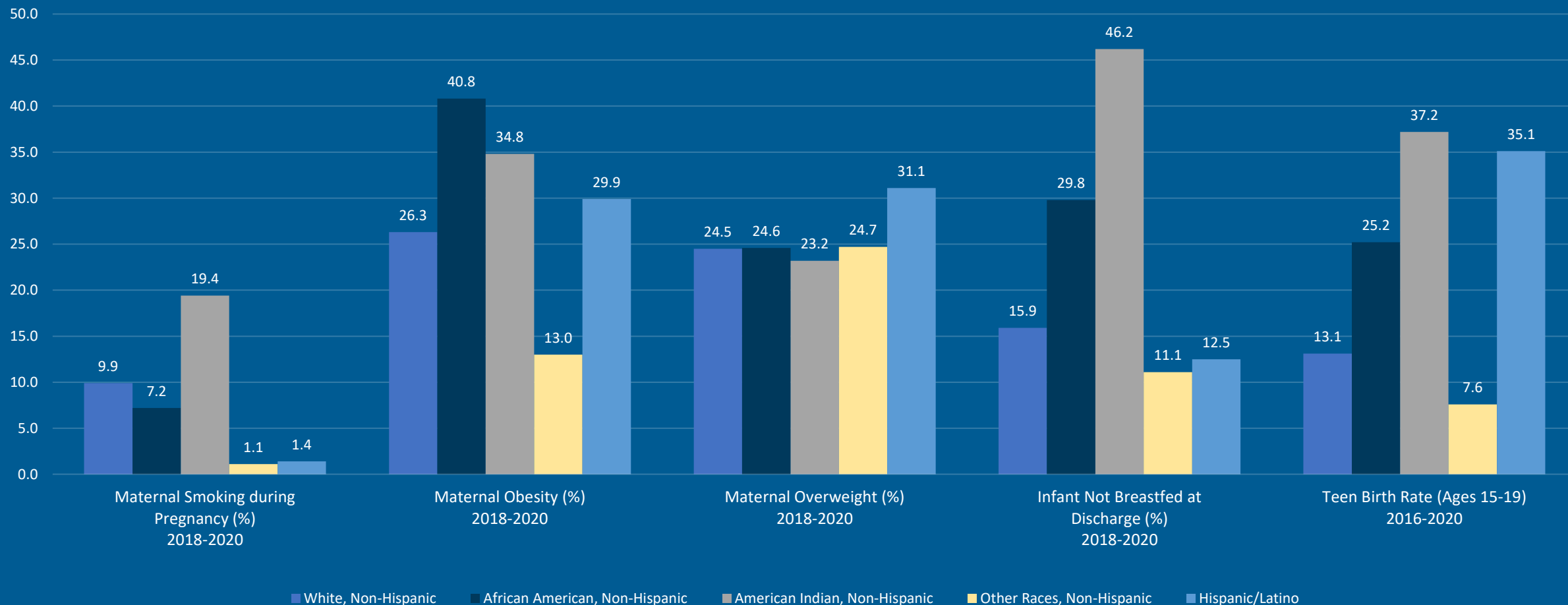
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# NC State Center for Health Statistics Data on Maternal and Child Indicators



# NC State Center for Health Statistics Data on Maternal and Child Indicators



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# Learning and Participation Opportunities

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# Person-Centered Thinking (PCT) Training

April 25<sup>th</sup> and 26<sup>th</sup> from 9:00 a.m.- 4:00 p.m.

- Person-Centered Thinking is a 2 day, 12 hour workshop designed to introduce the principles and use of Person-Centered Thinking.. You must be present both days to receive a certificate of completion. Trainers will review and discuss the origins, research, and values of Person-Centered Thinking.
- Participation is required for both days. 1/2 hour lunch break each day. Participants will receive the Microsoft Teams link two weeks prior to the training along with handouts needed for the training. **Please note only 3 staff from an agency may attend due to limited space**

Registration for the PCT training is located at : [Person Centered Thinking \(PCT\) Training | Vaya Health](#)



# Open Office Hours for Providers

- Vaya is offering virtual open office hours for providers three days a week in April and May 2023. Providers are invited to drop in to ask questions related to doing business with Vaya. Subject matter experts on multiple topics will be available each session to answer your questions.
  - [April 18, 2023, 9-11 a.m.](#)
  - [April 19, 2023, 11 a.m.-1 p.m.](#)
  - [April 20, 2023, 1-3 p.m.](#)
  - [April 25, 2023, 9-11 a.m.](#)
  - [April 26, 2023, 11a.m.-1 p.m.](#)
  - [April 27, 2023, 1-3 p.m.](#)
- Vaya will announce additional open office hours in future Provider Communication Bulletins.
- Reminder: Providers may not discuss member/recipient protected health information (PHI) during these calls due to the presence of multiple Vaya staff and other providers.



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Friday, April 28, 2023, 11 a.m. – 12 p.m.



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