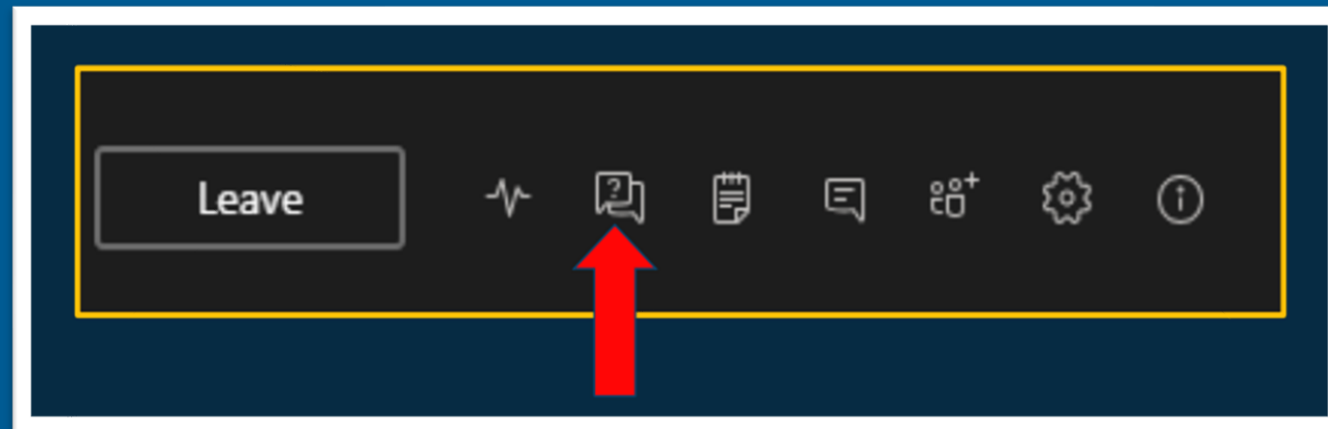# Provider Touchpoint

Friday, April 28, 2023

VAYA**HEALTH**

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.

- 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.

3

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](#)

5

Today's Vaya Participants

David Boyd, Behavioral Health Network Operations Director

George Ingram, VP of PH Network Operations and VBC

Jennifer Jennings, Substance Use Network Development Director

Judith Kirkman, Vice President, Clinical Strategies

Kate Glance, Performance Reporting Manager

Kimberly Watson, Claims Specialist

Care Management Leadership Team

Today's Production Team

Kelly Phelps, Provider Educator (Q&A moderator)

Shamika Howard, Provider Educator (Producer)

Tommy Duncan, Provider Educator (Co-Producer)

7

Welcome Vaya Health Providers!

8

Global Pay it Forward Day

If you've believed in paying back kindness all your life, allow us to introduce you to a more refined and helpful initiative — paying kindness forward! This day is celebrated in over 80 countries, encouraging us to collectively perform random acts of kindness in a bid to pay forward some of the kindness we may have been shown in the past.

9

On Your Radar

12

LME/MCO Joint Communication Bulletin #J453

- This bulletin provides information about the formal standardization of the State-funded Assertive Engagement service definition. This definition will replace all existing Alternative Service Definitions for State-funded Assertive Engagement, effective April 1, 2023.

- State-funded Assertive Engagement is a Core State-funded Tailored Plan service. Assertive Engagement is a short-term outreach service to adults and/or children with Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), and/or Substance Use Disorder (SUD), who have significant functional impairments, and who have not engaged effectively with treatment services.

- The State-funded Assertive Engagement service definition is located at: NC DMA: Title of Policy, Clinical Coverage Policy No. (ncdhhs.gov)

14

Provider Portal

Open Office Hours

Vaya will continue to offer virtual open office hours for providers three days a week in 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.

To join, please select the link below:

- [May 2,2023, 9-11a.m](#)
- [May 3,2023, 11 a.m. – 1 p.m.](#)
- [May 4, 2023, 1 p.m. – 3 p.m.](#)
- [May 9,2023 9-11a.m.](#)
- [May 10,2023 11a.m.-1p.m](#).
- [May 11,2023, 1p.m.-3p.m.](#)

Provider Portal Functions: Copying Claims

- You can now use the claims extract function in the Vaya Health Provider Portal to review your claims history with Vaya.

- Providers can now use the "copy" button on the portal's claims homepage to copy information from a previous claim to a new one. Use the horizontal scrollbar at the bottom of the page to view the copy button and other options.

- For help using the Provider Portal, contact Vaya's Service Desk at **ServiceDesk@vayahealth.com** or 1-800-893-6246, ext. 1500

17

Claims Updates

Electronic Fund Transfer (EFT) Email Notifications

- Please be aware that Vaya's new claims processing system, Conduent HSP, does not send an automatic email notification to providers when an EFT is deposited into their account. Conduent HSP supports the Vaya Provider Portal, which replaced AlphaMCS effective April 1, 2023.

- We are reviewing the feasibility of adding this feature in the future. In the meantime, visit the Vaya Provider Portal to check the status of a claim or claim payment. For more information, please review the claims job aid on the Resources page of the Provider Central website.

Medicaid Child Residential Claims: Revenue Code Change

- For dates of service on or after April 1, 2023, Medicaid child residential providers who have historically billed HCPCS H0019 or H2020 on a CMS-1500/837 Professional form must instead bill for these services using the UB-04/837 Institutional form.
-
- Submit claims for these services with revenue code 0902 and the appropriate HCPCS, as required under NC Medicaid Clinical Coverage Policy 8D-2 (ncdhhs.gov)
- Also, as announced in Vaya PCB 12-30-22 Issue 33 | Vaya Health July 1, 2022), the UB-04 does not accept the 251S00000X taxonomy code. Please ensure you bill with a taxonomy appropriate to the residential service provided. For more information, email claims@vayahealth.com.

22

Service and Authorization Updates

24

Clinically Managed Residential Services

- As part of the 1115 Substance Use Demonstration Waiver, the Department has developed several new Medicaid services, including ASAM 3.5 Clinically Managed Residential Treatment, which are slated to launch later this year.

- ASAM 3.5 service will be available to adults, adolescents, and pregnant women and their children.

- In preparation for the launch of the new service, Vaya would like to hear from providers who may be interested in exploring this service and offering as part of their service array.

- If your agency is interested, please email Jennifer Jennings, Substance Use Network Development Director, at Jennifer.jennings@vayahealth.com

25

Updated Authorization Guidelines

- Vaya's Utilization Management (UM) Team has published updated authorization guidelines for Medicaid and State-funded services on the [Authorization Guidelines | Vaya Health](#) page of the Provider Central website.

- Please note the new guidelines for [Authorization Guidelines – Medicaid RB-BHT ASD | Vaya Health](#) and [Authorization Guidelines – Medicaid 1915c Innovations | Vaya Health](#), as well as amended [Authorization Guidelines – Medicaid ILOS | Vaya Health](#) guidelines.

- If you have questions, email UM@vayahealth.com or call 1-800-893-6246, ext. 1513.

Extension of Prior Authorization Flexibilities for Medicaid and State-funded Services

- Prior authorization flexibilities will be extended until May 31, 2023

- Applies to both Medicaid and State-funded services

- STATE FUNDED:

  - Authorizations expiring on April 30, 2023, or in the month of May will be extended through May 31, 2023

  - Prior authorization is required for new episodes of care that begin in May of 2023. To submit these requests, use the "paper SAR" process described on Vaya's SAR Process - Service Authorization Request | Vaya Health webpage.

  - **Admission notification and authorization requests for inpatient psychiatric services with 3-way bed funding must be submitted in the same way described in the bullet above**

27

Extension of Prior Authorization Flexibilities for Medicaid and State-funded Services

- **MEDICAID**

- Prior authorization is not required for services provided between May 1 - 31, 2023. This includes requests for Research-based Behavioral Health Treatment (Applied Behavior Analysis) and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID).

- Exceptions include the following:

- NC Innovations Waiver services

- Requests for services with electronic visit verification (EVV) requirements*

- Additional information: Vaya's Provider Portal will not permit authorization request submissions until June 1, 2023.

Extension of Prior Authorization Flexibilities for Medicaid and State-funded Services

- Requests not in the exception categories listed above, will be returned as "Unable to Process."

- Admission notification is not required for the following services:

  - Inpatient behavioral health services

  - Psychiatric residential treatment facility

  - PRTF assessment center

  - Child and adolescent residential behavioral health services Level I, Level II group and family type, Level III, and Level IV

  - Community Support Team

  - High-Fidelity Wraparound

Extension of Prior Authorization Flexibilities for Medicaid and State-funded Services
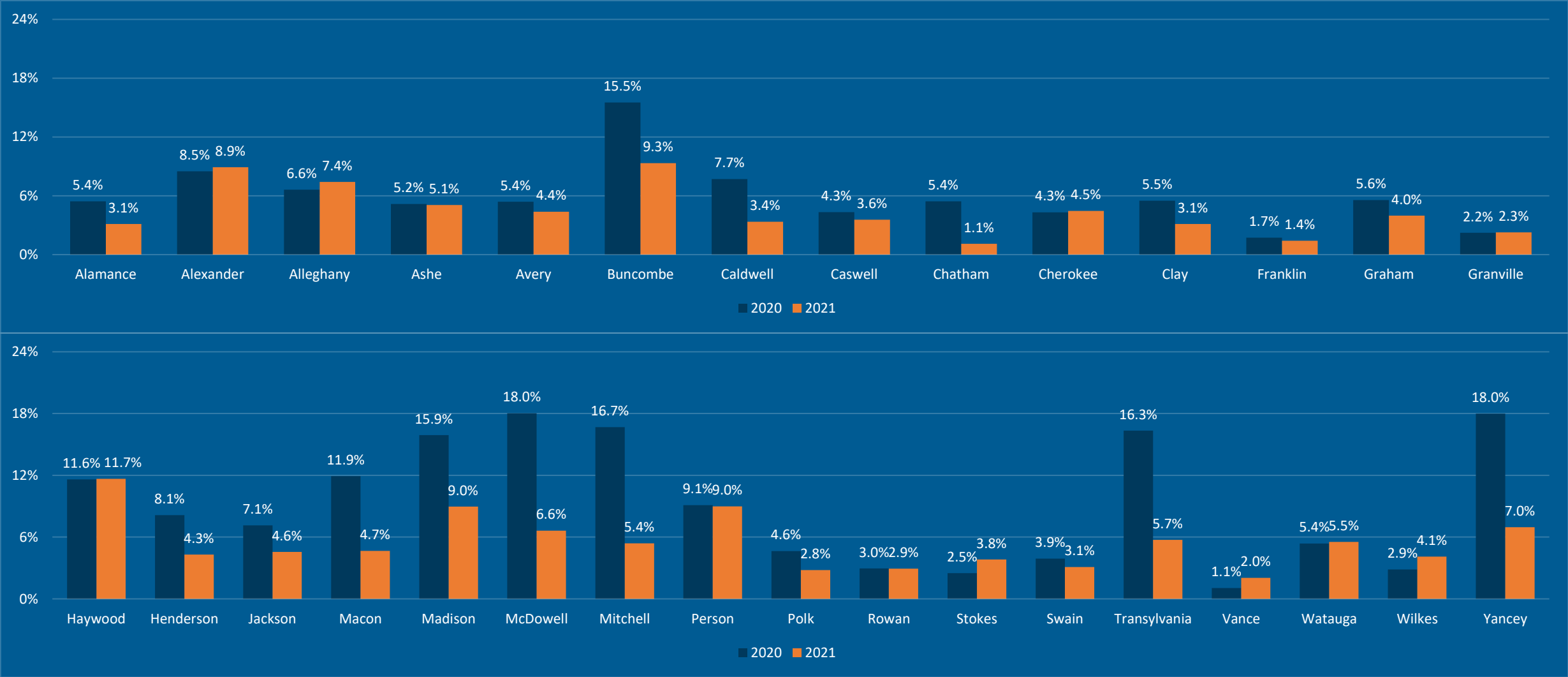
- Providers, including provider-based care managers serving Innovations participants, may submit requests for services in the exception categories using process described on [Vaya's website](#)

- Beginning on June 1,2023 providers may submit requests using Vaya's Provider Portal. Vaya will process retrospective requests for services submitted on or before June 30, 2023

- Requests for EVV services: EVV services must have an authorization on file with Vaya to create a placement and bill for services in the HHAeXchange. Vaya will extend existing authorizations for EVV services with an end date between May 1-31, 2023.
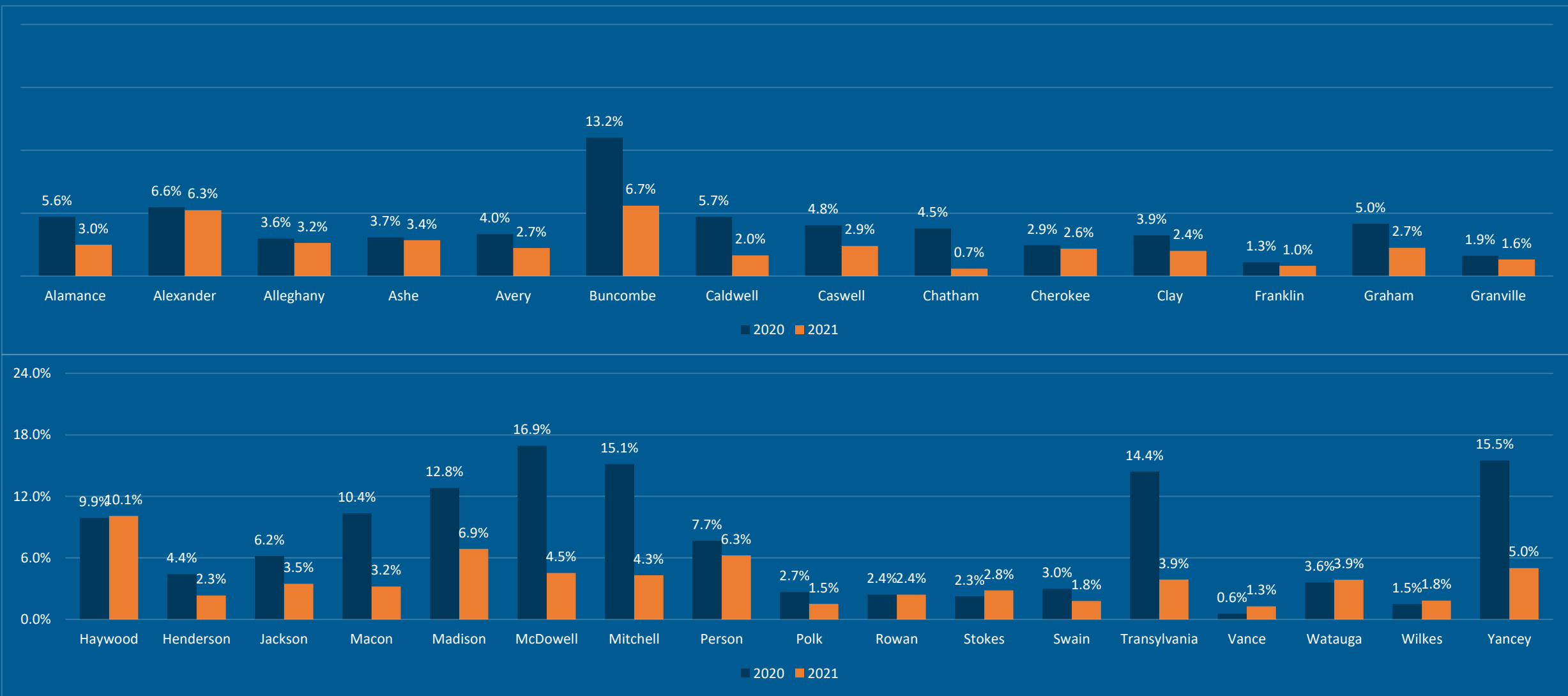
Quality Management Updates

NC DETECT Mental Health Dashboard

- NC DETECT, or the North Carolina Disease Event Tracking and Epidemiological Collection Tool, is North Carolina's statewide surveillance system that was created by the North Carolina Division of Public Health in collaboration with the Carolina Center for Health Informatics in the UNC Department of Emergency Medicine.

- NC DETECT maintains an online mental health dashboard at https://ncdetect.org/mental-health-dashboard/.

- The dashboard provides an overview of emergency department (ED) visit trends for select mental health conditions based on ICD-10-CM codes.

- ED visit percentages are calculated by dividing the ED visit count by the total ED visits. Total ED visits dropped significantly in 2020, especially at the start of the COVID-19 pandemic.

Emergency Department Visits for Anxiety

Emergency Department Visits for Depression

Top chart (2020 / 2021):

County	2020	2021
Alamance	5.6%	3.0%
Alexander	6.6%	6.3%
Alleghany	3.6%	3.2%
Ashe	3.7%	3.4%
Avery	4.0%	2.7%
Buncombe	13.2%	6.7%
Caldwell	5.7%	2.0%
Caswell	4.8%	2.9%
Chatham	4.5%	0.7%
Cherokee	2.9%	2.6%
Clay	3.9%	2.4%
Franklin	1.3%	1.0%
Graham	5.0%	2.7%
Granville	1.9%	1.6%

Bottom chart (2020 / 2021):

County	2020	2021
Haywood	9.9%	10.1%
Henderson	4.4%	2.3%
Jackson	6.2%	3.5%
Macon	10.4%	3.2%
Madison	12.8%	6.9%
McDowell	16.9%	4.5%
Mitchell	15.1%	4.3%
Person	7.7%	6.3%
Polk	2.7%	1.5%
Rowan	2.4%	2.4%
Stokes	2.3%	2.8%
Swain	3.0%	1.8%
Transylvania	14.4%	3.9%
Vance	0.6%	1.3%
Watauga	3.6%	3.9%
Wilkes	1.5%	1.8%
Yancey	15.5%	5.0%

39

Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, May 12, 2023, 11 a.m. – 12 p.m.

VAYAHEALTH