

Provider Touchpoint

Friday, May 12, 2023

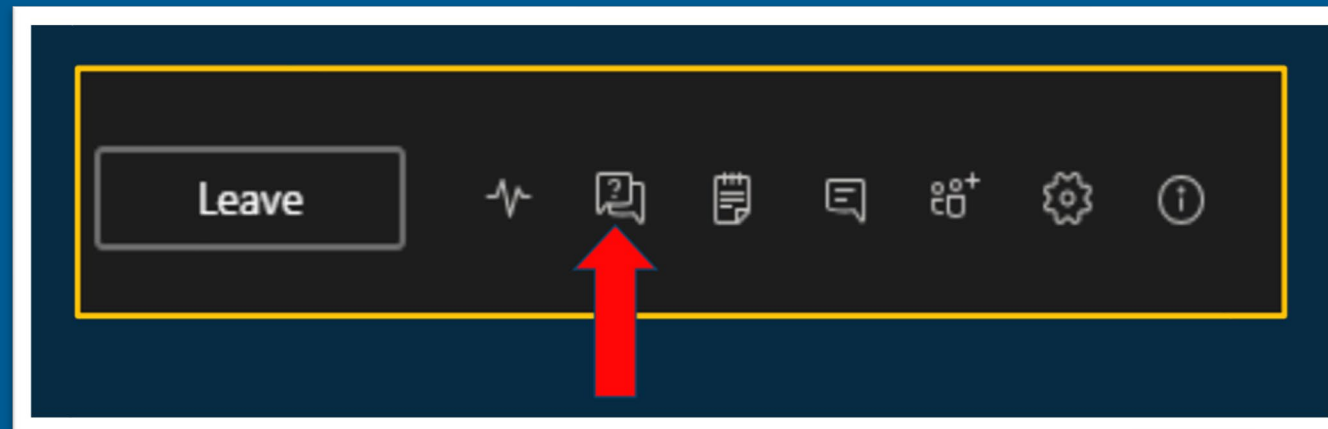


VAYAHEALTH

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.

- 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?



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Today's Vaya Participants

David Boyd, Behavioral Health Network Operations Director

George Ingram, VP of Physical Health Network Operations & VBC Population Health

Ashley Parks, Child & Family Treatment Continuum Director

Kate Glance, Performance Reporting Manager

Care Management Leadership Team

Today's Production Team

Justine Tullos, (Q&A Moderator)

Shamika Howard, Provider Educator (Producer)

Tommy Duncan, Provider Education & Communications Manager (Co-Producer)

Special Guest

Sarah Pfau, JD, MPH

Senior Consultant, CCR Consulting



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**Welcome Vaya
Health Providers!**

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Mental Health Awareness Month



Mental Health Awareness Month was established in 1949 to increase awareness of the importance of mental health and wellness in Americans' lives and to celebrate recovery from mental illness. For the past 20 years, the Substance Abuse and Mental Health Services Administration (SAMHSA) has recognized Mental Health Awareness Month (MHAM) every May to increase awareness about the vital role mental health plays in our overall health and well-being. Vaya is proud to join this national movement to combat stigma, provide support, educate the public, and advocate for people with mental illness.

It is also... Asian American/Pacific Islander (AAPI) Heritage Month

We proudly celebrate Asians and Pacific Islanders in the United States and pay tribute to the generations who have enriched and strengthened our nation. The U.S. is home to millions of Asian Americans and Pacific Islanders, representing a diverse array of cultures and traditions. This month we celebrate the accomplishment of AAPI employees and the diverse perspectives they bring to our work and the mission.



It is also... Asian American/Pacific Islander (AAPI) and Jewish American Heritage Month

President George W. Bush proclaimed May as Jewish American Heritage Month on April 20, 2006. Over the past 369 years, Jewish Americans have given to their communities and this nation as loyal and patriotic citizen, always grateful for the safe harbor that America provided for them. American Jews have always pushed America to live up to its promise as a nation that upholds freedom and justice for all.



Legislative Updates

Provider Touchpoint

MAY 12, 2023

SARAH PFAU, JD, MPH

SENIOR CONSULTANT, CCR CONSULTING



THE PHE HAS ENDED!

EFFECTIVE 05/11/2023

POLICY FLEXIBILITIES TERMINATED OR UNWINDING...

SOURCE OF FEDERAL AUTHORITY	EXPIRATION OF FEDERAL AUTHORITY*
COVID-19 1115 Waiver	Expires at the end of the Public Health Emergency + 60 days
1115 Waivers	Expires at the end of the Public Health Emergency
Medicaid Disaster SPAs	Expires at the end of the Public Health Emergency
CHIP Disaster SPA	Expires the latter of the end of the Public Health Emergency or the state-dec
Concurrence Letter	Expires at the end of the Public Health Emergency
Appendix Ks (applicable to 1915(c) waivers)	Expires six months after the Public Health Emergency ends

*NC Medicaid has the authority to end prior to the end of the federal expiration date.

Policy Flexibilities Terminated or Unwinding. . .

The PHE Has Ended!

Policy Reminders

See NC Medicaid COVID-19 Special Bulletins [#237](#) and [#265](#) for:

- Flexibilities that have been incorporated into policy
- Flexibilities that ended on June 30, 2022
- Flexibilities that ended with the federal PHE or will end 6 months after the end of the PHE (11/11/2023)
- [North Carolina Moves Forward: The End of the COVID-19 Public Health Emergency | NCDHHS](#)

Provider Enrollment Reminders

See NC Medicaid [Bulletin](#): *Provider Reverification and Billing Modifications Reminder*:

- Reverification mandatory effective 5/11/2023
- State enrollment fee waiver ends 6/30/2023
- NCTracks Recredentialing [Web page](#)

Pending 2023 NC Legislation

- ▶ Affecting Health Care
- ▶ Affecting Health Plans
- ▶ Affecting Providers
- ▶ Affecting Beneficiaries

Pending 2023 Legislation

AFFECTING HEALTH CARE

Affecting Health Care

S.L. 2023-7

ACCESS TO HEALTHCARE OPTIONS
[*Medicaid Expansion*]

[H76v5.pdf \(ncleg.gov\)](#)

SB3

NC COMPASSIONATE CARE ACT [*Medical Marijuana*]

[S3v3.pdf \(ncleg.gov\)](#)

Pending 2023 Legislation

AFFECTING HEALTH PLANS

Affecting Health Plans

SB425

MEDICAID AGENCY OMNIBUS

[S425v2.pdf \(ncleg.gov\)](#)

SB156

MEDICAID CHILDREN & FAMILIES
SPECIALTY PLAN

[Statewide Foster Care Plan]

[S156v1.pdf \(ncleg.gov\)](#)

Pending 2023 Legislation

AFFECTING PROVIDERS

Affecting Providers

HB415

STOP ADDICTION FRAUD ETHICS ACT OF 2023

[H415v2.pdf \(ncleg.gov\)](#)

HB323

RETAIN ADULT DEVEL. VOC. REHAB. PROGRAMS

[H323v2.pdf \(ncleg.gov\)](#)

Affecting Providers

Summary of Innovations Waiver DSP Wage Increase Legislation Filed to Date

	HB440/SB488 Direct Care Work Wage Increases/ <u>Innov.</u> Waiver.	HB259 , Section 9E.15. (House Budget bill)	SB550 Direct Support Professional Wage Increases (<i>primary sponsor Sen. Grafstein, DRNC attorney</i>)
Bill Status	Passed First Reading and referred to House Appropriations Committee; no movement since 3/23	House passed its budget; bill is with the Senate and we anticipate Senate budget in May	Passed First Reading and Referred to Senate Rules; no movement since 4/5.
Wage Increase	\$6.50/hr. increase effective when enacted	\$6.50/hr. increase effective when enacted	\$3.25/hr. increase Year1, then \$3.25/hr. Year2
Appropriation	\$90M Year1 and Year2	\$60M Year1 and Year2	\$72M Year1 and Year2
Funding Mechanism	Directed payment to LME/MCOs; increased rate payment from LME/MCOs to provider agencies with mandatory 75% going to DSPs.	Directed payment to LME/MCOs; increased rate payment from LME/MCOs to provider agencies with mandatory 85% going to DSPs.	Increased PMPM to LME/MCOs; increased rate payment from LME/MCOs to provider agencies with mandatory 90% going to DSPs.
Other	DHB may recoup if audit doesn't show full 75% going to DSPs.	DHB may recoup if audit doesn't show full 85% going to DSPs.	DHB may recoup if audit doesn't show full 90% going to DSPs.
Other	Mandatory rate methodology Medicaid SPA for Innovations and ICF-IID level Group Homes for <i>annual</i> LME/MCO rate adjustments to begin in SFY2026.		

“For HCBS, we propose to establish additional transparency and interested party engagement requirements for setting Medicaid rates for HCBS, alongside a proposed requirement that at least 80% of Medicaid payments for personal care, homemaker, and home health aide services be spent on compensation for direct care workers (as opposed to administrative overhead or profit).”

See CMS Press Release and Proposed Rule summary [here](#).

*New CMS Proposed Rules may require 80% provider rate pass-through to DSP wages.

Pending 2023 Legislation

AFFECTING BENEFICIARIES

Affecting Beneficiaries

SB20 [*Ratified*]

CARE FOR WOMEN, CHILDREN,
AND FAMILIES ACT

[S20v5.pdf \(ncleg.gov\)](#)

HB855

STRENGTHENING CARE FOR
FAMILIES AND CHILDREN [*using
Medicaid Expansion one-time
bonus for \$1B BH services
investment*]

[H855v1.pdf \(ncleg.gov\)](#)

See related [March press release](#)

SB625

CHILD WELFARE, SAFETY AND
PERMANENCY REFORMS

[S625v4.pdf \(ncleg.gov\)](#)

Affecting Beneficiaries

Summary of Innovations Waiver Slots Legislation Filed to Date

	HB259 , Section 9E.10. (House Budget bill)	SB566 Increase Innovations Waiver Slots (<i>primary sponsor Sen. Grafstein, DRNC attorney</i>)
Bill Status	House passed its budget; bill is with the Senate and we anticipate Senate budget in May	Passed First Reading and Referred to Senate Rules; no movement since 4/5.
Number of Slots	250 one time	2,000 per year for two years (4,000 total)
Deadline for implementation	7/1/2023	First 2,000 by 10/1/2023
Appropriation	\$6.1M Year1 and Year2	\$36.7M Year1 and \$72.5M Year2
Other		Slot allocation based on current policy <i>and</i> would condition additional slots by region on LME/MCO network adequacy and DSP wages of \$18/hr.

Next House Health Committee Agenda

Tuesday, May 16th at 10:00 a.m. – access live stream [here](#)

BILL NO.	SHORT TITLE	SPONSORS
HB 587	NC Genetic Counselors Workforce Act.	Representative Potts Representative K. Baker Representative Sasser Representative Reeder
HB 727	Breakthrough Therapies Research/Advisory Act.	Representative Sasser Representative Autry Representative Chesser Representative Goodwin
HB 860	Protect Our Youth in Foster Care.	Representative K. Baker Representative White Representative Saine Representative Loftis
HB 862	Strengthen Child Fatality Prevention System.	Representative K. Baker Representative White Representative Potts Representative Reeder

On Your Radar

Rowan-Salisbury Schools RFP for Day Treatment Provider

- The Rowan-Salisbury School System is seeking a strategic partner to provide Day Treatment services in its middle and high schools. Services will be delivered during the 2023-24 school year, including during holiday and district calendar breaks, with opportunities to extend the following year. For more information, see the [RFP for Day Treatment \(constantcontact.com\)](https://constantcontact.com).

Upcoming Expiration of Appendix K Flexibilities

- May 11, 2023, marks the end of the federal COVID-19 Public Health Emergency (PHE). NC Medicaid's NC Innovations Waiver Appendix K flexibilities are approved for six months after the end of the federal PHE, meaning they will end Nov. 11, 2023. On that date, the flexibilities currently allowed under Appendix K will revert to the original authority/approved limits in the Innovations Waiver and Clinical Coverage Policy 8P.
- NC Medicaid plans to add language to a draft Innovations Waiver amendment to make some Appendix K flexibilities permanent. Those flexibilities would include:
 - Allowing Home-Delivered Meals
 - Removing the requirement that beneficiaries attend the Day Supports facility once per week

Upcoming Expiration of Appendix K Flexibilities

- Allowing real-time, two-way interactive audio and video telehealth for Community Living and Supports (CLS), Day Supports, Supported Employment, Supported Living, and Community Networking
- Allowing parents of minor beneficiaries to provide CLS if the minor meets criteria for having an exceptional need (“exceptional need” criteria remain under review and may include having the highest Supports Intensity Scale [SIS] level)
- The proposed changes would require approval from the U.S. Centers for Medicare & Medicaid Services (CMS).

2022 NCI Staff Stability Survey Available

- Vaya encourages I/DD providers who serve Medicaid beneficiaries to complete the National Core Indicators™ (NCI) Staff Stability Survey. It is important for providers to respond about issues affecting the I/DD direct support professional (DSP) workforce. Your agency should have received an email with the survey with the subject line, “NC NCI Staff Stability Survey 2022.”
- If you are an I/DD provider and have not received the survey link or have questions, email NCISurvey@dhhs.nc.gov.

Claims Updates

Telehealth Service Codes with CR or GTCR Modifiers Lapsing

- As announced in our Provider Touchpoint webinar on April 14, 2023, service codes with the modifier CR or GTCR (for telehealth) will lapse due to the expiration of the COVID-19 PHE on May 11, 2023.
- They will no longer be available for use **except for services allowed under Innovations Waiver Appendix K flexibilities.**

Quality Management Updates

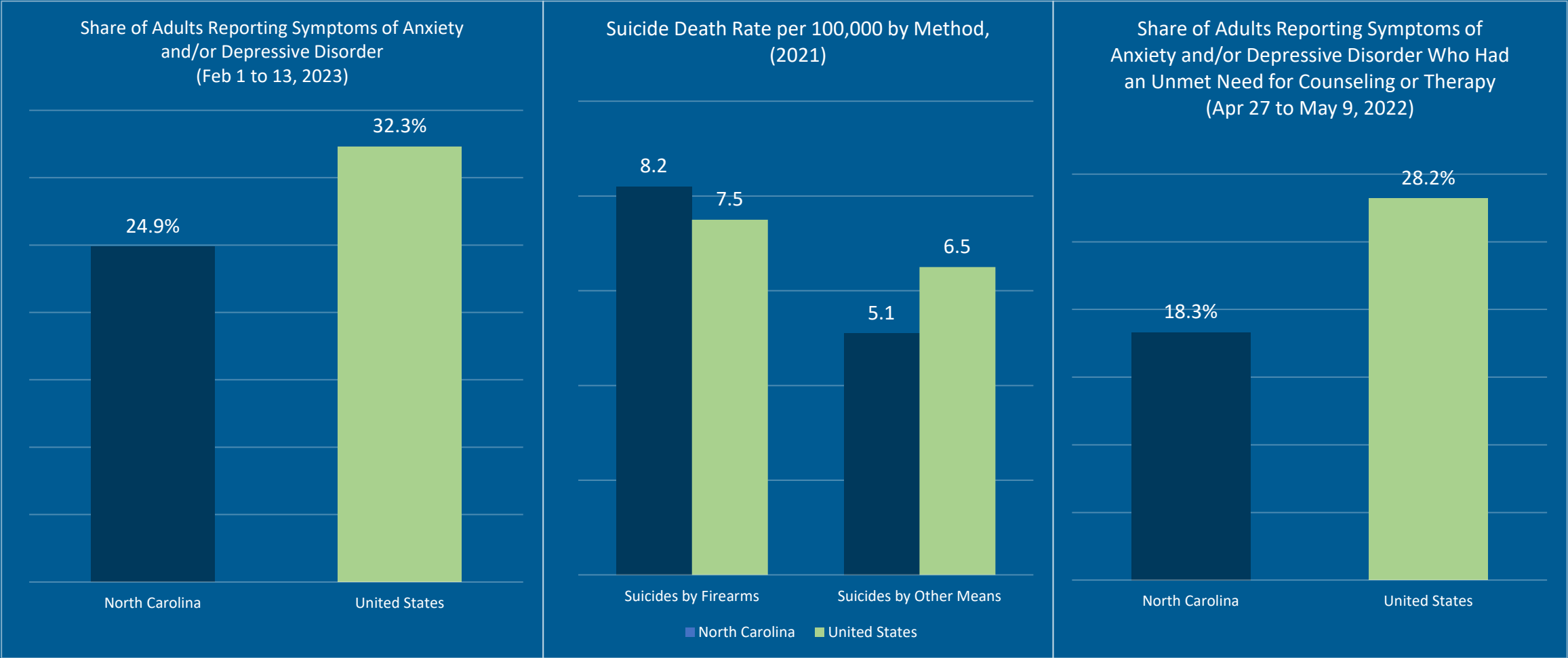


— MAY —
is
**MENTAL
HEALTH**
AWARENESS MONTH



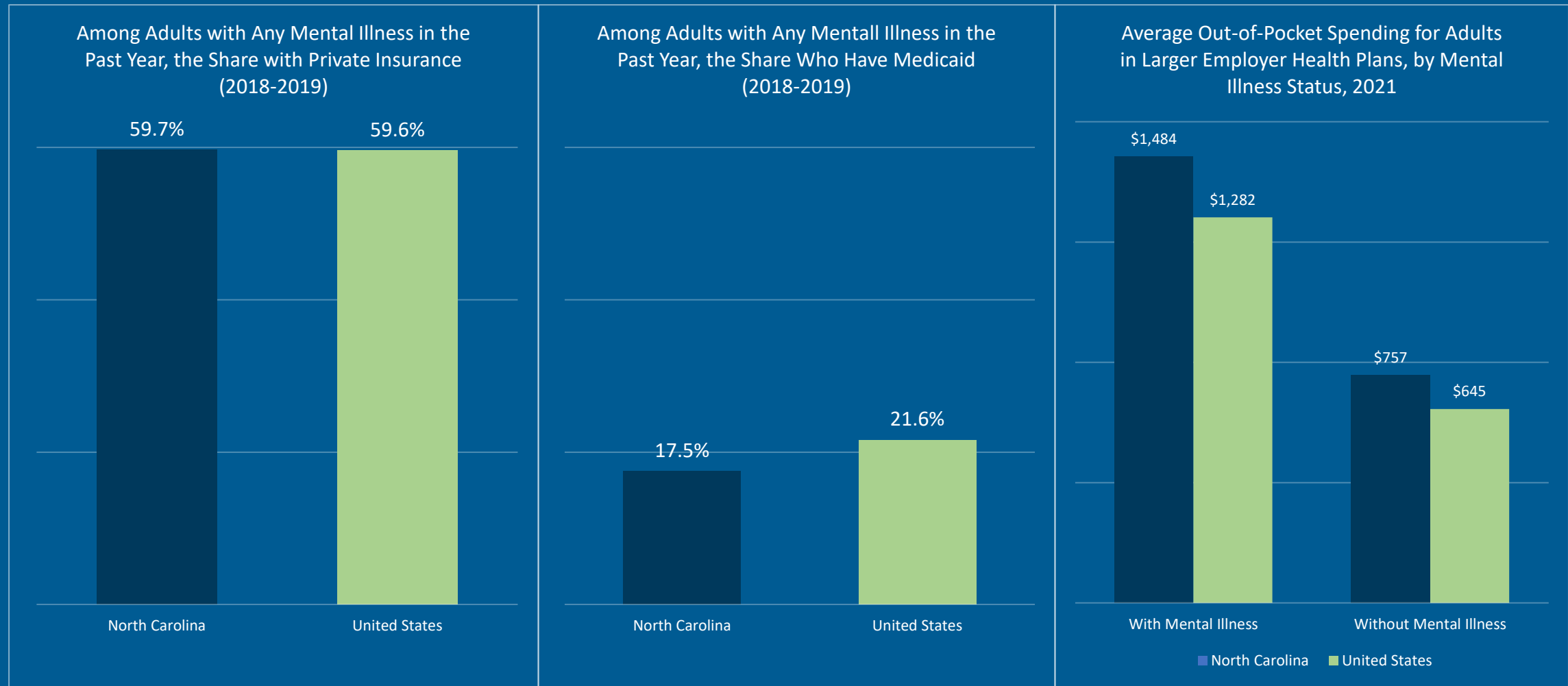
Mental Health in North Carolina

<https://www.kff.org/statedata/mental-health-and-substance-use-state-fact-sheets/north-carolina/>



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Learning and Participation Opportunities

Open Office Hours

- Vaya continues 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 16, 2023, 9-11 a.m.](#)
 - [May 17, 2023, 11 a.m.-1 p.m.](#)
 - [May 18, 2023, 1-3 p.m.](#)
 - [May 23, 2023, 9-11 a.m.](#)
 - [May 24, 2023, 11 a.m.-1 p.m.](#)
 - [May 25, 2023, 1-3 p.m.](#)

Vaya will announce additional open office hours in future Provider Communication Bulletins.

Provider Portal Trainings

Vaya is offering trainings to help providers navigate our new [Vaya Health Provider Portal](#). Registration is not required. Provider Portal job aids are also available on the [Resources | Vaya Health](#) page of our Provider Central website.

UPCOMING TRAININGS

- Provider Portal Authorizations: May 18, 2023, 10 a.m.-12 p.m. [Join online.](#)
- Provider Portal Authorizations: May 25, 2023, 10 a.m.-12 p.m. [Join online.](#)

Permanent Supportive Housing (PSH) training

June 15th, 16th, 22nd, and 23rd from 9:00 am – 1:30 pm

- Vaya will host a free, virtual training to help Community Support Team (CST) and Assertive Community Treatment (ACT) providers within the Vaya, Alliance Health, and Partners Health Management regions understand and improve their practice of the PSH model.
- To receive credit for the training, you must attend all four days. Participants are required to have their camera on and audio capability. Due to limited capacity, only three staff members from each provider organization may participate.
- To register, RSVP on the [Permanent Supportive Housing \(PSH\) training | Vaya Health](#). Participants will receive a link to the training the week before the event. For more information, email Provider.Training@vayahealth.com.

Person Centered Thinking (PCT) Training

- July 25-26, 2023, 9 a.m.-4 p.m.
- Person-Centered Thinking is a two-day, 12-hour virtual workshop that introduces the principles and use of person-centered thinking. Participants must attend on both days to receive a certificate of completion. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.
- Please note that due to limited capacity, only three staff from a single organization may attend. Include staff members' full name and email address in the RSVP. [Register online](#)

Save the Dates: Upcoming NC Innovations Waiver Processes Trainings for TCM Providers

- Vaya will present NC Innovations Waiver processes trainings on the following dates for Tailored Care Management (TCM) providers serving waiver participants:
- [July 20, 2023, 9-11 a.m.](#)
- [July 25, 2023, 10 a.m.-12 p.m.](#)
- [Aug. 2, 2023, 8:30-10:30 a.m.](#)
- [Aug. 8, 2023, 2-4 p.m.](#)

Each training will be a unique module. Care managers working with Innovations Waiver participants should attend all four trainings. We will record the trainings for individuals who cannot attend and to help train future staff. Vaya will provide more details about the training content in an upcoming Provider Communication Bulletin.

Vaya Health Provider Advisory Council

- Next monthly meeting: Wednesday, May 17, 2023, 10 a.m. – 12 p.m.
- All network providers are encouraged to attend and participate.
- For more information about the PAC, email provideradvisorycouncil@vayahealth.com



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, May 26, 2023, 11 a.m. – 12 p.m.



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