

Provider Touchpoint

Friday, May 26, 2023

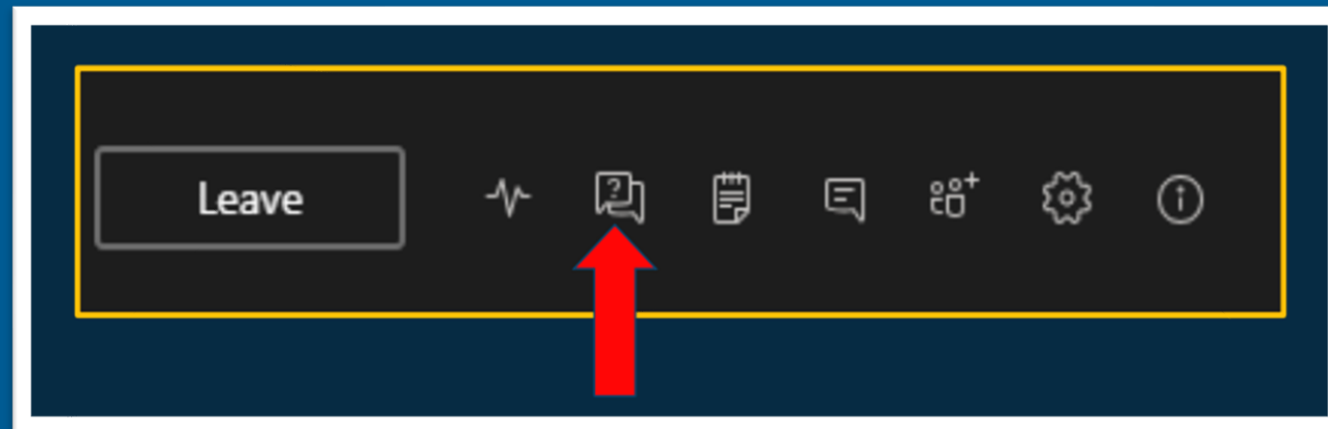


VAYAHEALTH

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

Angela Evans, I/DD Utilization Management Manager

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

David Boyd, Behavioral Health Network Operations Director

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

Jennifer Jennings, Substance Use Network Development Director

Kate Glance, Performance Reporting Manager

Kelly Phelps, Provider Educator

Care Management Leadership Team

Guest Presenters: Modivcare

Anita James, NC Director of Provider Relations

Glenn Peters, Provider Relations Manager

Tobi Everett Santiago, Senior Director, Transportation

<https://www.modivcare.com/>

Today's Production Team

Justine Tullos, (Q&A Moderator)

Lindsay Locklear, Provider Educator (Producer)

Shamika Howard, Provider Educator (Co-Producer)

Vaya Health Holiday Closing

- In observance of the Memorial Day holiday, Vaya will be closed Monday, May 29, 2023.
- Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) will continue to operate from 7 a.m. to 6 p.m., every day except Sundays, including on holidays.
- Our 24/7 Behavioral Health Crisis Line is open 365 days a year at 1-800-849-6127.

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**Welcome Vaya
Health Providers!**

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Military Appreciation Month

Show your support for our service members this Military Appreciation Month - honor them with donations, thank you notes, and more!



It is also... National Pet Month

Show your furry friends some extra love this National Pet Month - dedicate the month to spoiling them with special treats, toys, and cuddles!



BH I/DD Tailored Plan Service Vendors

Modivcare
<https://www.modivcare.com/>

• Modivcare Our Expertise and Scale

- We are National leaders in the healthcare transportation industry
1. All providers must be contracted with NC Tracks www.nctracks.com.
 2. Once approved through NC Tracks providers may email NCnetwork@modivcare.com.
 3. Modivcare types of services are Ambulatory, Wheelchair, and ALS/BLS.





On Your Radar

Current Network Needs

Service	Area of need
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
Adolescent Substance Use Services	All counties
Emergency Respite (child and adolescent)	All counties
Emergency Respite (adult I/DD overnight)	All counties
Financial Support Agency	All counties

Current Network Needs

Service	Area of need
Child and Adolescent Day Treatment	School system based
Psychosocial Rehabilitation (PSR)	Rural counties
Research Based – Behavioral Health Treatment	Rural counties
Vacant Licensed/unlicensed facilities that can be used for a residential program	Western Counties

Current Network Needs

If your organization is interested in providing any of these services, please contact your Provider Network Contract Manager or email provider.info@vayahealth.com for more information.

Request for Application (RFA) of a Statewide Peer Warmline

- The NC Division of MHDDSDAS has released a [Request for Applications](#) (RFA) for a Statewide Peer Warm Line that allows any North Carolinian to get support from a Certified Peer Support Specialist 24/7.
- Applicants must be a nonprofit, peer-run organization. For more information email 988info@dhhs.nc.gov by June 25, 2023.



Provider Portal

Bookmarking the Provider Portal

When logging in to the Vaya Provider Portal, the portal URL will include a login token that expires after 15 minutes. If a user bookmarks the portal homepage after logging in, the bookmark will contain the expiring token and cause login failure if accessed in the future.

To create a correct bookmark, choose one of two options:

- 1) Bookmark the Provider Portal homepage at <https://providers.vayahealth.com/provider-portal/> and then click "Log in."
- 2) Bookmark the following URL to go directly to the sign-in screen:
<https://providerportal.vayahealth.com>.

If you have questions, email the Vaya Service Desk at ServiceDesk@vayahealth.com.

Provider Portal Updates

- **Replacing SAA**: Organization's wishing to replace the designated System Access Administrator (SAA), must complete the online [Network Provider Systems Access Administrator Designation](#) and select "A request to replace our current designated SAA". If no additional information is required, Vaya will complete your change request within two business days.
- **Claims extract reports**: in the [Vaya Provider Portal](#) now include the claims denial reason. Reports are available in both Excel (.xls) and Comma Separated Values (.csv) formats.
- **CMS 1500 Claims**: The Electronic Data Interchange (EDI) will not accept a claim billed with the CMS 1500 with more than 50 service lines on a single form/claim. For this reason, Vaya is requesting that all claims submitted using the CMS 1500 form, have no more than 50 lines of service per claim.
- **Saving Unsubmitted Claims**: If a claim has been saved for more than 7 days without being submitted, it will be removed from the system to prevent excessive saved claims.

Claims Updates

Due Dates for Non-UCR Payment Expenditures

- On May 24, 2023, Vaya received the final date established by the NCDHHS Office of the Controller for processing non-UCR payments for SFY 2022-23.
- To meet the NCDHHS deadline, providers must submit any invoices for actual non-UCR expenditures incurred through May 31, 2023, to Vaya's Finance Department by end of day on Monday, June 5, 2023.
- Invoices for actual non-UCR expenditures incurred between June 1-5, 2023, also must be submitted to Vaya's Finance Department by end of day on Monday, June 5, 2023.
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- For more information, please review the following memos from NCDHHS:
 - [SFY23 Year-End Non-UCR Federal Payment and Settlement Process](#)
 - [SFY23 Year-End Non-UCR State Special Categorical Funds Payment Process](#)

Due Dates for Non-UCR Payment Expenditures

- Please note that NCDHHS does not allow submission of estimated or projected non-UCR expenditures. To ensure reimbursement, any additional actual non-UCR expenditures incurred through June 30, 2023, will be due to Vaya's Finance Department by the end of day on July 20, 2023.
- If you have questions about the submission deadlines, contact your Provider Network Contract Manager or Jamie Brendle, Senior Staff Accountant, at jamie.brendle@vayahealth.com.

Service and Authorization Updates

Prior Authorization Flexibilities Ending

- Beginning April 1, 2023, Vaya implemented prior authorization flexibilities as we transitioned to our new [Provider Portal](#). **These flexibilities will end at 11:59 p.m. on May 31, 2023, for both Medicaid and State-funded services.**
- Services that require prior authorization and that are delivered after May 31, 2023, must have an authorization in place for claims to pay. Vaya will accept requests for retrospective service authorization through **June 30, 2023.**
- Please refer to the [Authorization Guidelines](#) page on Vaya's Provider Central website for information about prior authorization requirements.

Provider Portal Prior Authorization Process

- Effective June 1, 2023, providers will use the Vaya [Provider Portal](#) to submit authorization requests and to view authorization history.
- Providers who have been submitting requests and admission notifications in April and May (using a non-standard fax process) must begin submitting requests in the portal at this time.

Provider Portal Prior Authorization Process

- Please note the following guidance:
- **For services authorized prior to April 1, 2023:**
- For authorizations that lapsed in April or May, providers should submit a concurrent request with a start date of June 1, 2023, to continue the service.
 - Authorization requests for services beginning June 1, 2023, should be for concurrent timeframes that would have been requested in April or May.
 - *Example: If a request for Residential Services Level II – Family Type (Therapeutic Foster Care) was approved prior to April 1, 2023, and the authorization for the service ended in April or May, the provider will submit a concurrent request for these services with a start date of June 1, 2023. There is no need to pro-rate your request to subtract the services rendered in April and May.*

Provider Portal Prior Authorization Process

- For authorizations that were set to end after June 1, 2023, the provider may submit a concurrent request with a start date contiguous to the prior authorization end date.
 - *Example: If a service was authorized through June 30, 2023, the provider may place a continued stay request up to two weeks prior to the end of that authorization requesting the amounts they normally would for a concurrent request beginning July 1, 2023. If the authorizations ended in April or May, providers must submit a concurrent request beginning June 1, 2023, for the usual concurrent amount.*

Provider Portal Prior Authorization Process

For services that began in April or May 2023:

- Providers must submit authorization requests and admission notifications for services that began in April or May as if the service is beginning on June 1, 2023. *Example: If a member began receiving Residential Services Level II – Family Type (Therapeutic Foster Care) in April or May, the provider should submit a notification service authorization request (SAR) for the 180-day passthrough to begin on June 1, 2023.*

Provider Portal Prior Authorization Process

For State-funded services:

- Providers submitting SARs for State-funded services may need to establish eligibility and complete enrollments prior to submitting the request.
- For help using the [Provider Portal](#):
 - Attend one of our [Open Office Hours for Providers](#) (more information below)
 - Review job aids available on the [Resources page](#) of the Provider Central website
 - Call the Provider Support Service Line at 1-866-990-9712, Monday-Saturday, 7 a.m.-6 p.m.
- We will continue to share portal authorization training information in upcoming Provider Communication Bulletins.

New Guidance on North Carolina DHHS Person-Centered Planning

- To align with [NCDHHS LME/MCO Joint Communication Bulletin #J445](#) (March 9, 2023), Vaya's utilization review process will incorporate the State's person-centered plan guidance effective June 1, 2023.
- **Providers may begin using the person-centered plan guidance and templates on this date and are required to use the updated guidance and templates beginning Oct. 2, 2023.**
- Information about which services require the submission of a person-centered plan or SAR are available on the [Authorization Guidelines](#) page of Vaya's Provider Central website. Person-centered plan guidance and templates are available on the [NCDHHS website](#).

1915(i) Updates

Medicaid 1915(i) Authority Updates

- As Behavioral Health and I/DD Tailored Plans will operate under North Carolina's 1115 Demonstration Waiver, they will no longer offer home and community-based services under the 1915(b)(3) authority. Pending federal approval, NCDHHS expects to transition from 1915(b)(3) to 1915(i) services starting July 1, 2023.
- For more information, see the [NC Medicaid Managed Care Provider Playbook Fact Sheet](#), which includes implementation timeframe details and information for care managers. Please remember that members must have a completed independent assessment and be deemed eligible by NCDHHS to access 1915(i) services.

BH I/DD Tailored Plan Updates

Top Reasons to Contract



By contracting with Tailored Plans:

- It creates greater choice for Medicaid Beneficiaries.
- It creates better access to care for Medicaid Beneficiaries.
- Beneficiaries will not have to choose between their medical home and critical specialty care.

In-Network Providers will be paid a higher rate compared to out of network providers (Tailored Plans must cap OON payments at 90% of fee schedule – typically the FFS fee schedule).

- NOTE: By contracting, providers avoid or eliminate the risk of getting paid less than the full Medicaid rate.

In-network PCPs will receive additional AMH payments.

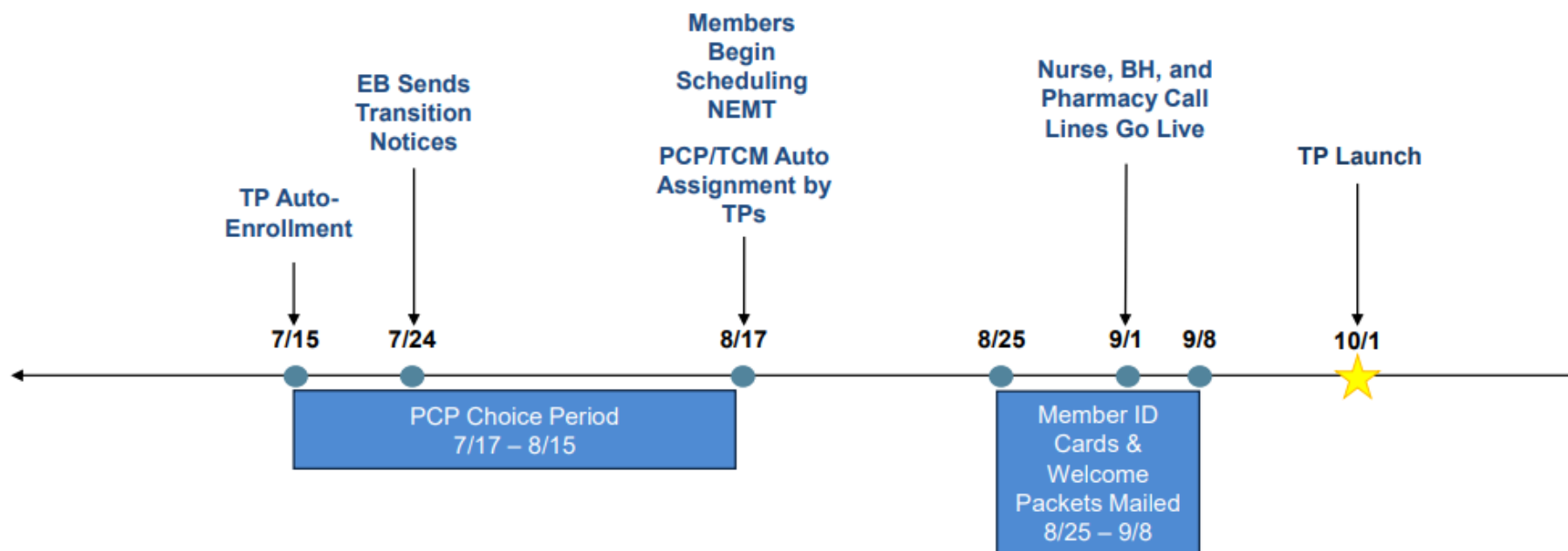
- NOTE: These payments are not available for OON providers.

Over the past year DHB has worked closely with the Tailored Plans; Tailored Plans understand NC Medicaid better and have improved on early contracting issues.

- NOTE: If your early experience was not great, consider trying again.
- Some providers are contracting with all 6 plans, recognizing it is in the best interest of the beneficiaries.

Key Tailored Plan Milestones

Member Tailored Plan Milestones for 10/1 TP Launch

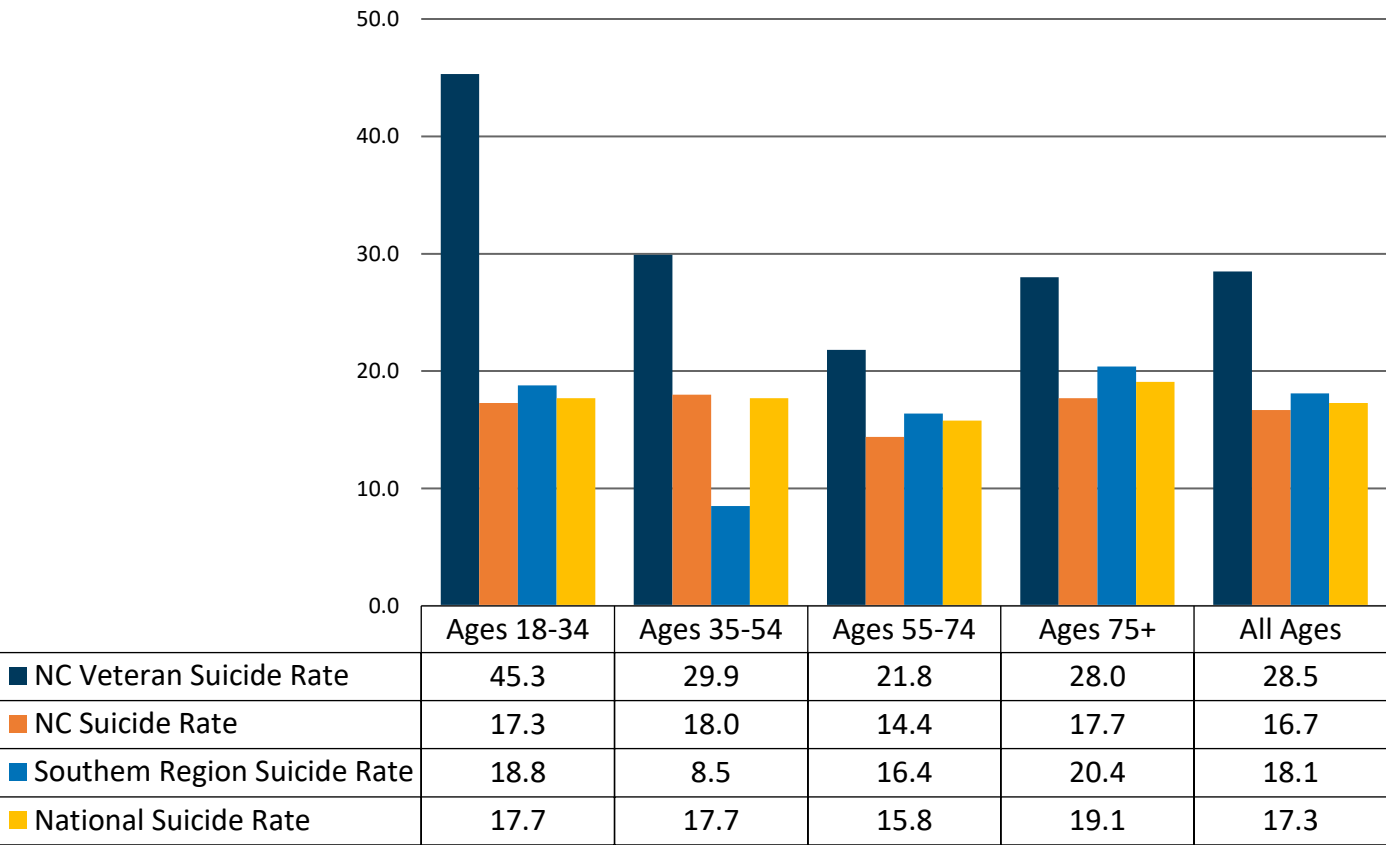


Quality Management Updates

North Carolina Veteran Suicide Data

<https://www.mentalhealth.va.gov/docs/data-sheets/2020/2020-State-Data-Sheet-North-Carolina-508.pdf>

NC Veteran, Total NC, Southern Region and National Suicide Deaths by Age Group, 2020



	NC Veteran Suicides	NC Total Suicides	Southern Region Total Suicides	National Total Suicides
Ages 18-34	34	420	5,452	13,438
Ages 35-54	56	481	5,888	14,563
Ages 55-74	64	355	4,664	11,876
Ages 75+	40	129	1,788	4,421
All Ages	199	1,385	17,792	44,298

NC Veteran Suicide Deaths, 2020	
Male	186
Female	13
Total	199

Learning and Participation Opportunities

Residential Provider Roundtable

Friday, June 2, 2023, 2-4 p.m.

- The goal of the Child Residential Provider Roundtable is to build connections and strong working relationships between Vaya and child residential service providers.
- June agenda:
 - The Children's Home Society of North Carolina
 - Review Vaya news and receive updates on the Rapid Resources for Families Bedboard
 - Current network needs
 - Barriers to placement
 - Responses to referrals
 - High-risk staffing
- [Join online](#)

Provider Office Hours

- Vaya continues to offer virtual open office hours for providers three days a week in May 2023 and until the middle of June, 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 30,2023 9-11a.m.](#)
 - [May 31,2023 11a.m.-1 p.m.](#)
 - [June 1,2023 1-3pm](#)
 - [June, 7, 2023 11 a.m. - 1 p.m.](#)
 - [June 8, 2023 1 – 3 p.m.](#)
- Office hours dates, times, and links are located at [Resources | Vaya Health](#)

Provider Office Hours

- 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.**

Requesting NC-SNAP Virtual Training

- To request NC Support Needs Assessment Profile (NC-SNAP) virtual training, email Vaya NC-SNAP Liaison: Lindsay Locklear (lindsay.locklear@vayahealth.com) for a registration form.
- Please complete the form in Microsoft Word format. Vaya will send completed forms to the Division of MHDDSAS' NC-SNAP team for review.
- DMHDDSAS' NC-SNAP team will send confirmation of the training date to the provider and the liaison.
- One week prior to the training, the provider will receive a Microsoft Teams link to the training.
- If you do not receive a training link via email, be sure to check your spam folder. If the email is not there, email lindsay.locklear@vayahealth.com at least 72 business hours prior to the scheduled training.
- For more information, visit the [NC DHHS: NC Support Needs Assessment Profile](#)

Military Culture Training

- Although individuals serving in the military experience behavioral health and medical conditions at higher rates than their civilian counterparts, Veteran's Administration statistics indicate that two-thirds of veterans do not seek or engage in treatment.
- Research suggests individuals with military experience are more likely to engage with professionals who have military experience themselves and/or an understanding of military culture and the challenges this population experiences.
- **Blue Ridge Health is offering free virtual trainings scheduled from 3-5 p.m. on the following dates:**
 - Tuesday, June 20, 2023, 3-5 p.m.**
 - Wednesday, July 12, 2023, 3-5 p.m.**

Military Culture Training

- Blue Ridge Health's Military Culture Training sessions aim to promote:
 - Understanding and cultural competence specific to military culture
 - Informed medical and behavioral health practices
 - Treatment engagement for individuals and families with military experience
- No CEUs are available at this time, but participants are encouraged to verify training accepted by their credentialing body that may include general education in topics, such as Military Culture.
- For more information or to reserve a spot in one of the upcoming trainings, email training@brchs.com.

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:
- Care managers working with Innovations Waiver participants are encouraged to attend all four trainings. Each module will be recorded and will be available for on-demand viewing in the Vaya Learn Portal.

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

- July 20, 2023, 9:00 a.m.-11 a.m.

Care Management Comprehensive Assessment Requirements and Care Plan Requirements

- July 25, 2023, 10:00 a.m.-12 p.m.

NC Innovations Emergency Slot Request, Invoice Based Innovations Services, Innovations Waiver Transfer and Innovations Waiver Slot Terminations

- Aug. 2, 2023, 8:30 a.m.-10:30 a.m.

Appendix K Flexibilities and RA letters

- Aug. 8, 2023, 2:00 p.m.-4 p.m.

IFDS, RaDSE, and out of state travel



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, June 9, 2023, 11 a.m. – 12 p.m.



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