

Provider Touchpoint

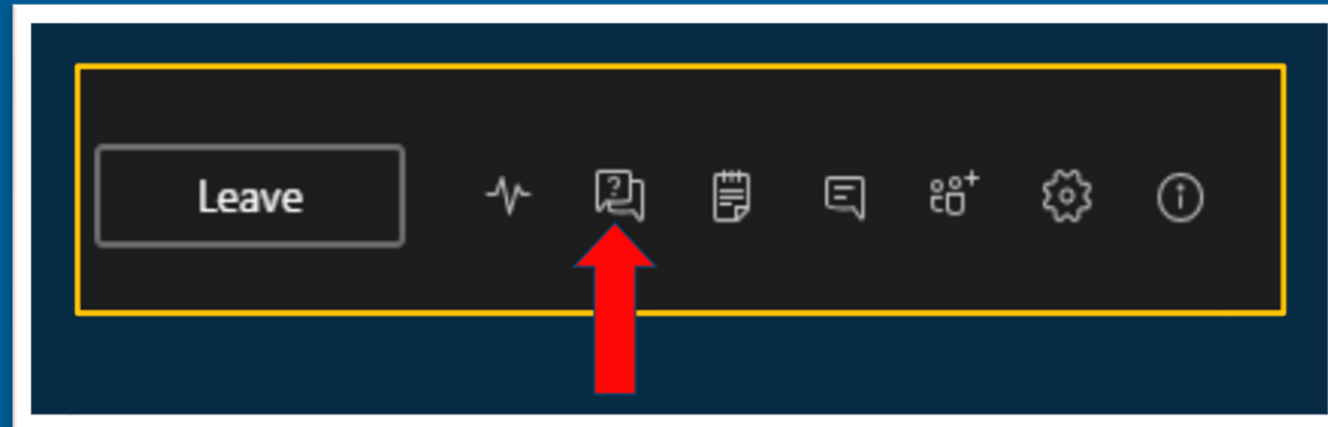
Friday, June 23, 2023



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?



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

Today's Vaya Participants

Ayofemi Powell, Grievance/Complaint and Incident Response Specialist

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

Lisa Vuchak, Site Review Specialist

Care Management Leadership Team

Today's Production Team

Breonna Martin, Provider Educator (Producer)

Justine Tullos, (Q&A Moderator)

Shamika Howard, Provider Educator (Co-Producer)

Vaya Health Holiday Closing

- In observance of Independence **holiday**, Vaya will be closed Tuesday, July 4, 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.

“

**Welcome Vaya
Health Providers!**

”

Men's Health Awareness Month

June is National Men's Health Month! This month is all about encouraging the men in your life (including you, men out there!) to take care of their bodies by eating right, exercising, and working to prevent disease. The official symbol for the month is a blue ribbon and the purpose of Men's Health Month is to heighten the awareness of preventable health problems and encourage early detection and treatment of diseases including cancer, heart disease, and depression.



On Your Radar

Loan Repayment Opportunity for Eligible Mental Health Professionals

- North Carolina's State Loan Repayment Program (SLRP) application cycle is now open.
- This program offers up to \$50,000 in educational loan repayment for mental health providers in exchange for a three-year commitment to a team providing comprehensive behavioral health services to rural communities with a Health Professional Shortage Area score of 15 or higher.
- Applications are due June 30, 2023. More information is available on [NC DHHS: North Carolina State Loan Repayment Program](#).

Scheduled Downtime: Vaya Provider Portal Authorization Module

- The [Vaya Health Provider Portal](#) authorization module will be offline from 11 p.m. Friday, June 23, 2023, until 7 a.m. Saturday, June 24, 2023, due to a scheduled Guiding Care update.
- During that time, providers will be unable to view or submit authorization requests in the Provider Portal.

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.

Late Incident Response Improvement System (IRIS) Submissions

- Vaya monitors IRIS incident reports and issues plans of correction for providers who fall below 85% timeliness. As a reminder:
- IRIS incident reports are due within 72 hours of the time a provider learns of the incident (see the [IRIS reporting manual](#) exceptions).
- The “Date of Incident” is the date the incident took place.
- The “Date Provider Learned of Incident” is the date the provider first learned about the incident.
- The “Date Submitted” is when the provider saved and fully submitted the incident report, providing the thumbs up with the incident report number.
- Providers should be consistent when entering their organization’s name on incident reports.

Late Incident Response Improvement System (IRIS) Submissions

- Providers should submit incident reports on time, even if the initial report is missing information.
- If the IRIS website is down, providers can obtain a paper incident report form on Vaya's [Incident Reporting | Vaya Health](#) or the [NC DHHS: Incident Response Improvement System \(IRIS\) Forms](#) and submit it within the required timeframe via fax to:
 - **Vaya: 828-398-4407**
 - **NC Division of MHDDSAS Customer Service and Community Rights Team: 919-733-4962**
 - **NCDHSR Healthcare Personnel Registry: 919-733-3207**
- In these cases, providers are still required to enter the incident report in IRIS when the system is available.

Service and Authorization Updates

Swain Recovery Center Update

- Insight Human Services, which operates Swain Recovery Center, on the Black Mountain Campus, was notified by the state that their lease will not be renewed and will have to vacate. Because of this, Swain Recovery will be shutting down as of 6/30/2023 to allow time to transition the individuals currently receiving treatment to appropriate settings.
- Insight and Network Development have been working diligently to identify a new location and will continue to search for viable options.

1915(i) Updates

1915(i) Waiver Member Assessments

As we advised in [Provider Communication Bulletin, Issue 46](#) (March 23, 2023), provider-based Tailored Care Management (TCM) agencies should continue outreach to members currently receiving 1915(b)(3) services in preparation for North Carolina's transition to the 1915(i) Home and Community-Based Services Waiver, which is scheduled to go live July 1, 2023., pending CMS approval.

TCM providers must complete independent assessments for these members to access 1915(i) services. Vaya requests that providers submit the completed assessments and eligibility spreadsheets to 1915i@vayahealth.com by no later than the 15th of each month.

If you have questions, email Jennifer Jennings, Substance Use Network Development Director, at jennifer.jennings@vayahealth.com.

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.

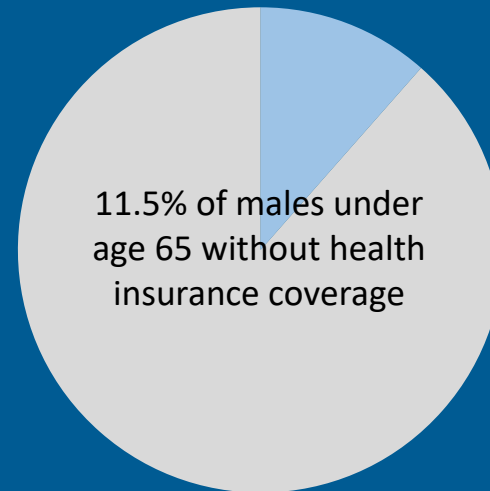
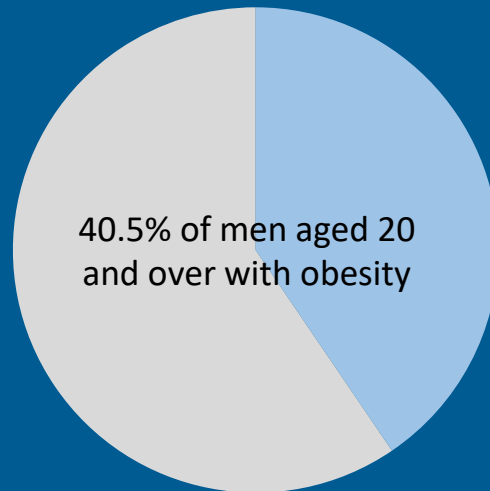
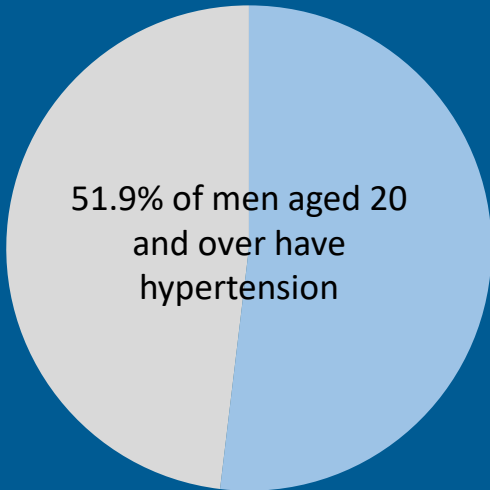
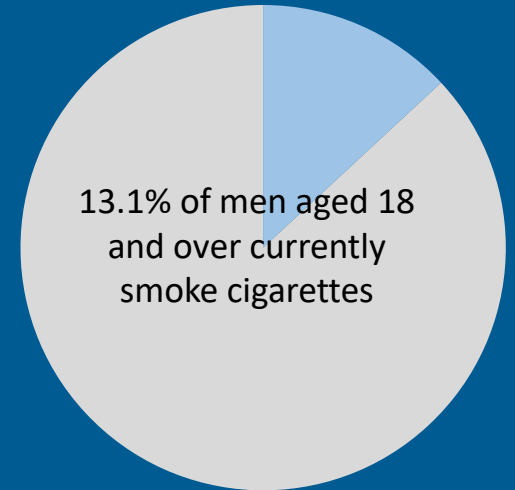
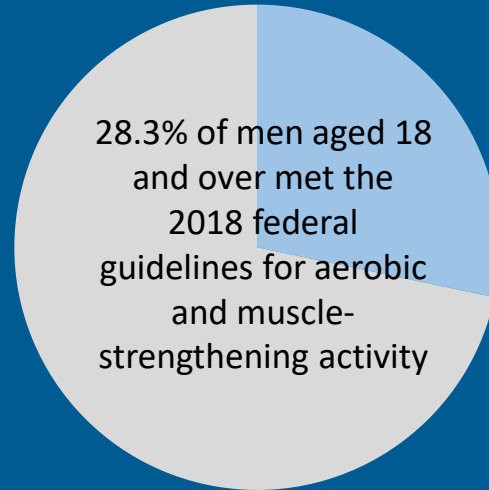
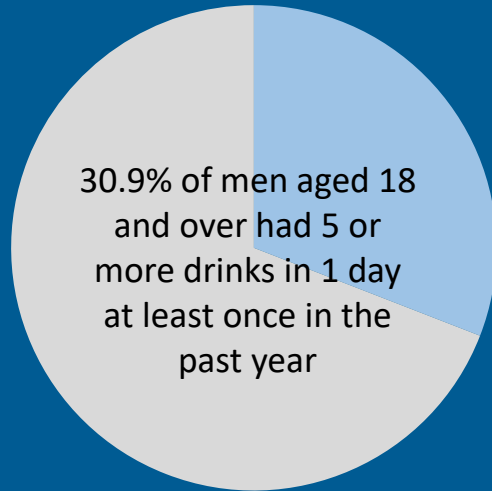
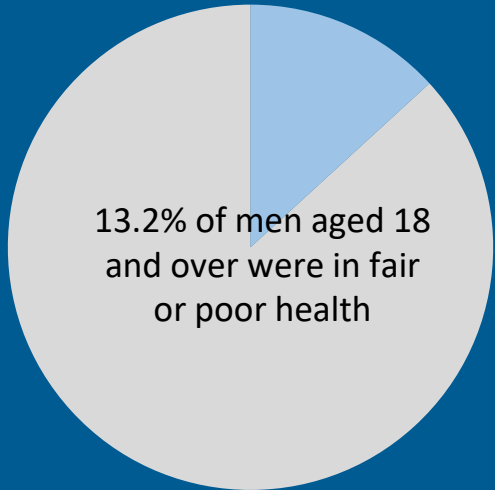
- NOTE: If your early experience was not great, consider trying again.
- Some providers are contracting with all 6 plans, recognizing it is in the best interest of the beneficiaries.

Quality Management Updates



— JUNE IS NATIONAL —
MEN'S HEALTH
AWARENESS MONTH

In the United States...



Learning and Participation Opportunities

Upcoming 1915(i) Trainings for Providers

- Most current NC Medicaid 1915(b)(3) home and community-based services will be offered under the 1915(i) State Plan Option upon Tailored Plan launch on Oct. 1, 2023.
- To support providers in understanding these new services, Vaya will present the following 1915(i) trainings:
 - **June 28, 2023, 10 a.m.-12 p.m.** – Evaluation and assessment requirements, Supported Employment, and Individual Placement and Supports. [Join online.](#)



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, July 7, 2023, 11 a.m. – 12 p.m.

