



## AUG. 10, 2023 | COMMUNICATION BULLETIN 2023-24 ISSUE 6

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### ALL NETWORK PROVIDERS

#### Provider Touchpoint Aug. 18, 2023, 11 a.m.-12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. The link to each webinar is published both the week prior to and the week of the event in the Provider Communication Bulletin.

PROVIDER TOUCHPOINT – AUG. 18, 2023

#### Provider Portal: 24-Hour Waiting Period for New Recipient Authorization Requests

Providers must wait up to 24 hours after enrolling a new State-funded services recipient in Vaya's [Provider Portal](#) before submitting a service authorization request (SAR) for the individual. If you cannot find a new recipient on the Authorizations homepage more than 24 hours following enrollment, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

### BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

#### Updated IFDS Employer Handbook Published

An updated version of Vaya's [Individual and Family Directed Services \(IFDS\) Employer Handbook](#) is now available on the [Individual and Family Directed Services](#) page of the Vaya website. The

handbook is a key source of information and requirements for NC Innovations Waiver participants, and their guardians, who self-direct some or all of their services through the Employer of Record or Agency with Choice models, as well as providers.

If you have questions about the handbook, contact the member's care manager, [innovations.stakeholder@vayahealth.com](mailto:innovations.stakeholder@vayahealth.com), or Vaya's Member and Recipient Service Line at 1-800-962-9003.

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## Temporary Prior Authorization Pass-through Process for 1915(i) Waiver Services

Effective July 1 through Sept. 30, 2023, Vaya network providers may follow the prior authorization pass-through process for 1915(i) Waiver services as North Carolina continues its transition away from 1915(b)(3) services.

No notification SAR is required for 1915(i) services during this time. However, network providers must submit a SAR and other required documentation to continue services beyond Sept. 30, 2023. Prior authorization requirements will take effect Oct. 1, 2023.

If you have questions or need help with pass-through requests, contact Vaya's Utilization Management Team at 1-800-893-6246, ext. 1513, or at [UM@vayahealth.com](mailto:UM@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### 1915(i) Waiver Training Series Available through Vaya's Learn Portal

Three online, self-paced 1915(i) Waiver training modules are now available in Vaya's [Learn Portal](#). To access the trainings, follow these steps:

- Log in to the **Learn Portal**.
- Select "Courses" in the upper right corner.
- Select "1915(i) Waiver Training."
- Select "Start Now."
- Scroll down to "Training Modules" on the left side of the screen, select one of the three training opportunities, and select "Click here to watch the training video" or "Click here to view the presentation slides."

#### **1915(i) Training One** covers:

- Changes related to the transition from 1915(b)(3) to 1915(i) services
- 1915(i) evaluation and independent assessment requirements
- Community Living and Supports details and criteria
- Community Transition details and criteria

#### **1915(i) Training Two** covers:

- Individual and Transitional Supports
- Respite services
- 1915(i) evaluation and assessment (required for individual and Transitional Supports and Respite)

#### **1915(i) Training Three** covers:

- Supported Employment
- Individual Placement and Support
- 1915(i) evaluation and assessment (required for Supported Employment and Individual Placement and Support)

For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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# NC-SNAP Training Process Update

The NC Support Needs Assessment Profile (NC-SNAP) is a needs assessment tool that measures an individual's level of intensity of need for I/DD supports and services. To register for and attend an NC-SNAP training, individuals must meet the [NC Qualified Professional \(QP\) requirements](#). The remaining NC-SNAP 2023 training sessions are from 1-5 p.m. on Sept. 6, Sept. 20, Oct. 4, Oct. 18, Nov. 1, Nov. 15, Dec. 6, and Dec. 13.

NCDHHS no longer requires providers to complete a NC-SNAP registration form. Instead, email the following information for each registrant to [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com):

- Name, email address, phone number, and requested training date
- QP status (specify population expertise as mental health, substance use disorder, and/or I/DD)

Please limit registrations to a maximum of three staff from your provider organization per training.

NCDHHS will approve registrants, send a confirmation email, and send a follow-up email with the training link and a request for any additional documents. For more information or to register, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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## Permanent Supportive Housing 2023 Training Series Sept. 21, 22, 28, and 29, 2023, 9 a.m.-1:30 p.m.

This free, online training will enhance Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing (PSH) model. To receive training credit, providers must attend and participate (via cameras and audio) all four days. CST and ACT providers in the Vaya, Alliance Health, and Partners Health Management LME/MCO regions may register up to three staff from each agency.

[Register online.](#) For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**Why did I receive this email?** Vaya Health requires all network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

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