



AUG. 31, 2023 | COMMUNICATION BULLETIN 2023-24 ISSUE 9

IN THIS ISSUE: Provider Touchpoint | QM Monitoring Document Upload Tool Update | Provider Resource: The National Rural Recruitment and Retention Network | Outpatient Opioid Treatment Billing Update | Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised)

ALL NETWORK PROVIDERS

Provider Touchpoint Tomorrow, Sept. 1, 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 – SEPT. 1, 2023

QM Monitoring Document Upload Tool Update

Vaya will launch a new Monitoring Document Upload Tool on Sept. 1, 2023. The tool will allow secure digital submission of requested documentation to our Quality Management (QM) Department and replaces all current methods of documentation delivery, including email, fax, and hand-delivery, to increase the efficiency of the review process.

Please note the QM Monitoring Document Upload Tool will not be part of Vaya's [Provider Portal](#) and cannot be accessed through it. QM staff will provide upload instructions directly to the provider when requesting documentation.

Provider Resource: The National Rural Recruitment and Retention Network

The National Rural Recruitment and Retention Network ([3RNET](#)) helps rural practices expand their

job recruitment reach through its Provider Retention & Information System Management (PRISM). PRISM is a collaborative of state primary care offices, offices of rural health, area health education centers, and other organizations that collects data on outcomes to enhance clinician retention.

For more information, contact Karen Gliarmis, North Carolina 3RNET network coordinator, at 919-527-6440 or PlacementServices@dhhs.nc.gov.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Outpatient Opioid Treatment Billing Update

Effective Oct. 1, 2023, providers who bill for Outpatient Opioid Treatment (service code H0020) must ensure each claim line includes the service date range and number of units.

For example, to bill for services for an individual who was seen on Oct. 1, 2023, and given six days of take-home medication, the claim line must include the following: Service from date: 10/01/2023; Service to date: 10/07/2023; Units: 7. In this example, the provider must wait until on or after Oct. 7, 2023, to submit the claim.

You may still bill for 29 days at a time (one unit of H0020 at the clinic and 28 days of take-home doses). **Please note that providers who previously billed for units beyond the claim submission date, resulting in a denial, must submit a new claim for re-adjudication.**

For more information, see the [Authorization Guidelines](#) page of Vaya's Provider Central website (Medicaid and Non-Medicaid Authorization Guidelines for Mental Health/Substance Use Services – Adult). If you have questions, contact Regional Opioid Response Coordinator James Collins at james.collins@vayahealth.com or 1-800-893-6246, ext. 1285.

LEARNING AND PARTICIPATION OPPORTUNITIES

Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised) Oct. 5-6, 2023, 9 a.m.-4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register. Attendance is capped at 28 participants.

Get more information and [register online](#) on or before Oct. 2, 2023. Please register early, as the event may reach capacity prior to the cutoff date.

Participants will receive a link to the training a few days before the event. If you have questions, email 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](#).



Vaya Health | 200 Ridgefield Court, Suite 218, Asheville, NC 28806

[Unsubscribe](#) provider.communication@vayahealth.com

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by provider.communication@vayahealth.com powered by



Try email marketing for free today!