

Provider Touchpoint

Friday, August 18, 2023

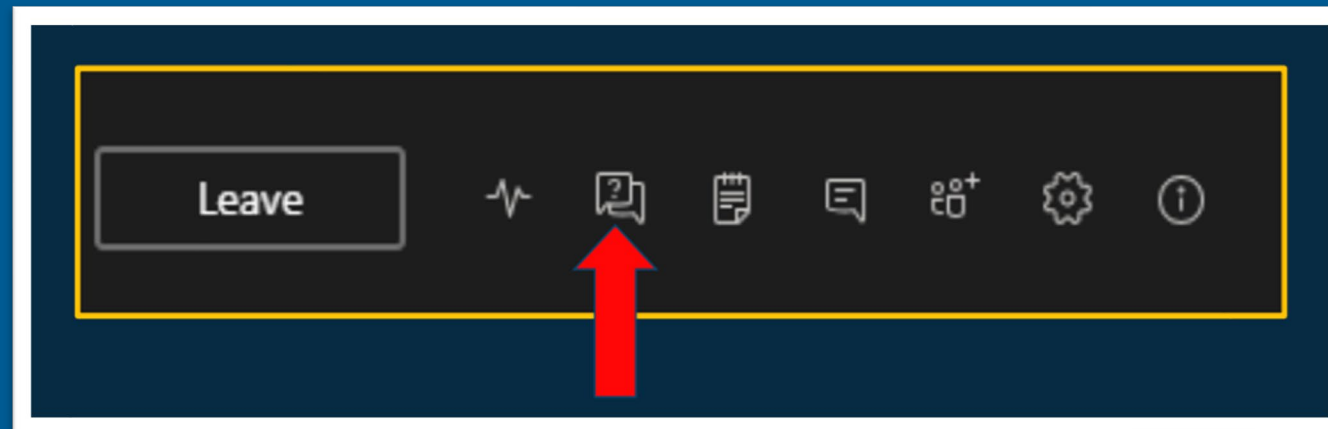


VAYAHEALTH

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 or post the questions with the most detail.
- 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](#) >
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Today's Vaya Participants

Bryan Hardie, IDD Care Reviewer - Lead

Donald Reuss, VP of Behavioral Health & IDD Network Ops

George Ingram, VP of Physical Health Network Operations & Value Based Contracting

James Collins, Regional Opioid Response Coordinator

Jennifer Tuten, Supports Intensity Scale (SIS) Assessor Manager

Kate Glance, Performance Reporting Manager

Lindsay Locklear, Provider Educator

Tom Wilson, IDD Network Development Director

Care Management Leadership Team

Today's Production Team

Breonna Martin, Provider Educator (Producer)

Justine Tullos, Admin Support (Q&A Moderator)

Shamika Howard, Provider Educator (Co-Producer)

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**Welcome Vaya
Health Providers!**

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World Humanitarian Day



World Humanitarian Day on August 19 honors humanitarian aid workers all over the world. Established by the UN in 2009, this day commemorates the anniversary of the bombing of the United Nations headquarters in Iraq. 22 people lost their lives, including the UN's High Commissioner for Human Rights. Humanitarian aid workers provide life-saving assistance to suffering people all over the world. Those workers who live in conflict zones or in areas devastated by natural disasters are especially vulnerable. Anyone and everyone can be a humanitarian.

Women's Equality Day



- August 26th is Women's Equality Day
- The 103rd anniversary of women's suffrage in the U.S. First introduced as a motion in 1971 and formally adopted in 1973.
- This is a day which celebrates and honors the women's suffrage movement and acknowledges the hurdles that women have had to overcome in their stride towards equality and progress.

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

URGENT Network Need

- Psychological Evaluation and Level of Care Determination for Individuals who have I/DD

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, or Vaya's Member and Recipient Service Line at 1-800-962-9003.

Supports Intensity Scale™ (SIS™)

- Measures the supports an individual needs to participate in their community.
- Completing a SIS™ Assessment is a requirement of Innovation Services.
- American Association on Intellectual and Developmental Disabilities (AAIDD) developed and owns the SIS™.
- AAIDD provides national and international trainings and Interviewer Reliability Qualifications Reviews (IRQRs). All assessors must pass an IRQR annually.

SIS™ Respondent Criteria

- The assessor's first contact is the LRP. The LRP selects the respondents.
- There must be at least 2 respondents that have known the member well for at least 3 months. Both respondents must participate for the entirety of the assessment.
- The member must be stabilized in their community for 3 months prior to receiving an assessment.
- The LRP must drive the request for a SIS™ Redo.

Additional SIS™

- SIS™-A (Adult) = 15.5 yrs. old and older & is completed every 3 years.
- SIS™-C (Child)= 5- 15 and is completed every 2 years.
- SIS™ typically take 2-3 hours to complete.
- There are many factors that influence member's budget, not just the SIS™.
- Assessors never implement a SIS™ with a budget outcome in mind.

Meet Vaya's SIS™ Team (covers 31 counties)

- Christina Johnson – Child and Adult Assessor
- Katy Nichols – Adult Assessor
- Karen Cole – Child and Adult Assessor (Trainer)
- Nina Kalleh – Child and Adult Assessor
- Sharon Johnson – Adult Assessor
- Darlene Morrison- Adult Assessor
- Kristin Picking – Adult Assessor
- Rachel Neese- Adult Assessor
- Jennifer Tuten – SIS Manager - Adult Assessor
- Christy Pruess – Director

Xylazine Information for Health Care Workers

- Xylazine is contributing to an increasing number of overdose deaths in North Carolina, including in the Vaya region. Read below for more information for health care professionals.
- Xylazine Overview and Use Increases
- Xylazine is a powerful sedative and tranquilizer used in veterinary medicine. Xylazine is not an opioid, but instead is an alpha-2 agonist, which is related to a class of blood pressure medications. Illicit xylazine is commonly found in powder form and mixed with heroin, fentanyl, fentanyl analogues, and other illicit opioids. It has also been found in samples of cocaine and methamphetamine. Using substances that contain both fentanyl and xylazine creates an increased risk of fatal overdose.

Xylazine Information for Health Care Workers

- The [U.S. Drug Enforcement Administration \(DEA\)](#) has reported an increase in [xylazine detection nationwide](#), with the southern region of the United States seeing the largest growth between 2020 and 2021 at 193%. The DEA has seized xylazine and fentanyl mixtures (also called “tranq”) in 48 states.
- Since first launching in 2021, the [UNC Street Drug Analysis Lab](#) and [North Carolina Survivors Union](#) found 153 of 574 tested drug samples from North Carolina contained xylazine. Most recently, xylazine-positive samples came from Guilford, Randolph, Robeson, Surry, Buncombe, Wake, and Henderson counties.

Xylazine Information for Health Care Workers

How to Spot Xylazine Use, Toxicity, and Withdrawal

- Xylazine injection may cause wounds and ulcers in locations not being used for injection. These wounds may appear as “pick marks” but often worsen and become ulcers or open wounds. Wounds may be more common on the legs and arms of people who inject drugs or who otherwise [ingest substances containing xylazine](#), often beginning as small bumps with a white or purple center with a dark red fluid. People who use drugs may be using xylazine knowingly or unknowingly.

Xylazine Information for Health Care Workers

- Signs of acute toxicity may include central nervous system (CNS) and respiratory depression, hypotension, bradycardia, hypothermia, miosis, or high blood glucose levels. Severe CNS depression can cause the tongue to relax and block the individual's airway. Xylazine toxicity resembles opioid toxicity, making it difficult to distinguish between the two. Health care professionals who see patients with severe, necrotic skin ulcerations should consider repeated xylazine exposure.
- Some withdrawal symptoms associated with xylazine include non-specific anxiety, high blood pressure, increased heart rate, sweating, restlessness, agitation, and irritability.
- For more information, review the NCDHHS [“Know What’s in Your Drugs” fact sheet](#) about xylazine and the Department’s [Xylazine Exposure Guidance](#) memo (May 12, 2023).

Service and Authorization Updates

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.

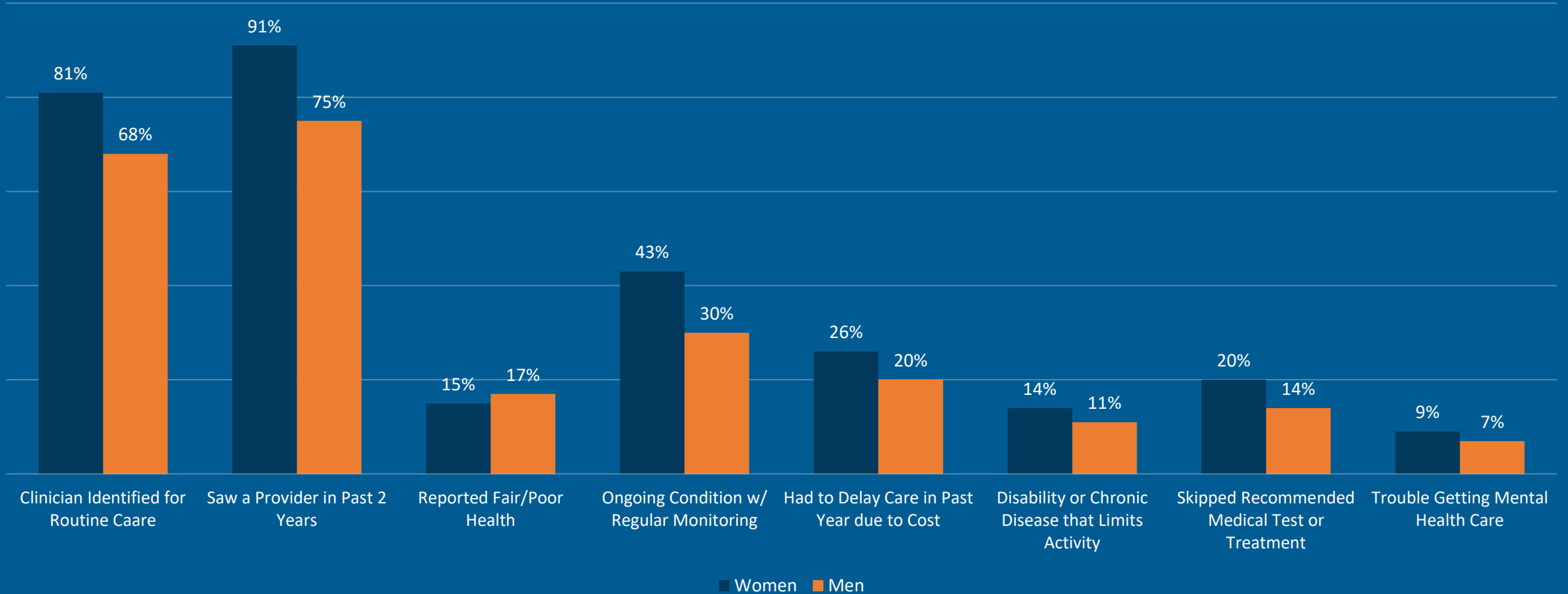
Delay in Person-Centered Planning Training Requirement

- NCDHHS has pushed back the debut of a Person-Centered Planning training on the UNC Behavioral Health Springboard website from Aug. 11, 2023, to Sept. 15, 2023.
- Providers will not be required to comply with the new standards outlined in the [Person-Centered Planning Guidance Document](#) until Nov. 1, 2023. For more information, email Brittany Jones at Brittany.T.Jones@dhhs.nc.gov.

Quality Management Updates

Gender Difference in Health Care, Status & Use

<https://www.kff.org/womens-health-policy/fact-sheet/gender-differences-in-health-care-status-and-use-spotlight-on-mens-health/>



Learning and Participation Opportunities

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

- Vaya Health currently has three 1915(i) Waiver training modules available on the [Vaya Health Learn Portal](#). The training videos include their corresponding presentations.
 - Module 1: Evaluation and assessment requirements, Community Living and Supports, Community Transition, and completing a 1915(i) authorization in Vaya's Provider Portal.
 - Module 2: Evaluation and assessment requirements, Individual and Transitional Supports, and Respite services.
 - Module 3: Evaluation and assessment requirements, Supported Employment, and Individual Placement and Supports.
- For more information, email provider.training@vayahealth.com.

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

NC-SNAP Training Process Update

- 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.

Permanent Supportive Housing 2023 Training

- Dates: 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

HEAL Conference for Eating Disorders

Oct. 5-6, 2023

- Carolina Resource Center for Eating Disorders (CRC for ED) and the Mountain Area Health Education Center (MAHEC) will present the [16th Annual HEAL Conference](#) in person at MAHEC, 121 Hendersonville Road, Asheville, NC 28803. The program includes educational sessions, a networking event, and a care-for-the-provider retreat after lunch on Oct. 6.
- The event begins at 4 p.m. on Oct. 5 and ends at 3:30 p.m. on Oct. 6. Registration is available for the full conference, only Oct. 5, and only Oct. 6. After early registration ends Sept. 26, 2023, fees increase by \$15. All registration will close on Oct. 3, 2023, and no walk-in registration is available. [Register online](#).
- For more information, visit the conference webpage or contact the MAHEC registration team at registration@mahec.net or 828-257-4475.

Vaya to Sponsor CWCN DDS Certification for Up to Five Provider Staff

- Vaya's [Children with Complex Needs](#) (CWCN) Workforce Development Plan allocates funding from NCDHHS for up to five network provider staff to obtain their [Dual Diagnosis Specialist](#) (DDS) certification through the [National Association for the Dually Diagnosed](#) (NADD).
- Selected individuals will participate alongside Vaya staff in virtual monthly cohort learning sessions, facilitated by Vaya, and the [40th Annual NADD Conference](#) on Dec. 13-15, 2023, in Nashville, Tennessee. Please note that providers are required to pay for conference-related transportation and any hotel and meal costs above the September 2023 federal government per diem rate.

Vaya to Sponsor CWCN DDS Certification for Up to Five Provider Staff

- To be considered, providers must serve Medicaid-eligible individuals ages 5-20 with both I/DD and mental health diagnoses and who are at risk for not being able to return to or maintain placement in a community setting.
- Interested providers should send their name, credentials, organization, contact information, and a brief summary of their experience serving children with complex needs no later than Aug. 31, 2023, to provider.training@vayahealth.com.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, September 1, 2023, 11 a.m. – 12 p.m.



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