

# Provider Touchpoint

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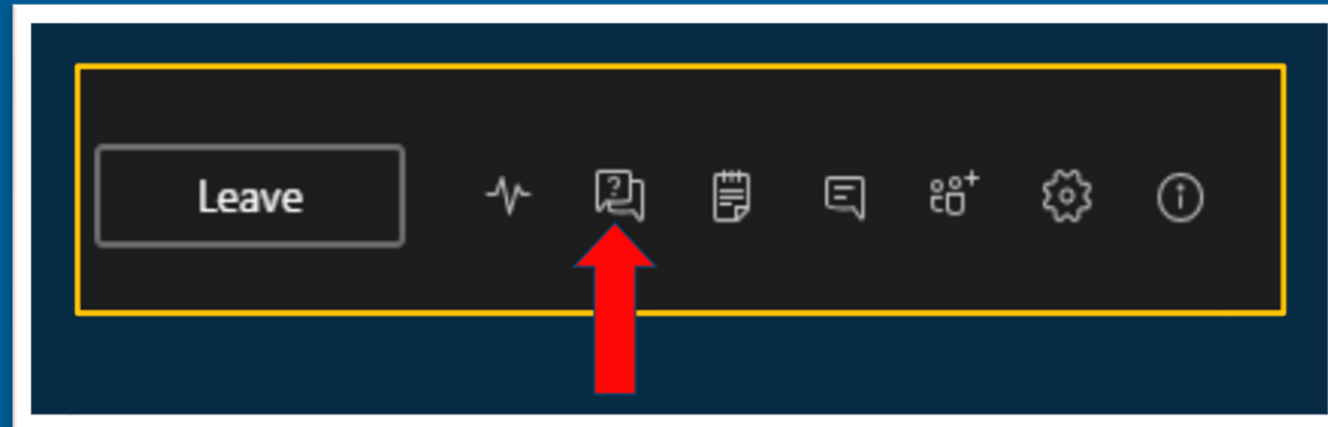
Friday, September 1, 2023



# 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 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](mailto: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

**Ashley Mousaw**, Project Coordinator Quality Management

**David Boyd**, Behavioral Health Network Operations Director

**Donald Reuss**, VP of Behavioral Health & IDD Network Operations

**Drew Elliot**, Vice President of Public Affairs

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

# Today's Vaya Participants

**James Collins**, Regional Opioid Response Coordinator

**Jennifer Jennings**, Substance Use Network Development Director

**Dr. Melissa Hamm**, BH/IDD/TBI Utilization Management Clinical Director

**Kate Glance**, Performance Reporting Manager

**Care Management Leadership Team**

# Today's Production Team

**Shamika Howard**, Provider Educator (Producer)

**Justine Tullos**, Admin Support (Q&A Moderator)

**Lindsay Locklear**, Provider Educator (Co-Producer)



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**Welcome Vaya  
Health Providers!**

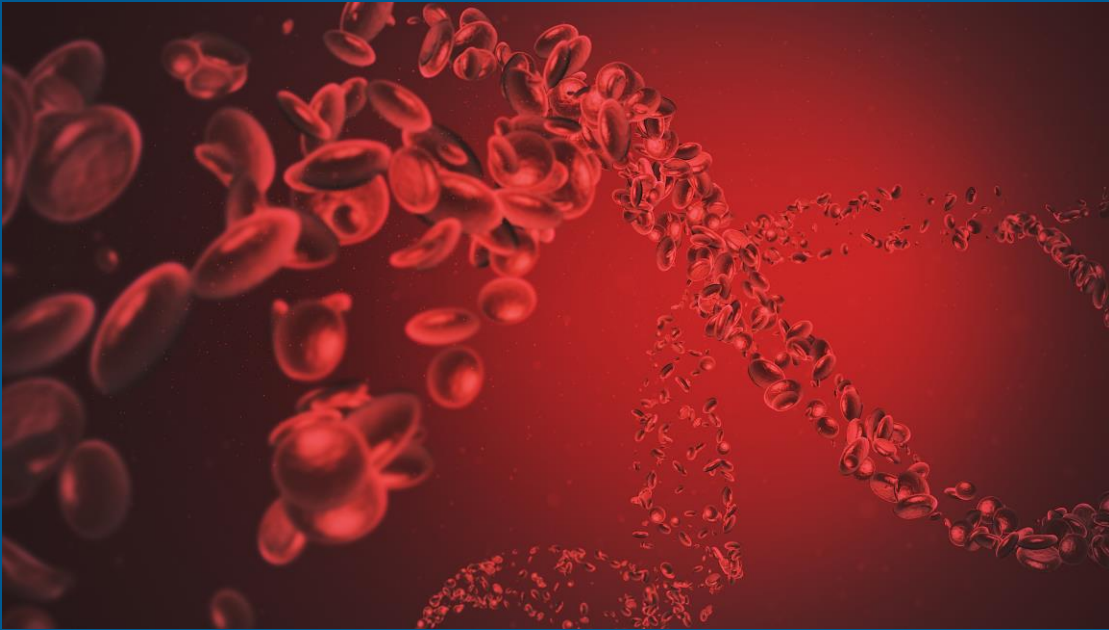
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# NATIONAL FOOD BANK DAY



National Food Bank Day is the first Friday in September and it encourages you to commit to contributing to the cause that believes no one should go to bed hungry. Help a neighbor, a friend, coworker or a child by making a donation. Volunteer at your local food bank. Food banks take nonperishable food items and cash donations every day. Check their needs list for the fresh items they are seeking.

# September is Blood Cancer Awareness Month



- September is Blood Cancer Awareness Month - a focused time for advocates and supporters of The Leukemia & Lymphoma Society (LLS) to raise awareness both locally and nationally about our efforts to fight blood cancers including leukemia, lymphoma, myeloma and Hodgkin's disease.

# National Suicide Prevention Month



- Suicidal thoughts, much like mental health conditions, can affect anyone regardless of age, gender or background.
- Suicide is often the result of an untreated mental health condition.
- Suicidal thoughts, although common, should not be considered normal and often indicate more serious issues.

Resource: [Suicide Prevention Month | NAMI: National Alliance on Mental Illness](#)

# National Suicide Prevention Month



- September is Suicide Prevention Month — a time to raise awareness and discuss this highly stigmatized topic.
- In addition to shifting public perception, this month is intended to spread hope and vital information to people affected by suicide.

Resource: [Suicide Prevention Month | NAMI: National Alliance on Mental Illness](#)

# National Suicide Prevention Month

- If you or someone you know is experiencing a mental health crisis, call or text 988 immediately.
- If you are uncomfortable talking on the phone, you can chat the Suicide & Crisis Lifeline at [Lifeline \(988lifeline.org\)](https://www.988lifeline.org)

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# Medicaid Expansion Updates

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# On Your Radar

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# Current Network Needs

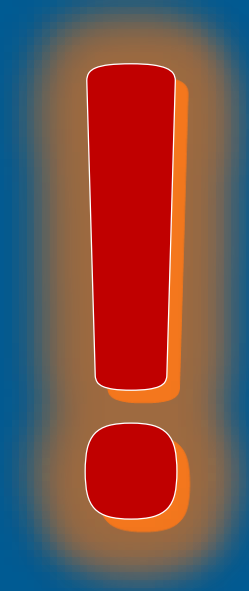
Service	Area of need
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
<b>Adolescent Substance Use Services</b>	All counties
<b>Emergency Respite (child and adolescent)</b>	All counties
<b>Emergency Respite (adult I/DD overnight)</b>	All counties
Financial 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
<b>Vacant Licensed/unlicensed facilities that can be used for a residential program</b>	Western Counties

# URGENT Network Need

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



# 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 collect 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](mailto:PlacementServices@dhhs.nc.gov).

# Quality Management Monitoring Document Upload Tool

- Vaya launched a new Monitoring Document Upload Tool, today September 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 is not part of Vaya's [Provider Portal](#) and cannot be accessed through it. QM staff will provide upload instructions directly when requesting documents from a provider organization.

# New Process and Form for Innovations Waiver Emergency Slot Request

- Effective immediately, Vaya has established a new process through which network Tailored Care Management (TCM) providers request reserved-capacity (emergency) NC Innovations Waiver slots for eligible members they serve.

# New Process and Form for Innovations Waiver Emergency Slot Request

The process is as follows:

1. A member or legally responsible person (LRP) calls Vaya Member and Recipient Services (MRS) to request an emergency slot.
2. MRS staff send the request to Vaya's Innovations Access Coordinator, who contacts the assigned TCM organization via an encrypted email, which includes a [Provider-Based TCM Innovations Waiver Emergency Slot Form](#). This form is also available on the [Forms](#) page of Vaya's Provider Central website.
3. The TCM provider completes Sections IV-VI of the form and follows the additional instructions in the encrypted email.

# New Process and Form for Innovations Waiver Emergency Slot Request

4. Vaya schedules a specialty needs staffing meeting that includes the TCM provider and either Vaya's Behavioral Health, I/DD, and TBI UM Clinical Director or Vaya's Chief Medical Officer (or designee) and sends a Microsoft Teams invitation to the provider via email.
5. The specialty needs staffing meeting is held. The TCM provider is required to attend this meeting to present the member's information for determination of eligibility.
6. If the meeting participants cannot reach a unanimous decision about the member's eligibility, the emergency slot request goes through Vaya's internal peer review process. Vaya will render a decision within 14 days of the member/LRP's initial request.



# New Process and Form for Innovations Waiver Emergency Slot Request

- [Clinical Coverage Policy 8P](#) provides eligibility requirements for emergency Innovations Waiver slots.
- For more information about the Emergency Innovations Waiver Slot Request Form or the new process, contact Vaya's UM Team at [um@vayahealth.com](mailto:um@vayahealth.com) or 1-800-893-6246, ext. 1514.



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# Provider Portal

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# Resubmitting Closed Authorizations

- Providers can now submit continued stay and concurrent authorization requests through Vaya's [Provider Portal](#) with the "Resubmit Authorization" button in the bottom left corner of the Authorizations page.
- Use this feature to update and resubmit an existing request that has a status of "Approved" or "Partially Approved."
- This feature is not available for authorization requests with a status of "Unable to Process," "Denied," or "Void." To request an authorization related to requests with these statuses, you must submit a new authorization request.
- For more information, email Vaya's Utilization Management (UM) Team at [UM@vayahealth.com](mailto:UM@vayahealth.com) or call the Provider Support Service Line at 1-866-990-9712.

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# **Service and Authorization Updates**

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# **Change in Authorizations and Claims for Community Living and Supports Services**

Innovations Waiver Community Living and Support (CLS) service providers should note a change to authorizations and claims for these services.

# Change in Authorizations and Claims for Community Living and Supports Services

Historically, CLS was authorized to a bundled set of codes (All CLS) at both the individual and the group level. These service codes will now be unbundled and authorized based on the following procedure codes:

- T2013 TF – CLS Individual (requires Electronic Visit Verification [EVV])
- T2012 – CLS Individual (non-EVV), includes RADSE or when the service is provided only in the community
- T2013 TF HQ – CLS Group (requires EVV)
- T2012 HQ – CLS Group (non-EVV) when the service is provided only in the community

# Change in Authorizations and Claims for Community Living and Supports Services

- Effective immediately, providers must break out new and updated CLS authorizations by the expected utilization in each service code above and request accurate units (EVV versus non-EVV).
- TCM providers/extenders must also reach out to members with existing authorizations to update their plans and budgets.
- If you have questions, contact Vaya's UM Team at [UM@vayahealth.com](mailto:UM@vayahealth.com) or 1-800-893-6246, ext. 1513.

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# Claims Updates

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# Change to Opioid Treatment Claims Guidelines

- 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.

# Change to Opioid Treatment Claims Guidelines

- 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](mailto:james.collins@vayahealth.com) or 1-800-893-6246, ext. 1285.

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# 1915(i) Updates

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# 1915(i) Assessment Reminder

As a reminder, the 1915i State Plan Amendment (SPA) was approved by CMS effective July 1, 2023. The Department published a [Provider Fact Sheet](#) regarding the waiver approval and has a lot of information about the timeframe and expectations for Care Managers. Please keep in mind that members need to have a completed independent assessment and be deemed eligible by the Department in order to access 1915i services. Per the department, the independent assessment is required completed by a QP level Care Manager, and not the service provider.

The Department's vendor, Carelon, has started accepting assessments directly from plans and TCMs for the following individuals:

- Individuals with open 1915(b)(3) service authorizations who will not transition to Tailored Plans (i.e., will remain in NC Medicaid Direct upon Tailored Plan launch).
- Individual looking to newly access 1915(i) service(s).

# 1915(i) Assessment Reminder

For any assessments that TCM providers send directly to Carelon, we are asking that you please submit a copy of the completed assessment to us, so that we can track who has been assessed for these services and because the Department and/or the EQRO vendor will request this data from plans for auditing and quality assurance purposes.

- Completed 1915(i) assessments should be sent to Carelon via secure e-mail to [NCMedicaid1915irequests@carelon.com](mailto:NCMedicaid1915irequests@carelon.com).
- Copies of the completed 1915(i) assessments should be sent to [1915i@vayahealth.com](mailto:1915i@vayahealth.com).

For members who currently having B3 services AND will transition to the Tailored Plan upon launch, please send your completed assessments with the eligibility spreadsheet (columns A-G only) to [1915i@vayahealth.com](mailto:1915i@vayahealth.com) by no later than the 15<sup>th</sup> of each month so that it can be submitted to the Department for eligibility.

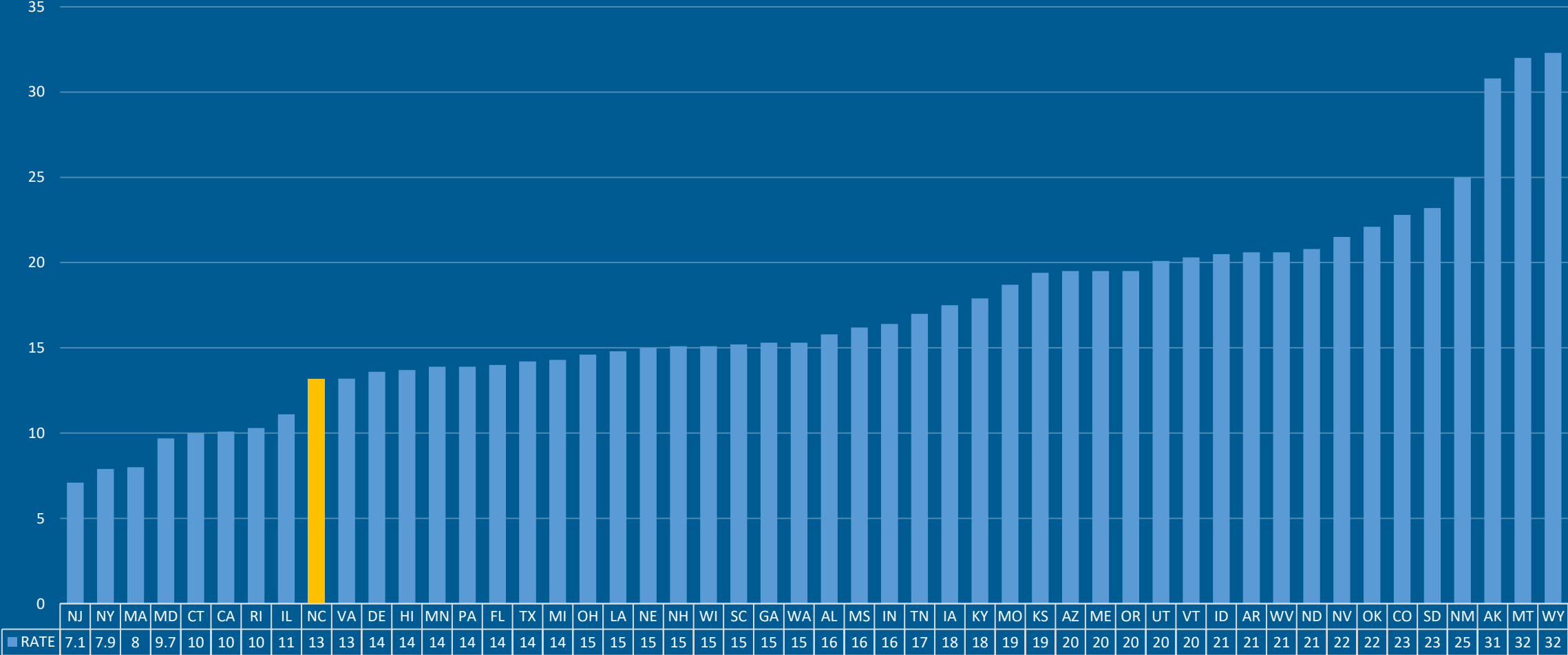
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# Quality Management Updates

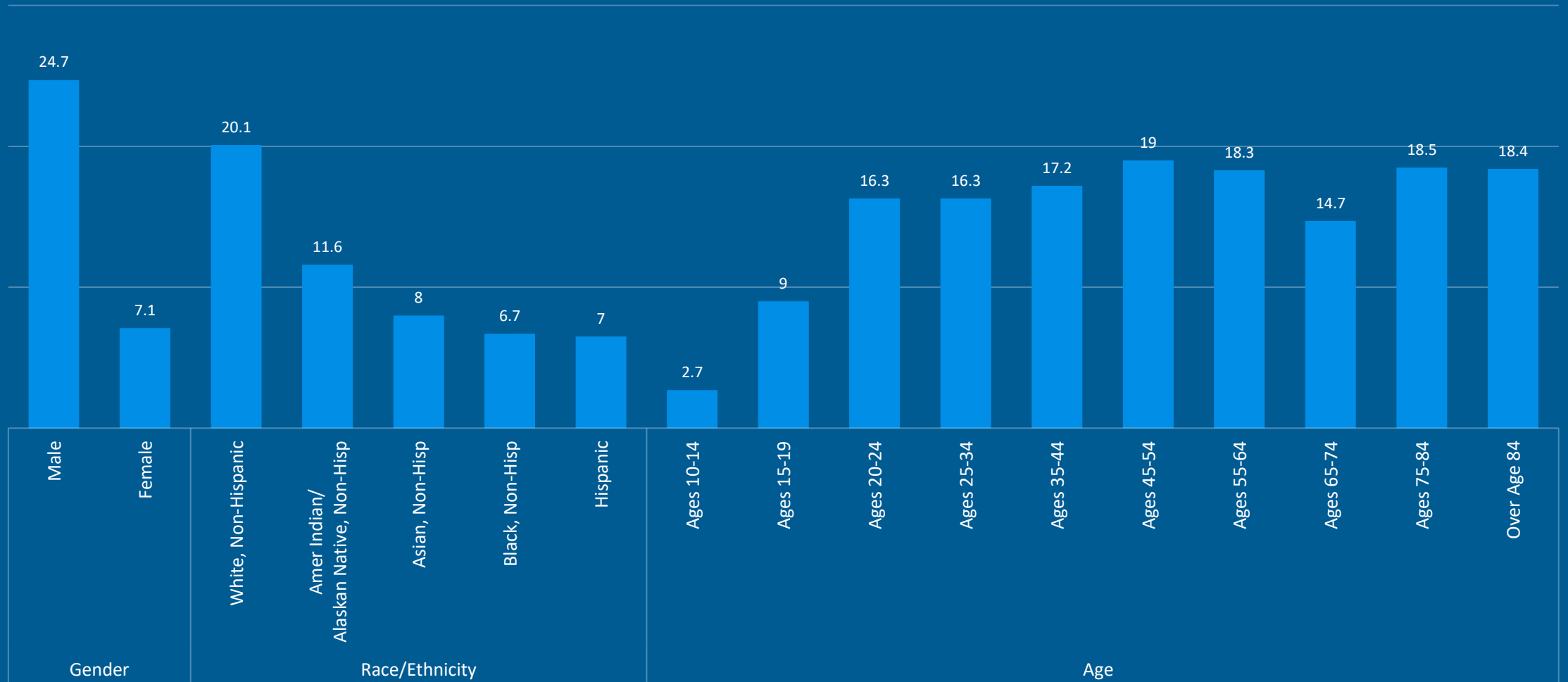
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# 2021 Suicide Rates Across the United States (per 100,000)

<https://www.cdc.gov/nchs/pressroom/sosmap/suicide-mortality/suicide.htm>



# 2020 Suicide Across North Carolina (per 100,000)





# Suicide Prevention Resources

- 24/7 Crisis Hotline – Call or text 988 or chat 988lifeline.org. Veterans press 1 when calling.
- Crisis Text Line – Text Talk to 741-741 to text with a trained crisis counselor from the Crisis Text Line for free, 24/7.
- Veterans Crisis Line – Send a text to 838255.
- Find other resources at:  
<https://afsp.org/suicide-prevention-resources/>

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# Learning and Participation Opportunities

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# CFT Training: A Cross System Training from the Family's Perspective

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 attendees.

# CFT Training: A Cross System Training from the Family's Perspective

- 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](mailto:provider.training@vayahealth.com).

# Upcoming Suicide Prevention Training

Question, Persuade, Refer (QPR) training which is an emergency response to someone in crisis.

**September 19<sup>th</sup> , 1:00 p.m.-3:00 p.m.**

- Register online: [Question, Persuade, Refer \(QPR\) Suicide Prevention Training | Vaya Health](#)



**Questions, Thoughts, Comments**

# Thank You

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**Our Next Provider Touchpoint:**

**Friday, September 15, 2023, 11 a.m. – 12 p.m.**

