

Provider Touchpoint

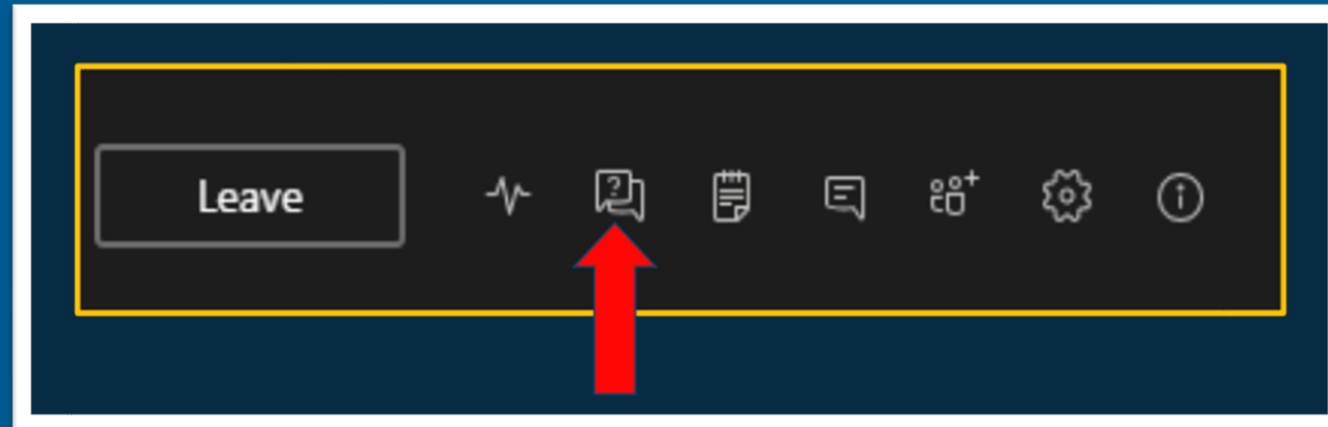
Friday, September 15, 2023



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.

- 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.



Urgent Communication

- Due to a technical issue, many providers were not able to join our last Provider Touchpoint webinar (on Sept. 1, 2023) or ask questions.
- Unfortunately, this issue could not be corrected during the webinar. We sincerely apologize for the inconvenience.
- The webinar recording and slide deck are available on the [Provider Touchpoint](#) webpage of Vaya's Provider Central website. If you have any questions about the topics covered in the webinar, contact your Provider Network Contract Manager or email provider.info@vayahealth.com.

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

Donald Reuss, VP of Behavioral Health & IDD Network Operations

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

Jennifer Jennings, Substance Use Network Development Director

Kate Glance, Performance Reporting Manager

Lisa Vuchak, Quality Management Site Review Specialist

Today's Vaya Participants

Shamika Howard, Provider Educator

Vanita Shipp, Mental Health Network Development Director

Care Management Leadership Team

Today's Guest Presenters

Amber Dixon - Director of Community Health Initiatives, Western Youth Network

Rick Zechini - Partner, Williams Mullin Law Firm

Today's Production Team

Breonna Martin, Provider Educator (Co- Producer)

Justine Tullos, Admin Support (Q&A Moderator)

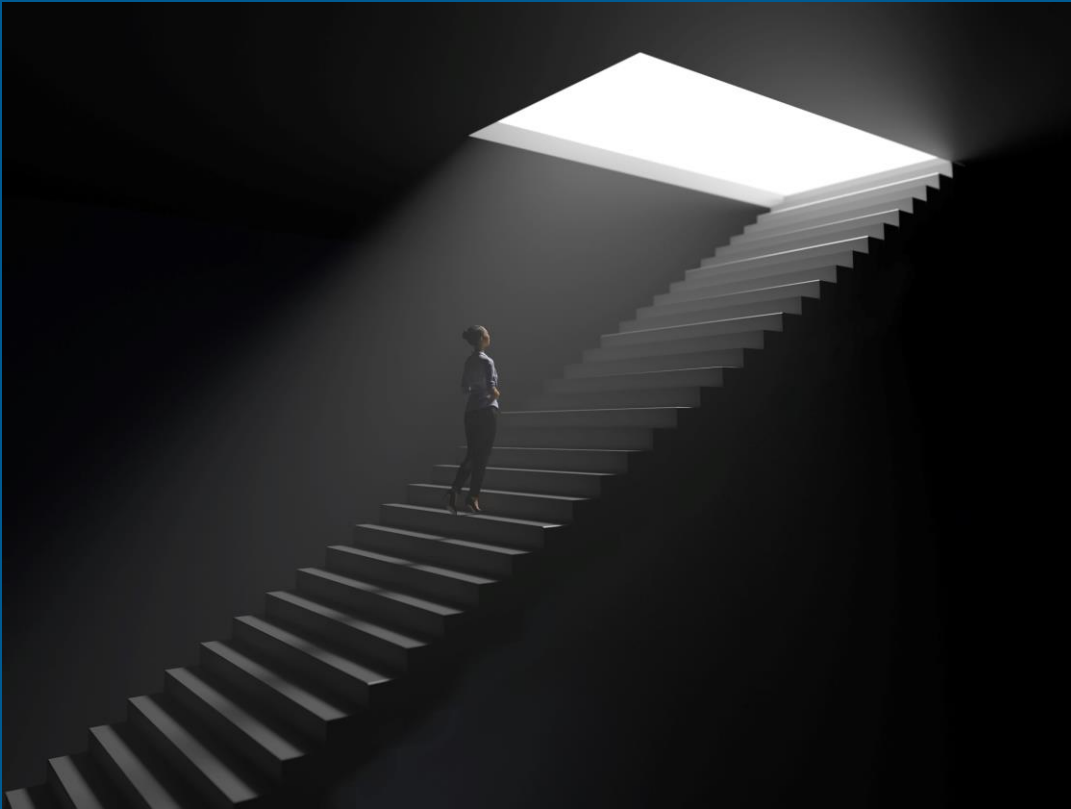
Lindsay Locklear, Provider Educator (Producer)

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**Welcome Vaya
Health Providers!**

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National Recovery Month



- Resources: [National Recovery Month 2023 | SAMHSA](#) and [National Recovery Month Partner Toolkit | Observances | Drug Overdose \(cdc.gov\)](#)

- Since 1989, Recovery Month has been held every September to promote and support new treatment and recovery practices, the nation's strong and proud recovery community, and the dedication of service providers and communities who make recovery in all its forms possible.
- Treatment can save a life and can help people with substance use disorders recover from addiction's powerful effects on their brain and behavior. Treatment and recovery make it possible for individuals, families, and communities to heal and thrive.

September is Fetal Alcohol Spectrum Disorders (FASD) Awareness Month

The first diagnosis of FASD was in 1973, by Dr. Kenneth Jones and this year marks 50 years of diagnosing this disorder.

- FASD is caused by prenatal alcohol exposure that occurs anytime during pregnancy.
- Alcohol causes more birth defects than smoking and illegal drugs.
- FASD is a brain-based, medical disorder with a wide range of cognitive, behavioral, and physical characteristics.
- There are 5 diagnosis under the spectrum. (FAS, pFAS, ARBD, ARND, ND-PAE)
- Only 10-15% of people with FASD have a specific set of facial features. Think brain!
- The effects are lifelong and irreversible and cross all systems of care.
- It is estimated that up to 1 in 20 children in the US has an FASD.
- FASD is the leading preventable Intellectual Developmental Disability (I/DD) in the US.
- It is estimated that 94% of individuals with an FASD have a concurrent mental condition.
- Individuals with FASD can be successful with early intervention and support!

. FASD is 100% preventable!

Proof Alliance NC strives to prevent alcohol-exposed pregnancies by providing training, education, and resources to professionals who serve individuals of reproductive age; as well as professionals who provide support to families and people impacted by fetal alcohol spectrum disorders (FASD).

Schedule an FASD training today @ www.proofalliancenc.org

Funding in whole or in part and/or supported by the NC Department of Health and Human Services, Division of Mental Health, Developmental Disabilities and Substance Abuse Services, awarded by the Substance Abuse and Mental Health Services Administration, Prevention and Treatment Block Grant (CFDA # 93.959).

“The views and opinions expressed in this session are those of the speakers and do not necessarily reflect the views or positions of funders (specifically, NC DHHS DMH/DD/SUS)”



Legislative Update

Rick Zechini

Partner

Williams Mullin Law Firm

Guest Presentation

Amber Dixon

Director of Community Health Initiatives

Western Youth Network



raising a community

**To transform our High Country community by
nurturing and empowering our children so
that they live HEALTHY, ENGAGED
and FULFILLED LIVES.**

Three Programs

-

Five Counties

- Afterschool & Summer Camp
Ashe, Alleghany, & Watauga
- Mentoring
Watauga & Avery
- Community Health
Ashe, Alleghany, Avery,
Watauga & Wilkes

After School & Summer Camp

Mentoring

High School Success

Goal: Increase resilience of children with ACEs

Relationship building

Exercise

Support network

Nutrition

Healthy Snacks

Role models

Mindfulness & Meditation

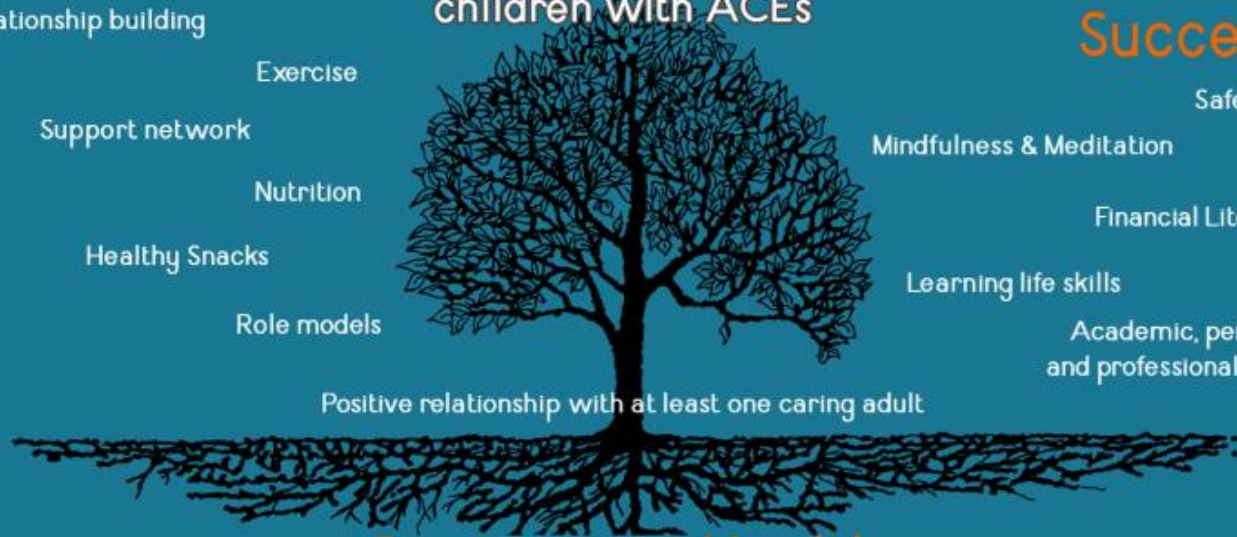
Safe space

Financial Literacy

Learning life skills

Academic, personal and professional success

Positive relationship with at least one caring adult



Community Health

Goal: Positively influence the health and wellness of our community

Systems change

Environmental change

Policy revision & development

Collaboration with community partners

Advocacy

Address root causes in the physical environment

Education

What does this look like with **SUPTRS Block Grant Funding?**

- Tobacco Merchant Education (Synar)
- Lock Your Meds
- Prevention Education
CATCH My Breath, Project Venture, Mentoring Support
- Community Coalitions
- Policy Work
- Needs Assessments

Questions & Discussion

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**Thank you for
your time!**



Amber Dixon – Director of Community
Health Initiatives
dixona@westernyouthnetwork.org

On Your Radar

Current Network Needs

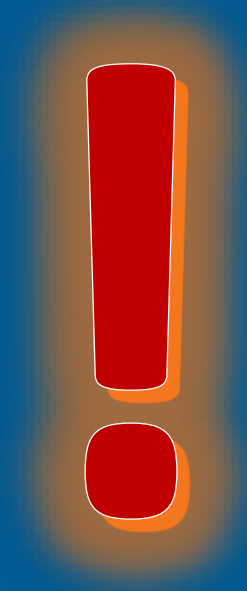
Service	Area of need
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
Adolescent Substance Use Services	All counties
Emergency Respite (child and adolescent)	All counties
Emergency Respite (adult I/DD overnight)	All counties
Financial Support Agency	All 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



First Episode Psychosis Clinic Development

- Vaya Health has partnered together with Family Preservation of NC, MAHEC and UNC to provide First Episode Psychosis Clinics across our catchment area.
- First Episode Psychosis Clinics target and treat adolescents and young adults ages 15-30 who are in the early stages of a psychotic disorder. Each provider will be utilizing the Coordinated Specialty Care Model for First Episode Psychosis (CSC-FEP).

First Episode Psychosis Clinic Development

- Coordinated Specialty Care is a team-based, collaborative, recovery-oriented model that includes case management, medication management, individual therapy, family therapy (individual family therapy and multi-family group), family education/support, supported employment, education services and peer support.
- The interventions are stage-based, with intense services provided during the early stages of recovery from psychosis, and less intense services provided as psychosis resolves and patients master disease self-management strategies.
- Additional information about the CSC-FEP model is available at www.nimh.nih.gov/raise.

General Eligibility Criteria

- Members must have experienced their first episode of psychosis within the previous week to three years and have a primary diagnosis of Psychotic Disorder (Schizophrenia, Schizoaffective Disorder [Bipolar or Depressive Type], Schizophreniform Disorder, Brief Psychotic Disorder, Unspecified Schizophrenia Spectrum Disorder or Other Specified Schizophrenia Spectrum Disorder).
- Members must be between the ages of 15-30.
- Members must be sufficiently stable, behaviorally, to participate in an outpatient level treatment program.
- Members must reside in one of the counties a clinic is serving.

First Episode Psychosis Clinic Locations

- **Family Preservation of NC** is operating a FEP clinic in Western North Carolina for the following counties: Alexander, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, Wilkes, Watauga and Yancey. Referrals can be submitted at FEPReferrals@pathways.com.
- **MAHEC** is operating a FEP clinic in collaboration with MCHP (Mountain Community Health Partnership)I in Western North Carolina for the following counties: Avery, Mitchell and Yancey counties. *Referrals for this site will be available next month.
- **UNC Encompass** will be operating a clinic in Eastern North Carolina for the following counties: Chatham, Franklin, Granville and Vance counties. *This clinic will start once TP goes live.

Funding Opportunity: I/DD Community Living Mini-Grants RFA

- The [North Carolina Council on Developmental Disabilities](#) (NCCDD) has issued a [request for applications](#) for several mini-grants aimed at increasing community living options for individuals with I/DD. Available funding for the period between Nov. 1, 2023, and Aug. 31, 2024, ranges from \$5,000 to \$25,000 per project, with a minimum 25% non-federal funds matching requirement. **The application deadline is 5 p.m. Eastern time, Sept. 29, 2023.**
- More information, including about a bidder's workshop and how to apply, is available [on the NCCDD website](#).

NC-TOPPS: Updated Guidelines and Consumer Record Number Guidance

- Effective July 1, 2023, the [NC Treatment Outcomes and Program Performance System \(NC-TOPPS\)](#) revised its [Implementation Guidelines](#). Please take time to review [all NC-TOPPS updates and training tools](#).
- Services that require NC-TOPPS are outlined on Page 19 of the guidelines. NC-TOPPS interviews are not required for members receiving Tailored Care Management only.

NC-TOPPS: Updated Guidelines and Consumer Record Number Guidance

- Please note that NC-TOPPS does not recognize letters in the Consumer Record Number field. For Vaya members/recipients with LME/MCO ID numbers that include letters, log in to the [Vaya Provider Portal](#), locate the individual's record, and use the "Member ID" as the NC-TOPPS Consumer Record Number. For help, call the Provider Support Service Line at 1-866-990-9712.
- Vaya's superusers do not have the authority to change information in NC-TOPPS. To correct an individual's information in NC-TOPPS, including record number, date of birth, CNDS number, name, or other information, email the NC-TOPPS Helpdesk at nctopps@ncsu.edu or call 919-515-1310.



Provider Portal Updates

Reminders: Provider Portal Systems Access Administrators and User Profiles

- Please note the following reminders about [Vaya's Provider Portal](#):
 - Each provider organization is required to designate one systems access administrator (SAA) for each tax ID number (TIN). If an SAA leaves your organization, you are responsible for completing the [Network Provider Systems Access Administrator Designation Form](#) to request deactivation of the previous SAA's profile and assign a new SAA immediately.
 - For security purposes, Provider Portal profiles are automatically disabled if the user does not log in to their account for 90 days. We recommend logging in to the portal at least once per month to ensure uninterrupted access. If your profile has been disabled, contact your organization's SAA to have it reenabled.

1915(i) Updates

1915(i) Updated Provider Fact Sheet and Assessment Tool

- On Aug. 31, 2023, NCDHHS published an updated fact sheet, [North Carolina's Transition of 1915\(b\)\(3\) Benefits to 1915\(i\)](#), that includes implementation details, information about the timeline for transitioning members to 1915(i) services, training opportunities, and FAQ.
- An updated NC Medicaid 1915(i) Assessment tool is also available under the “Other” documents on the [Tailored Care Management](#) page of the NCDHHS website. For more information, email 1915i@vayahealth.com.

1915(i) Services Clinical Coverage Policies Expected Soon

- The Centers for Medicare & Medicaid Services approved North Carolina's [1915\(i\) State Plan Amendment](#) effective July 1, 2023, allowing NC Medicaid to continue offering a set of home and community-based services (HCBS) previously offered under the 1915(b)(3) authority. NCDHHS expects to post the following 1915(i) clinical coverage policies on the [Program Specific Clinical Coverage Policies](#) page of the NC Medicaid website in the coming months:
 - 8H-1 1915(i) Supported Employment for IDD and TBI – Oct/Nov 2023
 - 8H-2 Individual Placement and Support (IPS) – Sept/Oct 2023
 - **8H-3 Individual and Transitional Support – 9/15/2023**
 - 8H-4 1915(i) Respite – Sept/Oct 2023
 - 8H-5 1915(i) Community Living and Supports – Oct/Nov 2023
 - **8H-6 Community Transition – 9/15/2023**

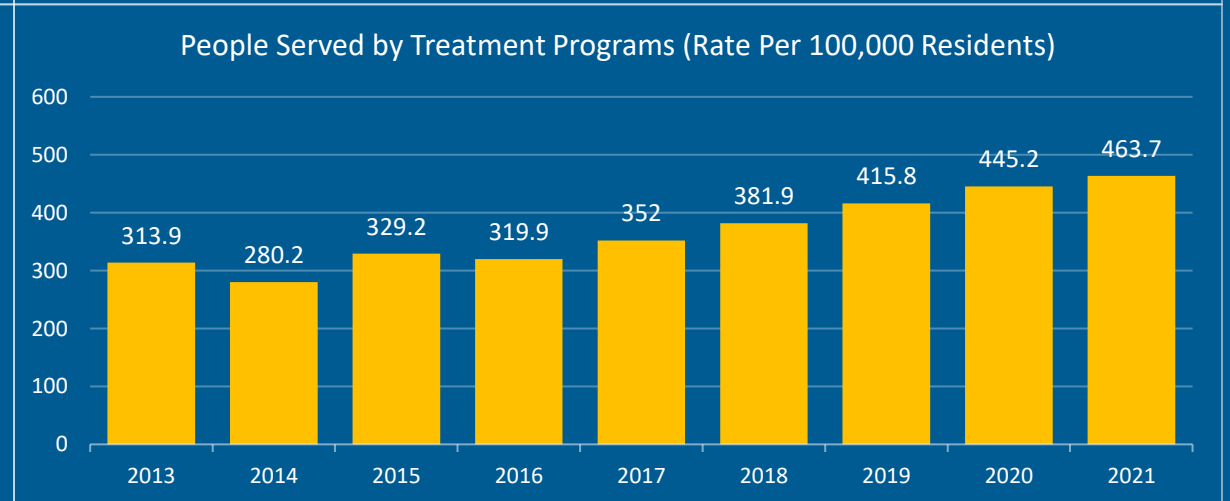
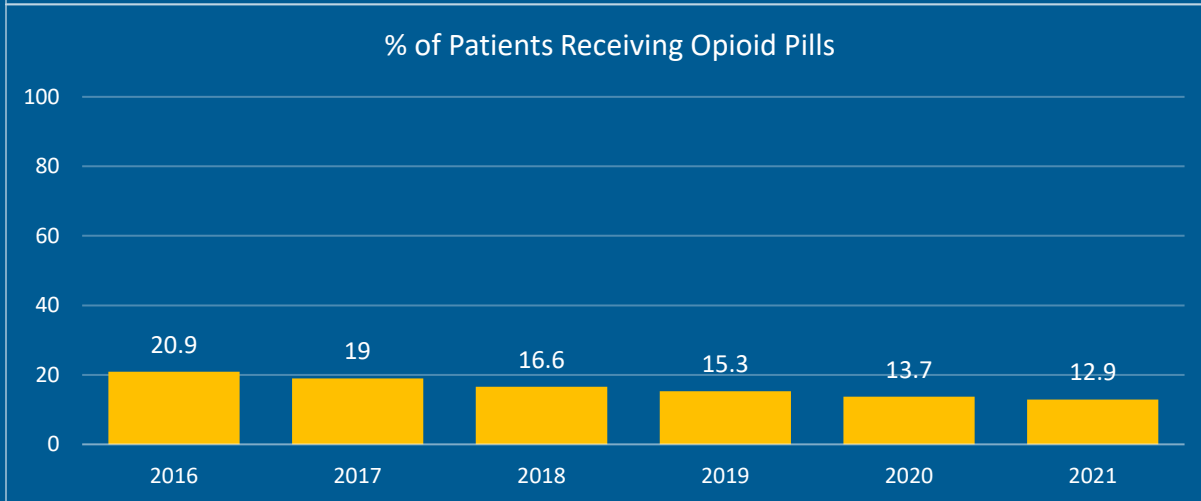
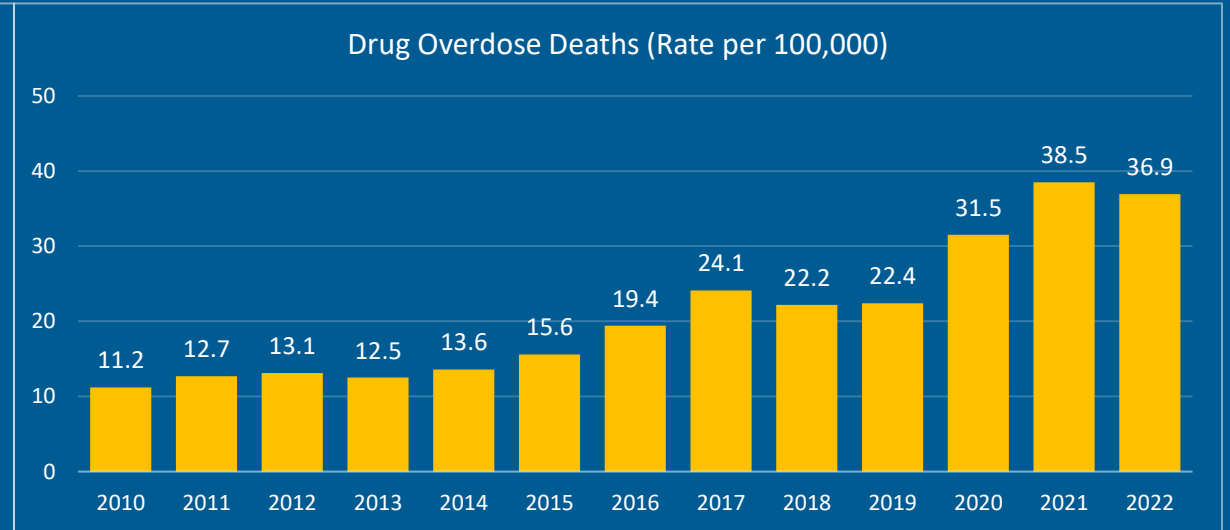
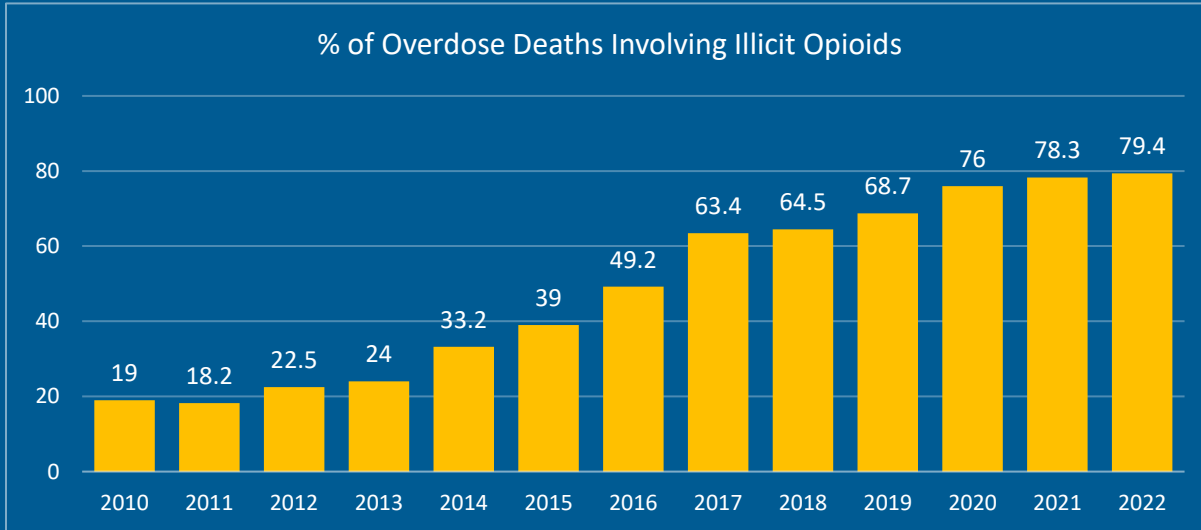
NC Medicaid Obtains Approval of the 1915(i) State Plan Amendment

- Additional policies are expected to be published at a later date. Please note the 1915(i) State Plan Amendment includes medical necessity criteria, which should be used until remaining policies take effect. For more information, see the [NC Medicaid Fact Sheet](#).
- Note: Tailored Care Management provider organizations must include contact information when they submit 1915(i) independent assessments to NCMedicaid1915irequests@carelon.com.
- For more information, please email 1915i@vayahealth.com.

Quality Management Updates

NCDHHS Opioid and Substance Use Action Plan

<https://www.ncdhhs.gov/opioid-and-substance-use-action-plan-data-dashboard>



Learning and Participation Opportunities

Now Available: EOR Performance Improvement Review Process Training

- Vaya encourages all Employers of Record (EORs) and community navigators who were unable to attend our live EOR Performance Improvement Review Process training on July 18, 2023, to view the recorded presentation [available online](#).
- This training is designed to prepare you for the review, which began the last week of August 2023. If you have questions after watching the recording, email QualityAssuranceTeam@vayahealth.com. More information is also available on the [Individual and Family Directed Services](#) page of the Vaya website.

Provider Advisory Council Monthly Meeting

Wednesday, Sept. 20, 2023, 10 a.m.-12 p.m.

- The Vaya Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers. The PAC operates pursuant to a set of bylaws and is a self-governing committee. All Vaya providers are encouraged to participate in the monthly PAC meetings.
- If you are interested in receiving PAC communications and joining upcoming monthly meetings, please contact provideradvisorycouncil@vayahealth.com.

Learning and Participation Opportunities

- In the interest of time today, please see the Provider Communication Bulletin ([PCB 09-14-23 Issue 12 | Vaya Health](#)) for additional learning and participation opportunities.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, September 29, 2023, 11 a.m. – 12 p.m.



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