

Provider Touchpoint

Friday, October 13, 2023

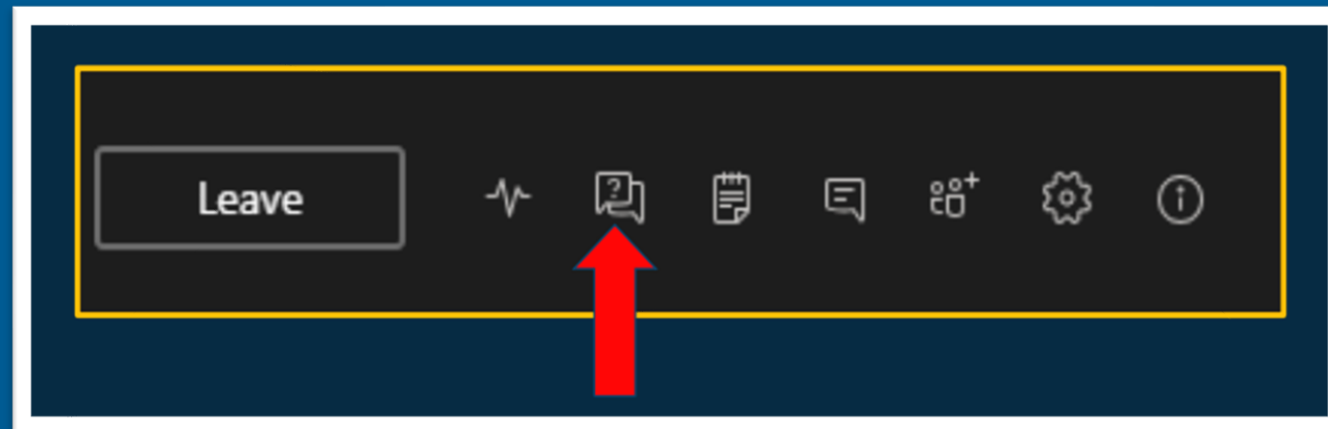


VAYAHEALTH

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:**

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[Provider Touchpoint](#)**

**Provider Communication Bulletin
Archive:**

**[Provider Central](#) > [Learning Lab](#) >
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Today's Vaya Participants

David Boyd, Behavioral Health Network Operations Director

Donald Reuss, VP of Behavioral Health & IDD Network Operations

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

George Ingram, VP of Physical Health Network Ops & VBC

Kate Glance, Director of Regulatory Reporting

Stephanie Hilbert, Business Analyst, Claims Business Analyst

Care Management Leadership Team

Today's Production Team

Lindsay Locklear, Provider Educator (Co- Producer)

Justine Tullos, Admin Support (Q&A Moderator)

Breonna Martin, Provider Educator (Producer)

“

WELCOME
Vaya Health Providers

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Breast Cancer Awareness Month

Don't Wait Until it's too Late

- Breast cancer is the second leading cause of cancer deaths for women in North Carolina.
- Each year over 6,000 NC women will be diagnosed with breast cancer and over 1,000 will die from the disease.
- Women in North Carolina have a one-in-eight lifetime risk of developing breast cancer.
- Annual screenings and breast self awareness exams finding changes in one's breast early is a useful tool.



Breast Cancer Awareness Month



Common Risk Factors

- Gender- simply being female
- Age 50 or older
- Under age 12 at onset of menstrual periods
- Over age 50 at onset of menopause
- Over age 30 when first giving birth
- Never having given birth
- Personal or family history of breast cancer
- Being overweight
- Genetic predisposition, such as certain mutations in BRCA1 or BRCA2 genes

[NC Division of Public Health Breast Cancer Screening \(ncdhhs.gov\)](https://www.ncdhhs.gov/breast-cancer-screening)

Breast Cancer and Depression Statistics

Breast Cancer and Depression Statistics

- In the United States, about 264,000 people are diagnosed with breast cancer yearly. Studies show an average of 32% (84,480) of those with breast cancer also battle depression.
- Studies show that breast cancer causes more significant mental distress than many other diagnoses, regardless of the stage or prognosis. Depression and anxiety are the two most common mental health disorders among breast cancer patients.

Survival Rates

- One study has shown that breast cancer patients with depression are 39% more likely not to survive than those who don't battle depression.

Breast Cancer and Depression Statistics

Medications

- The safety of antidepressant medications for breast cancer patients depends on their cancer treatment. Antidepressants such as Wellbutrin (bupropion), Zoloft (sertraline), Prozac (fluoxetine), and others may decrease the effectiveness of Nolvadex (tamoxifen), a type of hormone treatment.

<https://www.verywellhealth.com/breast-cancer-and-depression>



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
Child Residential Treatment Services	All Counties

URGENT Network Need

- Psychological Evaluation and Level of Care Determination for Individuals living with I/DD

URGENT Network Need: Providers to Complete Multidisciplinary Evaluations

- Vaya has an urgent need for network providers who can complete multidisciplinary evaluations (MDEs) in our region. MDEs, which include current medical, psychological, and social work evaluations, are ordered by a court to determine a person's need for guardianship.
- Vaya receives MDE referrals from county clerks of court, triages requests, and sends them to providers. For more information, review the MDE guidelines in [N.C.G.S. § 35A-1111](#).
- Eligible providers must be enrolled in the Vaya network prior to service provision. Vaya offers an enhanced rate for this service. For more information, contact your provider network contract manager or provider.info@vayahealth.com.

Service and Authorization Updates

Update: Unbundling of Community Living and Support Service Codes

- In [Provider Communication Bulletin 2023-24, Issue 8](#) (Aug. 24, 2023), Vaya announced a change to authorization and claims guidelines for Community Living and Supports (CLS) services.
- Vaya's Care Management Department staff are reaching out to I/DD providers to begin unbundling the affected CLS codes for Innovations Waiver participants with plan start dates between Jan. 1, 2023 – Aug. 31, 2023. These codes include:

Update: Unbundling of Community Living and Support Service Codes

- These codes include:
 - 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
- As part of their outreach, Vaya Care Management staff will need to know which code(s) have been billed and which are likely to be billed later, based on the member's usage. They will use this information to ensure the member's budget reflects the changes.
- If you have questions, contact Vaya's Utilization Management Team at UM@vayahealth.com or 1-800-893-6246, ext. 1513.

Research-Based Behavioral Health Treatment Authorization Guidelines Updated

- Vaya has updated our authorization guidelines for [Medicaid 1915\(b\) Research-Based Behavioral Health Treatment Services for Autism Spectrum Disorder \(RB-BHT\)](#).
- Please note that service code 97151 (Behavior Identification Assessment) now has a passthrough period of 32 units over a six-month period.
- Notification service authorization requests (SARs) are required but will be administratively approved beginning today, Oct. 5, 2023. Requests for more than 32 units must be submitted for medical necessity review.
- For more information, visit the [Authorization Guidelines](#) page of Vaya's Provider Central website or email UM@vayahealth.com.

Medicaid Expansion Updates

New NC Medicaid Expansion Resources

- Starting Dec. 1, 2023, North Carolina is expanding Medicaid health coverage to more than 600,000 additional people. As part of the expansion, NC Medicaid has launched a new website, a toolkit (available in Spanish and English), and a [sign-up form](#) to get updates about the expansion roll-out and the enrollment process.

New NC Medicaid Expansion Resources

The toolkit resources include:

- [Day One Flyer](#) – An overview of who is eligible and how to enroll
- [Newsletter Template](#) – Content to include in newsletters and emails
- [Social Media Materials](#) – Graphics and posts to share
- [Family Planning Flyer](#) – Information for the approximately 300,000 individuals who receive limited benefits through Family Planning Medicaid who will automatically be enrolled in full Medicaid
- [Medicaid Essentials Deck](#) – A presentation to share with your community on who is eligible and how to enroll
- [ePass Video](#) – An overview of how to apply online through ePass
- [FAQs about Medicaid Expansion](#)

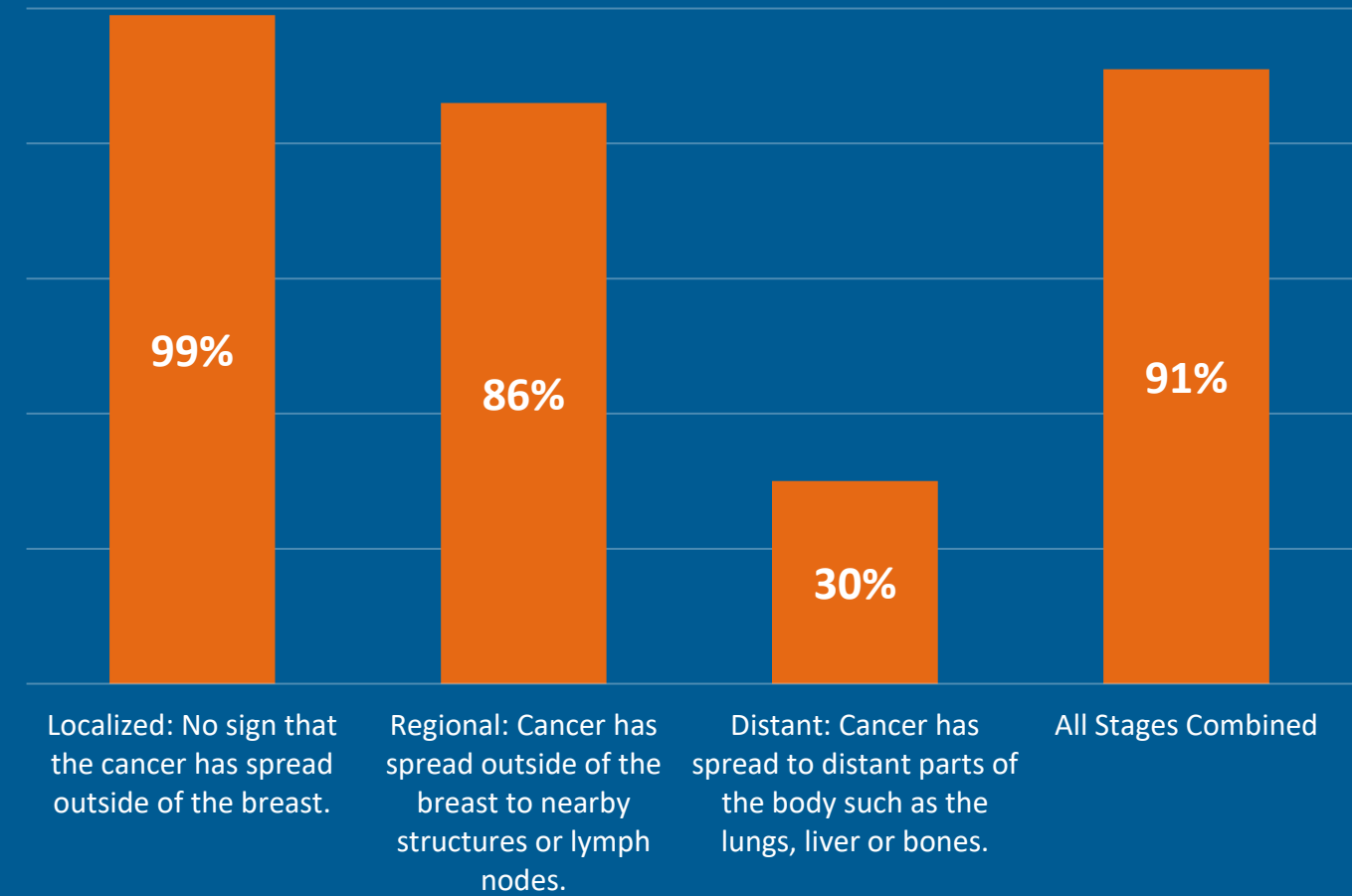
Quality Management Updates

Breast Cancer Incidence, Mortality & Survival

Breast Cancer Statistics Shared by NCDHHS for 2017-2021

Incidence of Breast Cancer in Women	55,986 cases in NC or 168 per 100,000
Deaths as a Result of Breast Cancer	7,045 in NC or 20.4 per 100,000

5-Year National Relative Survival Rates for Breast Cancer*



*Data from the National Cancer Institute, as shared by the American Cancer Society

Learning and Participation Opportunities

Engaging Child Welfare Involved Parents in Treatment Best Practice Guide Introduction

Tuesday, Nov. 7, 2023, 10 a.m.

- The "Engaging Child Welfare Involved Parents in Treatment" guide was conceived through the collaborative efforts of the Pathways to Permanency project's "Accessible Quality Continuum of Behavioral Health Services" workgroup.
- This group engaged with birth parents who had prior involvement with the child welfare system, and a key insight emerged: effective engagement with providers was pivotal for successful treatment and eventual reunification with their children.

Engaging Child Welfare Involved Parents in Treatment Best Practice Guide Introduction

- To address this, the workgroup researched and compiled a guide based on evidence-based practices that had demonstrated high levels of parent engagement and satisfaction.
- This guide serves as a resource for providers, offering strategies and approaches to genuinely connect with birth parents. By incorporating these proven practices, providers can significantly enhance the experiences of birth parents within the child welfare system, fostering successful treatment outcomes and ultimately reuniting families.
- Join us for a 30-minute engagement webinar on **Tuesday, November 7th at 10 a.m.** as we introduce the “Engaging Child Welfare Involved Parents in Treatment” guide and share tips for incorporating it into your everyday clinical practices. Please register [here](#).

CPI Crisis De-Escalation Training for Children's and Youth Mental Health Providers in North Carolina

- This free virtual verbal de-escalation training for children's and youth Mental Health providers in North Carolina will be facilitated by the Crisis Prevention Institute, which is an approved NC DHHS de-escalation curriculum. CPI training opportunities will equip eligible providers with the skills to recognize potential crisis behaviors and the strategies to prevent, de-escalate, and safely respond in escalating and crisis situations. Priority will be given to providers working in residential settings, such as Residential Treatment Facilities and Therapeutic Foster Care.

CPI Crisis De-Escalation Training for Children's and Youth Mental Health Providers in North Carolina

- [Register here](#) for one option below:
- Verbal de-escalation Intervention only: Oct. 20, 2023, 9 a.m.- 1 p.m.
- Verbal de-escalation Intervention only: Oct. 27, 2023, 9 a.m.- 1 p.m.
- Verbal de-escalation Intervention only: Nov. 15, 2023, 9 a.m.- 1 p.m.
- Verbal de-escalation Intervention only: Nov. 17, 2023, 9 a.m.- 1 p.m.
- For questions, contact Shannon Barr, Training Coordinator for Crisis De-Escalation Interventions Initiatives at the Center for Youth, Family, and Community Partnerships at scbarr@uncg.edu.

Workforce Development: Connect with Local Talent at the WNC Career Expo

Oct. 25, 2023, 11 a.m.-4 p.m.

- Land of Sky Regional Council and the Southwestern Commission Council of Governments have received grant funding from the U.S. Department of Labor to help dislocated workers (individuals who have lost employment due to downsizing or closure) in western North Carolina.
- The On-the-Job Training Hiring Program for Dislocated Workers will reimburse organizations up to 75% of wages for up to six months for hiring and training dislocated workers. For more information, contact Barbara Darby at barbarad@landofsky.org or visit the [National Dislocated Worker Grant of WNC](#) website.

Workforce Development: Connect with Local Talent at the WNC Career Expo

- Organizations are also invited to participate in the [WNC Career Expo](#) at the [Davis Event Center at the WNC Agricultural Center](#) in Fletcher. Select and purchase a booth [online](#).
- Registration for a standard event booth is \$300. Registration discounts are available for area nonprofit and community-based organizations.
- To request a nonprofit discount code, contact Samantha Cole, director of workforce partnerships, at scole@ashevillechamber.org or 828-258-6124.

Breathe Easy NC Training Series: Best-Practice Tobacco Treatment

Breathe Easy NC is working to connect individuals with mental health and substance use challenges to best-practice tobacco treatment. The Breathe Easy NC Professional Development free virtual training series through South Piedmont AHEC will prepare professionals from diverse disciplines and settings to effectively help individuals become tobacco-free.

The training series includes three sessions:

- Oct. 11, 2023, 11 a.m. -12:30 p.m. – Medications for Tobacco Use Disorder Treatment, led by Dr. James Davis from the Duke Smoking Cessation Center. [Register online.](#)
- Nov. 15, 2023, 11 a.m. -12:30 p.m. – Link Between Tobacco and Trauma: Using Trauma-Informed Approach. [Register online.](#)
- Jan. 10, 2024, 11 a.m. -12:30 p.m. – Tobacco-free Living: The Important Role of Peer Support Specialists. [Register online.](#)

Permanent Supportive Housing Training

- **Nov. 2, 3, 6, and 7, 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. If you RSVP on your staff's behalf, include each person's full name and email address.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, October 27, 2023



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