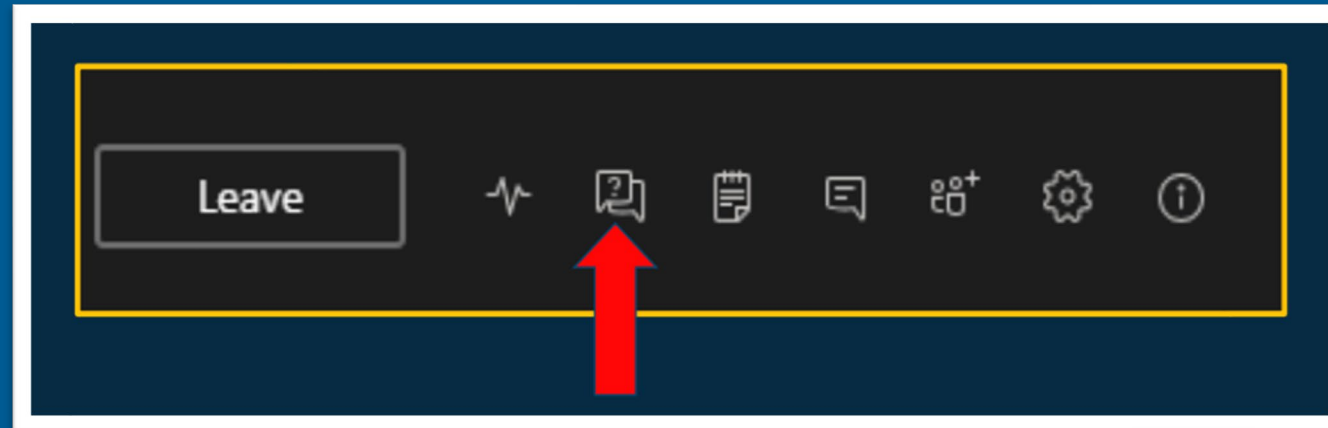# Provider Touchpoint

Friday, December 1, 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.

3

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 Parks, Child and Family Treatment Continuum Director

Christine Fraser, Claims Specialist

Danyale Isaacs, BH/IDD Provider Network Manager

David Boyd, BH Provider Network Director

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

Jennifer Jennings, Substance Use Network Development Director

Kate Glance, Director of Regulatory Reporting

Tommy Duncan, Provider Education and Communications Manager

Care Management Leadership Team

6

Today's Production Team

Justine Tullos, Admin Support (Q&A Moderator)

Shamika Howard, Provider Educator (Co-Producer)

Breonna Martin, Provider Educator (Producer)

WELCOME

Vaya Health Providers

December Holidays and Observances

- St. Nicholas Day (Dec. 5 or 6)
- Immaculate Conception Day (Dec. 8)
- Bodhi Day (Dec. 8)
- Feast Day of Our Lady Guadalupe (Dec. 12)
- Hanukkah (Dec. 18-26)
- Yule (Dec. 21-Jan.1)

- Christmas (Dec. 25)
- Boxing Day (Dec. 26)
- Kwanzaa (Dec. 26-Jan. 1)
- Zartosht No-Diso (Dec. 26)
- New Year's Eve (Dec. 31)

On Your Radar

Current Network Needs

SERVICE	REGION
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	REGION
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

Multidisciplinary evaluations (MDEs), which include current *medical*, *psychological*, and *social work* evaluations, are ordered by a court to determine an individual'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.

Alpha MCS Wind Down

- Beginning Dec. 1, 2023, providers will no longer have login access to AlphaMCS, which has been available to providers on a read-only basis since April 1, 2023, when it was replaced by Vaya's Provider Portal.

- All data, including claims, Medicaid eligibility, recipient enrollments, and authorizations are available in the Provider Portal.

- Please download any remittance advices (RAs) you need from AlphaMCS in PDF or Excel format before the final closing date.

- We will be reviewing the Provider Portal later in this presentation.

Rockingham County Transition

- We will support new network providers through multiple communication and educational opportunities:

  - Service and population specific communications

  - Provider Communication Bulletins

  - Provider Touchpoint orientation webinars

  - Provider Portal trainings

  - Open Office Hours sessions

  - Welcome webpage on Provider Central

Provider Advisory Council Voting Slot Nominations

- 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.

- The PAC currently has voting slots available to increase representation from state facilities and mental health, substance use, and I/DD providers. Voting members of the PAC must be contracted with Vaya, in good standing, and adhere to the PAC's requirements for voting members.

- If you are interested in becoming a voting member of the PAC, receiving PAC communications, or joining upcoming monthly meetings, email provideradvisorycouncil@vayahealth.com.

- All Vaya providers are encouraged to participate in the monthly meetings.

17

"Adventure Awaits" Foster Care Recruitment Campaign Kickoff

Dec. 4, 2023, 11 a.m.- 12 p.m. *

- Vaya's partners and stakeholders have identified licensed homes for youth in Department of Social Services (DSS) custody as an urgent need.

- Vaya's Pathways to Permanency Project coordinates efforts among Vaya, county DSS offices, and mental health providers to ensure youth living in foster care have access to quality behavioral health services.

- We encourage all child and adolescent service providers to participate in our "Adventure Awaits" Foster Care Recruitment Campaign Kickoff event. Register Online.

- * Our apologies, the date was listed incorrectly as Dec. 4, 2024 in the Provider Communication Bulletin.

18

Pathways to Permanency Training Modules

- The Pathways to Permanency project training modules are available in the Vaya Learn Portal: https://learn.vayahealth.com/

- Currently available:

    - Foster Parent Bill of Rights

    - Treat Them Like Gold (for all staff)

- New training modules, when added, will be announced in the Provider Communication Bulletin

New! Online Service Desk Request Form

- Providers have a new option for getting IT support from the Vaya Service Desk.

- Complete and submit the [Provider Service Desk Request Form](#) to request assistance with Vaya IT systems, applications, or software.

- We will contact you via your preferred method – email or telephone – to help resolve your request.

- You can also continue to request help by emailing ServiceDesk@vayahealth.com or calling 1-800-893-6246, ext. 1500.

New! Online Service Desk Request Form

- As a reminder:

    - Please submit your request once, using one method only, to prevent duplication of Service Desk tickets.

    - Duplicate tickets can result in delayed response time.

21
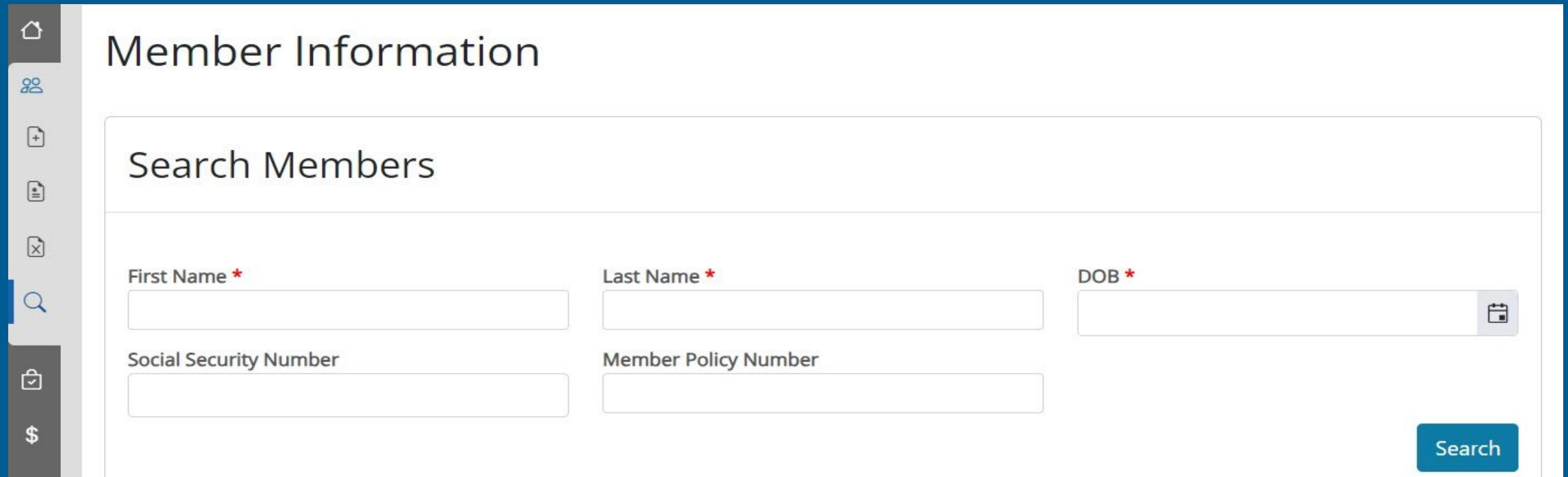
Provider Portal Updates

22

Where to find in the Provider Portal

Providers are expressing, they can't see a particular member's authorizations in the Portal.

- Step One: In Provider Portal select members, click on the magnifying glass, enter the member's first and last name including their DOB then select search.

23

Where to find in the Provider Portal

- Step 2: Select the plan name with the active/effective date ranges, then click search.

First Name	▼	Last Name	▼	Plan Name	▼	Effective Date	▼	Expiration Date	▼

Where to find in the Provider Portal

- Step 3: On this page Providers can view all documentation that is listed within the Provider Portal for their member, i.e., Addresses, Insurance, Diagnoses, NC Tracks Benefit Plans, Authorizations, View Enrollment, Drugs of Choice. Select the authorizations tab.
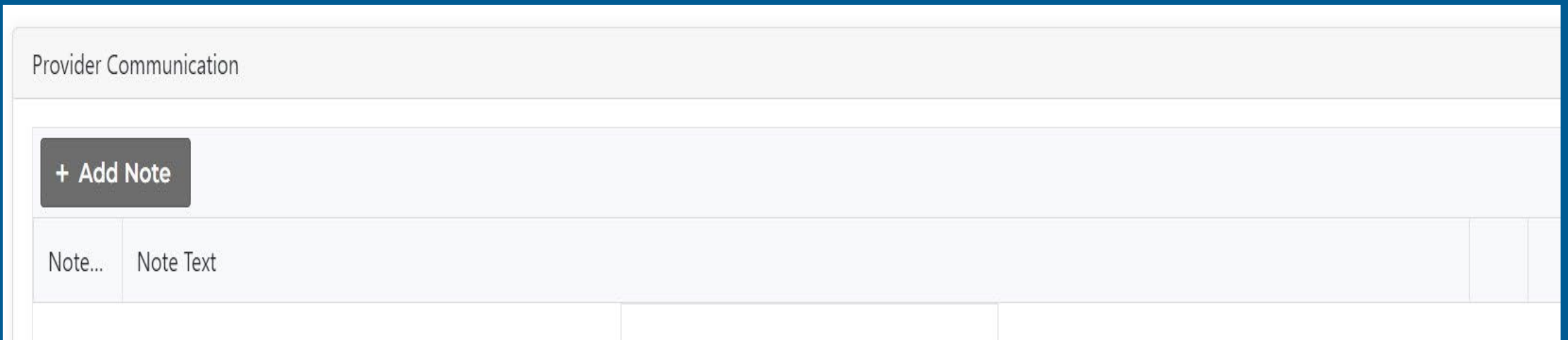
25

Where to find in the Provider Portal

- Step 4: Enter the vendor's name using the drop-down arrow. Select the correct vendor to view all authorizations for the member. Select view to see the authorization that needs reviewing.

26

Where to find in the Provider Portal

Where can I find notes that the UM reviewer has sent regarding my authorization?

- In Provider Portal select members, select the magnifying glass, enter the member's first and last name including their DOB then select search. Select the plan name with active/effective date ranges, then select search. Select the authorizations tab. Enter the vendor's name using the drop-down arrow. Then select the correct vendor to view all authorizations for the member. Select the view tab to see the authorization. On the right-hand side scroll down until you see the Provider Communication section on you center of the screen to view notes submitted by the Provider and to view notes shared from Vaya's UM reviewer.

Provider Communication

+ Add Note

Note...	Note Text

27

Where to find in the Provider Portal

Providers have concerns when selecting the right eligibility and the right auth type?

- Providers should know what services their agency is contracted to bill and or provide. Providers should know the auth type of the overarching service that is being requested. Be sure to select the correct plan name/insurance with active date ranges for the member.

28

Where to find in the Provider Portal

- Claims: If a Provider is billing a drug that requires an National Drug Code (NDC), then they have to "check" this box to open the NDC, Quantity and Unit Type fields. Then the Provider will be able to add information into those fields.

29

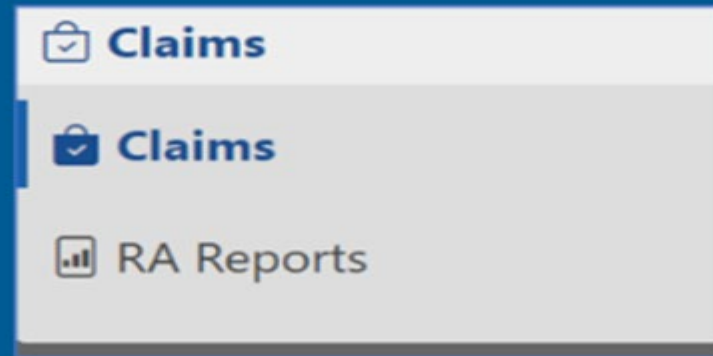# Where to find in the Provider Portal
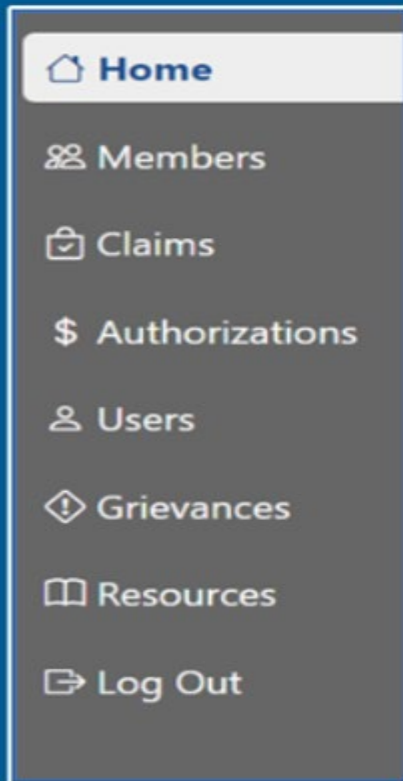
Resource Links:

[National Drug Code Implementation Update](#)

[Drug Name and National Drug Code (NDC) Reference Data](#)

Where to find in the Provider Portal

Where can Providers access RAs in the Provider Portal?

- RA's reports are found under the claims tab on the homepage in the Provider Portal.

Where to find in the Provider Portal

- Here is where the provider gets into the RA Report

32

Where to find in the Provider Portal

- When submitting a claim in the Portal the service facility location (site) is chosen on the first screen PRIOR to opening the claim form. Those choices are made here, and they MUST be completed from left to right. Then you will see the create UB04 and the create CMS 1500 options.

Claims

Review existing claims, create new claims, or edit unsubmitted claims. Use the Filter to search for specific claims.

Vendor

▼

Office

Provider

More Filters

Start Date	End Date	Claim Source	Type		
🗓	🗓	All	All	Filter	Reset

Filters

Where to find in the Provider Portal

- When Providers open the form type needed, they must make a selection in the "selected office" field. This should, theoretically, match the choice made on the prior screen.

Create UB04

Fill out the form below to create a UB04 claim.

This claim will not be stored by Provider Portal until it is saved. Closing this window will cause this form to disappear.

Vendor:

Selected Office

Where to find in the Provider Portal

- On the CMS 1500 form it does look a little different. It's the same concept in that Providers have to make selections in these fields at the top of the claim form, including the "select an office" field. This should also match the choice made on the prior screen.

Create CMS1500

Fill out the form below to create a CMS1500 claim.

This claim will not be stored by Provider Portal until it is saved. Closing this window will cause this form to disappear.

Vendor:

Rendering Provider

Taxonomy

Select an Office

35

Where to find in the Provider Portal

Important note: Providers must be using the NPI and the service location they are billing with in order to be found in the Provider Portal.

All claims' questions can be directed to claims@vayahealth.com.

Claims Updates

Top 5 Claims Issues

1. **Service Not in Contract**
   - Verify the service is setup in contract with the correct site location and effective dates for the dates of service.
   - Contact your provider network contract manager if there are questions regarding any contract issues.

2. **Service Not Covered by Plan**
   - Service Code/Rev Code is in the Contract with effective dates
   - Is the Service code and Modifier combo active and effective for DOS'
   - Primary DX is valid for the service and a behavioral health DX
   - Review all DX code pointers are entered correctly on claim
   - Member has a valid Rider/Target Pop and is valid for the DX and Service
   - Innovations Waiver – does the member have an active INN-Waiver?

38

Top 5 Claims Issues

3. **Vaya Not My Member**

   - Review NCTRACKS to determine if the member is within Vaya's catchment.

   - Does the member have Standard Plan and should be submitted directly to the member's Standard Plan? Review NCTRACKS to validate.

   - Contact Member Eligibility & Enrollment Dept with questions

4. **Service Not Authorized**

   - Validate that an authorization has been approved for appropriate dates of service, NPI# and service code/modifier(s).

   - Contact Utilization Management with questions regarding authorization issues.

Top 5 Claims Issues

5. **Member Not Found**

- Verify: NCTRACKS for full member name/spelling, DOB
- Verify: NCTRACKS that member has active Medicaid on the dates of service
- **Verify: CMS1500** for Box 1A has:
  - Member ID# when billing state services
  - Member Medicaid ID# when billing Medicaid

- **Verify: UB04** for Box 60
  - Member ID when billing state services
  - Member Medicaid ID# when billing Medicaid

Top 5 Claims Issues

Causing Denials if NDC is missing

NATIONAL DRUG CODE (NDC) REQUIREMENT:

- The National Drug Code (NDC) is a unique product identifier used in the United States for drugs intended for human use.

- Going forward, drug related revenue codes 025X (0250, 0254, 0258) and 063X (0636, 0637) with a missing NDC will deny.
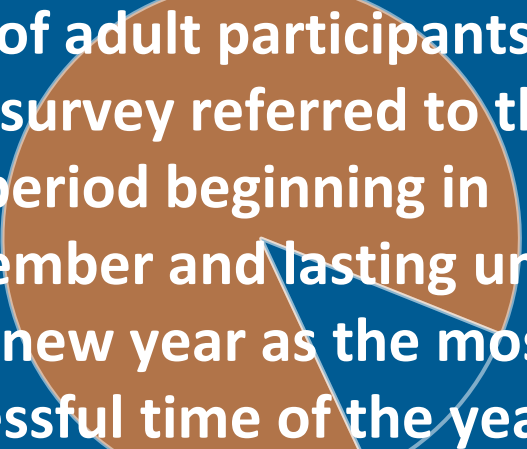
- On the UB04 – the NDC can entered in Box 43

Rates Updates

Behavioral Health and I/DD Service Rates Effective Jan. 1, 2024

- The North Carolina General Assembly appropriated $220 million in recurring funds in the Current Operations Appropriations Act of 2023 (SL 2023-134) to increase Medicaid reimbursement rates for providers of mental health, substance use disorder, and I/DD services.

- Vaya is currently analyzing these increases and awaiting additional information from the NCDHHS actuary to determine the appropriate rate adjustments.

- For more information, please review the NC Medicaid Bulletin "NC Medicaid Behavioral Health Services Rate Increases."

- Vaya will provide more information in a future Provider Communications Bulletin as it is available.

Quality Management Updates

44

Take notice of holiday STRESS!

88% of adult participants in one survey referred to the period beginning in November and lasting until the new year as the most stressful time of the year

3 in 5 Americans (60%) feel their mental health is impacted by the holidays

64% of people with mental illness say the holidays make their condition worse

45

Learning and Participation Opportunities

Opioid Roundtable Meeting

Dec. 12, 2023, 3 p.m.- 4 p.m.

- Vaya hosts a quarterly Opioid Roundtable meeting for providers to share information, discuss this important work, and learn about resources and opportunities to assist members living with opioid addiction.

- Agenda topics for this month's meeting include State Opioid Response (SOR) funding and Medicaid Expansion; and Government Performance and Results Act (GPRA): updates, Waiver requests, recent billing rate changes, and Narcan requests.

- Join on Microsoft Teams. For questions, email provider.training@vayahealth.com.

47

Residential Roundtable

Dec. 8, 2023, 2 - 4 p.m.

- Vaya hosts a quarterly residential roundtable for child residential providers.

- This collaborative effort aims to build connections and strong working relationships between Vaya and providers.

[Join on Microsoft Teams.](#) For more information or to suggest agenda items, email Provider.Training@vayahealth.com.

CFT (Child and Family Team) 1 revised training

Jan. 18-19, 2024, 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.

- Participants will receive a link to the training a few days before the event. Register online before Jan. 8, 2024. If you have questions, email provider.training@vayahealth.com.

49

Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, December 15, 2023

VAYAHEALTH