

Provider Touchpoint

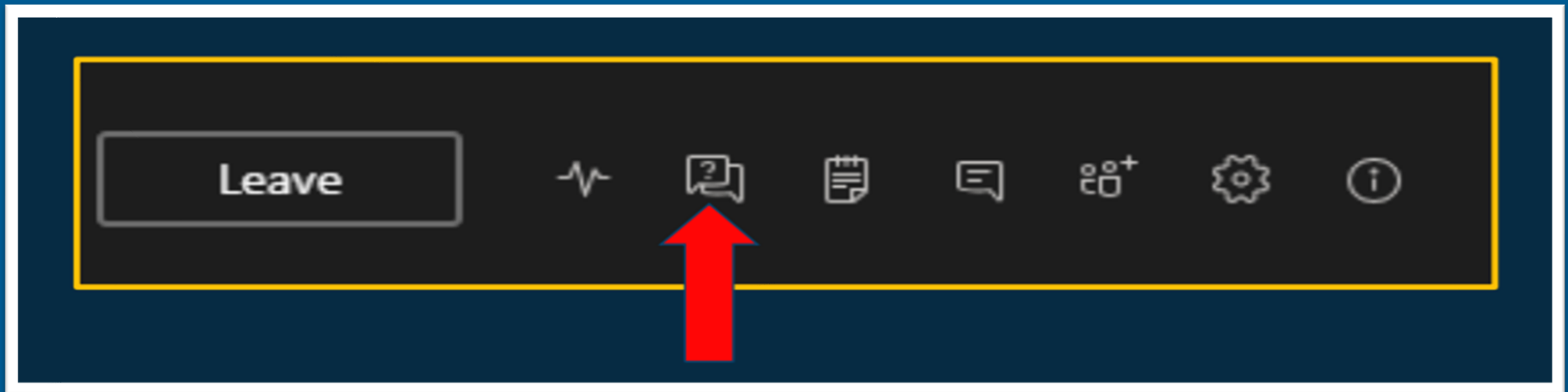
Friday, January 12, 2024



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](#) >
[Communication Bulletins](#)

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Today's Vaya Participants

Ashley Parks, Child and Family Treatment Continuum Director

David Boyd, BH Provider Network Director

Donald Reuss, VP of Behavioral Health & IDD Network Operations (host)

Drew Elliot, VP of Public Affairs

Dr. Heather Cree, VP of Pharmacy Operations,

Dr. Jay Vora, Pharmacy Director of NC Medicaid Management

Jennifer Jennings, Substance Use Network Development Director

Kate Glance, Director of Regulatory Reporting

Sarah Frei, Healthy Opportunities Director

Utilization Management, Claims and Care Management teams

Today's Production Team

Breonna Martin, Provider Educator (producer)

Shamika Howard, Provider Educator (co-producer)

Justine Tullos, Admin Support (Q&A Moderator)

Cryss McMillan, Provider Educator (co-producer)

“

WELCOME
Vaya Health Providers

”

National Pharmacist Day

National Pharmacist Day is observed on Jan. 12 annually to recognize the role played by pharmacists in our society. Our roles have changed as seen in present health care systems.

Pharmacists advise the healthcare providers and patients on the selection of dosage, side effects, and interactions of the prescription.

We are the intermediary *between the patients and the prescribers.*

We monitor patient's health and progress and ensure that they take the correct medication.



Martin Luther King Day, January 15, 2024

“Darkness *cannot* drive out darkness; only **light** can do that. Hate cannot drive out hate; only **love** can do that. “

– Dr. Martin Luther King Jr.

“Our lives begin to end the day we become silent about things that matter.”

– Dr. Martin Luther King Jr.



Guest Presentation

Cherish Burford, Client Success Manager,
Chess Health

eRecovery: Connections App, CHES Dashboard, & Peer Team



- ✓ Community discussion forums, public & private
 - Anonymous
 - Moderated 24/7 by CHES Health's peer team
- ✓ Video support group mtgs
- ✓ Content library
- ✓ Digital CBT program

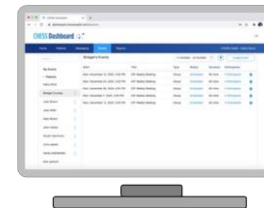
- ✓ Daily check-in
- ✓ Weekly assessments
- ✓ Gamification / Contingency Mgmt
- ✓ Recovery help button
- ✓ More



Supported by CHES Health's Peer Engagement Team



Care Management functionality for Provider / Health Plan



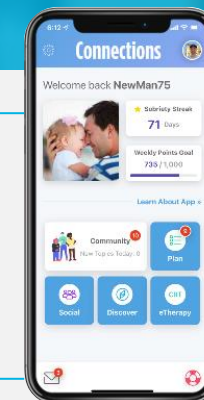
Risk Alerts


eRecovery

Solution for
Between Appts



CHES Health's
Peer Team



⏪  167 hours ⏩



Tuesday Counseling Session

Tuesday Counseling Session

Tuesday Counseling Session

Implementation Process



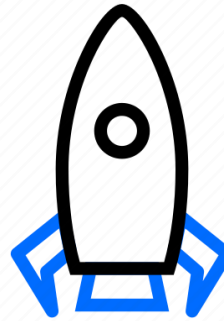
Prepare

Planning Meeting

- Implementation Overview
- Discovery
- Product Review

Kickoff Meeting

- Connections App Refresher
- Review Onboarding Workflow
- Identify Staff
- Escalation Plan



Go-Live

Training

- Ensure staff is fully trained and aware of workflows and enrollment process

Go-Live

- Begin offering Connections to individuals



Monitor

Reporting

- Utilization Monitoring
- Performance Analysis
- Strategic Advice

Ongoing Support

- Refresher training
- Dedicated Customer Success support

Next Steps

- Schedule Planning Meeting
 - Email: cburford@chess.health
 - Use [Bookings Link](#)



CHES
MOBILE HEALTH INC.



Legislative Update

Drew Elliot, Vice President of Public Affairs

On Your Radar

Vaya Health Pharmacy Operations



Heather Cree, PharmD

*VP of Pharmacy
Operations*



Beth Beasley, PharmD

Clinical Pharmacist



**Stephanie Craycroft-
Andrew, PharmD**

Clinical Pharmacist



Jay Vora, PharmD

**Pharmacy Director NC
Medicaid Managed
Care Program**

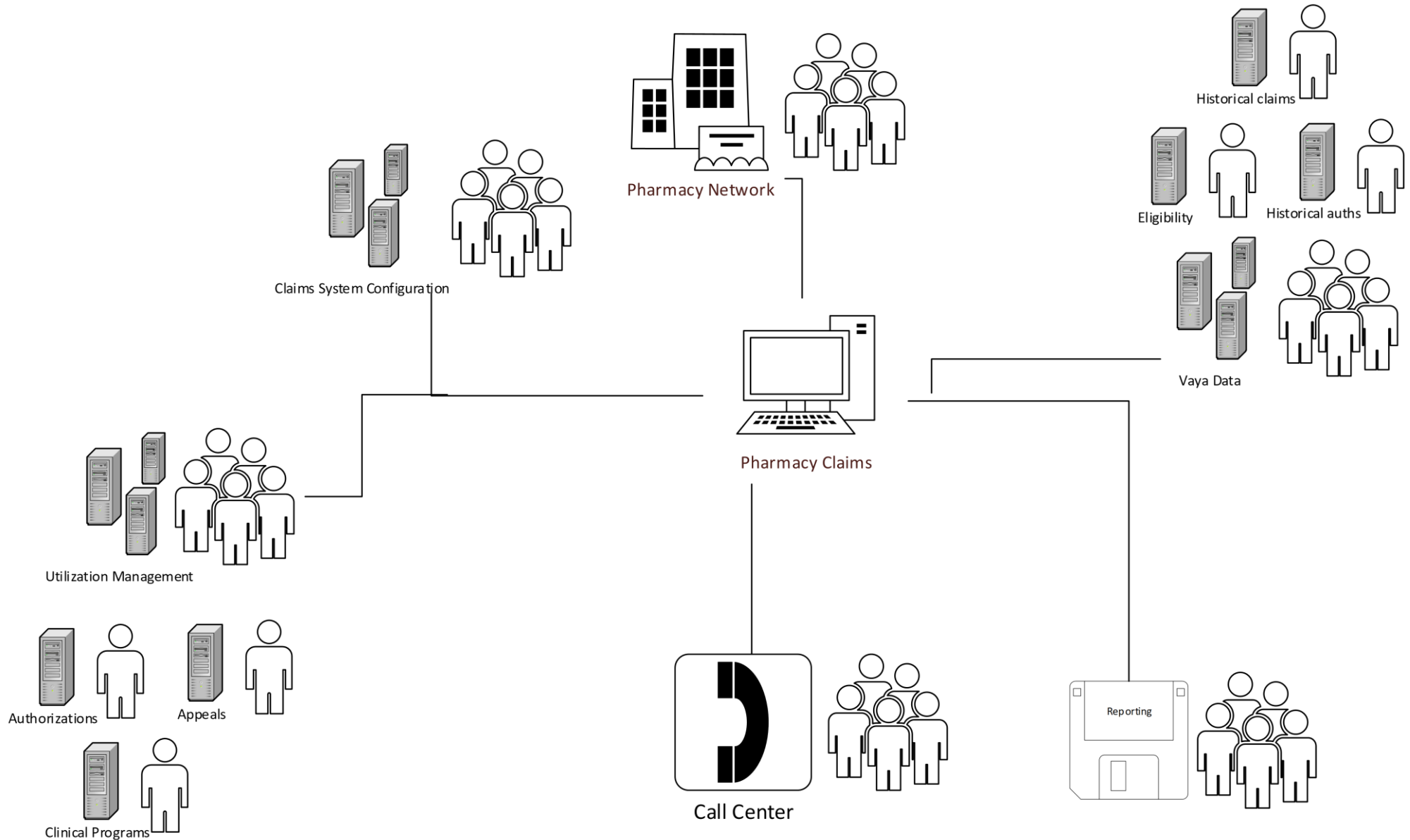
Two Medication Programs

Medical Pharmacy (AKA - Physician Administered Drug Program, PADP, PDP)

- Given by provider in clinic or outpatient hospital billed on medical claims
- Covered drugs on [NCDHHS catalog](#)
- No Prior Authorization required

Outpatient Pharmacy Program

- Dispensed at outpatient pharmacies through Pharmacy Benefits Manager (PBM)
- [Preferred Drug List](#) guides formulary
- [Clinical coverage policies](#) by NCDHHS
- [Prior Authorization](#) criteria by NCDHHS
- [Coverage](#) is exactly the same for Medicaid Direct, Standard Plans, and Tailored Plan



Healthy Opportunities Pilot Launch Postponed

- Healthy Opportunities Pilot (HOP) is the nation's first comprehensive program to test and evaluate the impact of providing evidence-based, non-medical interventions related to housing, food, transportation, and interpersonal safety and toxic stress to eligible Medicaid beneficiaries.
- NCDHHS has postponed the launch of the [Healthy Opportunities Pilot \(HOP\)](#) scheduled for Feb. 1, 2024.
- Once NCDHSS announces a new HOP launch date, Vaya will provide additional information about HOP services available for eligible members within Vaya's 16 counties: Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, and Yancey with a goal of future expansion across all Vaya counties.

Pathways to Permanency Webpage

Pathways to Permanency seeks to align the work of the child welfare and public behavioral health systems.

Through cross-system collaboration, the project aims to improve outcomes for child welfare-involved youth and their families, as well as professionals who serve them.

Representatives from Vaya, local Department of Social Services offices, mental health providers, and other stakeholders meet regularly to map out feasible, sustainable solutions to real issues.

Child welfare resources and trainings related to the Pathways to Permanency project are now [available through Vaya's website](#).

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 Needs

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

For more information about providing any of these services, contact your provider network contract manager or provider.info@vayahealth.com.



Provider Portal Updates

Single Sign-In for Multiple Tax ID Numbers

- Vaya has implemented a Provider Portal enhancement that allows users to access all assigned tax ID numbers (TINs) from one account, requiring only one login.
- We are currently reaching out to Systems Access Administrators (SAAs) at provider organizations to move users with multiple accounts to a single account that has full TIN access.
- Vaya will work only with your organization's designated SAA to complete this process. Vaya does not set up or maintain login credentials for organizational staff.
- If you have questions about this process, email providerportal.saa@vayahealth.com.


Rates Updates

Rate Update – General Information

- In Dec. 2023, Vaya Health announced Standard Rates changes effective for date of service Jan. 1, 2024, for select service and codes across the following Medicaid Benefit Plans: Medicaid 1915(b) Clinician and Non-Clinician; 1915(b)(3); 1915(i); and 1915(c) (Innovations). Select Medicaid (c) (Innovations) Rate Changes are also in the process of being applied retroactive to July 1, 2023.
- Providers are responsible for ensuring that your billing systems are filing claims at or above the reimbursement rate in order to earn the full rate amount.
- When the Vaya standard rate becomes higher than an existing / approved provider-specific or member-specific rate, the latter will be lapsed or end-dated so that the higher rate is the one being paid.
- Today's presentation provides some additional information on how and when Vaya will complete the retroactive payment process to support the Innovations Rate Changes for the period from July 1, 2023 to Dec. 31, 2023.

Rate Updates – 1915(b) Clinician

- Sample of Codes and Rates Displayed Below. Full Schedule available online.

		Standard Medicaid Direct - 1915(b) Clinician-Based Rate Schedule					
		101 - Psychiatric Physician (Taxonomy 2084P0800X, 2084P0804X, 2084A0401X, 2084P0805X, 2084P0802X) * 112 - Psychiatric Nurse Practitioner - (Taxonomy 363LP0808X) * 210 - Physician Assistant 109 - Licensed Psychologist 110 - LCSW, LMCHC, LMFT 111 - Certified Clinical Nurse Specialist 128 - Licensed Psychological Associate 129 - Licensed Clinical Addiction Specialist					
		* For non-Psychiatric Nurse Practitioner and other Physician Specialty rates, see the the NC DHB Fee Schedules Search Website: https://ncdhhs.servicenow.com/fee_schedules Nurse Practitioner and CRNA Physician Services					
		Rates Effective 01/01/2024					
Covered Service	101	112	210	109	128	111 / 110 / 129	
90785 - INTERACTIVE COMPLEXITY	\$ 14.58	\$ 12.39	\$ 14.58	\$ 13.00	\$ 10.94	\$ 12.39	
90791 - Psychiatric Diagnostic Evaluation	\$ 205.16	\$ 174.39	\$ 205.16	\$ 178.39	\$ 153.87	\$ 174.39	
90792 - PSYCHIATRIC DIAGNOSTIC EVAL W/ MED	\$ 229.63	\$ 195.19	\$ 229.63	\$ 202.49			
90832 - PSYCHOTHERAPY 30 MN	\$ 74.01	\$ 62.91	\$ 74.01	\$ 65.52	\$ 55.51	\$ 62.91	
90834 - PSYCHOTHERAPY 45 MN	\$ 97.83	\$ 83.16	\$ 97.83	\$ 86.84	\$ 73.37	\$ 83.16	
90838 - PSYCHOTHERAPY 60 MIN ADD ON TO E&M	\$ 113.56	\$ 88.84	\$ 113.56				
90846 - FAMILY THER W/O PT	\$ 94.08	\$ 79.97	\$ 94.08	\$ 93.77	\$ 70.56	\$ 79.97	
90847 - FAMILY THER W/ PT	\$ 98.10	\$ 88.78	\$ 98.10	\$ 97.79	\$ 74.58	\$ 83.39	
90853 - GROUP THER	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	

- Note: New Psychiatric Physician and Psychiatric Nurse Practitioner License Group distinctions

Rate Updates – 1915(b) Non-Clinician

- Below is the list of Behavioral Health Code and Rate Changes effective Jan 1, 2024.

Medicaid Behavioral Health Code Changes - Vaya Standard Rates relative to DHB Rate Adjustments				
Code + Description	VAYA RATES - 12/1/2023	Vaya New Rate at 1/1/24	% Increase	Notes
97151 - Behavior identification assessment	\$ 26.56	\$ 30.56	115.1%	Apply DHB Rate Increase
97152 - Behavior identification supporting assessment, tech	\$ 53.65	\$ 61.73	115.1%	Apply DHB Rate Increase
97153 - Adaptive behavior treatment by protocol, tech	\$ 18.29	\$ 20.81	113.8%	Apply DHB Rate Increase
97154 - Group adaptive behavior treatment by protocol, tech	\$ 9.88	\$ 11.37	115.1%	Apply DHB Rate Increase
97155 - Adaptive behavior treatment with protocol modification, QHP	\$ 28.00	\$ 32.22	115.1%	Apply DHB Rate Increase
97157 - Multiple-family group adaptive behavior treatment guidance	\$ 10.00	\$ 11.51	115.1%	Apply DHB Rate Increase
H0019HK - HRI L4, BH LT Res	\$ 393.47	\$ 401.45	102.0%	Apply DHB Rate Increase
H0019HQ - HRI L3, <=4 beds, BH LT Res	\$ 267.81	\$ 296.12	110.6%	Apply DHB Rate Increase
H0019TJ - HRI L3, 5+ beds, BH LT Res	\$ 219.98	\$ 241.28	109.7%	Apply DHB Rate Increase
H0019UR - Residential Level IV (5+ Beds)	\$ 357.42	\$ 401.45	112.3%	Apply DHB Rate Increase
H0035 - MH PARTIAL HOSP, < 24 HR	\$ 141.82	\$ 171.01	120.6%	Apply DHB Rate Increase
H0038HQ - Peer Support Services (PSS) - group	\$ 3.02	\$ 3.74	123.8%	Apply DHB Rate Increase
H2011 - CRISIS SERVICES	\$ 94.50	\$ 99.00	104.8%	Apply DHB Rate Increase
H2012HA - DAY TREATMENT CHILD	\$ 33.70	\$ 44.25	131.3%	Apply DHB Rate Increase
H2020 - Child Residential Level II – Program Type	\$ 146.45	\$ 160.61	109.7%	Apply DHB Rate Increase
H2022 - INTENSIVE-IN-HOME	\$ 268.00	\$ 298.15	111.3%	Apply DHB Rate Increase
H2033 - MULTI-SYSTEMIC-THER	\$ 39.19	\$ 47.26	120.6%	Apply DHB Rate Increase
S5145HA - CTSP FAM TYPE RES II IAFT	\$ 248.40	\$ 272.11	109.5%	Apply DHB Rate Increase
S9484 - FAC BASED CRISIS HR	\$ 31.50	\$ 33.00	104.8%	Apply DHB Rate Increase
S9484HA - FAC BASED CRISIS HR - Child & Adol	\$ 31.50	\$ 37.32	118.5%	Apply DHB Rate Increase
T1023 - DIAGNOSTIC-ASSESSMENT	\$ 242.47	\$ 298.93	123.3%	Apply DHB Rate Increase

Rate Updates – 1915(b) Non-Clinician

- These Behavioral Health Codes and Rates will remain the same, as Vaya’s Rate is higher than NC DHB.

97156 - Family adaptive behavior treatment guidance	\$ 30.00	\$ 30.00	100.0%	Vaya Rate Higher than DHB
H0038 - Peer Support Services (PSS) - individual	\$ 16.50	\$ 16.50	100.0%	Vaya Rate Higher than DHB
H0040 - Assertive Community Treatment Team (ACTT)	\$ 430.19	\$ 430.19	100.0%	Vaya Rate Higher than DHB
H0046 - High Risk Res L1	\$ 86.25	\$ 86.25	100.0%	Vaya Rate Higher than DHB
H2015HTHF - CST - SA Professional - Community Support Team	\$ 38.00	\$ 38.00	100.0%	Vaya Rate Higher than DHB
H2015HTHM - CST - Paraprofessional - Community Support Team	\$ 38.00	\$ 38.00	100.0%	Vaya Rate Higher than DHB
H2015HTHN - CST - QP/AP - Community Support Team	\$ 38.00	\$ 38.00	100.0%	Vaya Rate Higher than DHB
H2015HTHO - CST - Team Lead - Community Support Team	\$ 38.00	\$ 38.00	100.0%	Vaya Rate Higher than DHB
H2015HTU1 - CST - PSS - Community Support	\$ 38.00	\$ 38.00	100.0%	Vaya Rate Higher than DHB
H2017 - PSYCHOSOCIAL REHAB	\$ 3.69	\$ 3.69	100.0%	Vaya Rate Higher than DHB
S5145 - CTSP Residential II	\$ 175.00	\$ 175.00	100.0%	Vaya Rate Higher than DHB

Rate Updates – 1915(b)(3)

- Impact of NC DHB Rate increases on 1915 B3 Services

1915 B3 Rates Changes				
Code + Description	VAYA RATES - @ 11/1/2023	Rate at 1/1/24	% Increase	Notes
H0045 1915b3 - Individual Respite 1915b3	\$ 5.29	\$ 6.42	121.4%	Apply DHB Increase
H0045 HQ 1915b3 - Group Respite 1915b3	\$ 3.94	\$ 4.51	114.5%	Apply DHB Increase
H2023 HQ 1915b3 - SE IDD Initial Group 1915b3	\$ 2.95	\$ 3.52	119.3%	Apply DHB Increase
H2026 HQ 1915b3 - SE IDD Maint Group 1915b3	\$ 2.80	\$ 3.37	120.4%	Apply DHB Increase
T1019 HE 1915b3 - Individual Support Service 1915b3	\$ 16.75	\$ 17.88	106.7%	Apply DHB Increase
T1019 TS 1915b3 - Indiv Support Service non-EVV 1915b3	\$ 16.75	\$ 16.75		
H2023 1915b3 - SE IDD Initial Indiv 1915b3	\$ 11.75	\$ 11.75		Vaya Rate Higher than DHB
H2026 1915b3 - SE IDD Maint Indiv 1915b3	\$ 11.75	\$ 11.75		Vaya Rate Higher than DHB

Rate Updates – 1915(i)

- Impact of NC DHB Rate increases on 1915 I Services

1915 I Rates Changes				
Code + Description	VAYA RATES - @ 11/1/2023	Rate at 1/1/24	% Increase	Notes
H0045 U4 i - Individual Respite 1915 i	\$ 5.29	\$ 6.42	121.4%	Apply DHB Increase
H0045 HQ U4 i - Group Respite 1915 i	\$ 3.94	\$ 4.51	114.5%	Apply DHB Increase
H2023 HQ U4 i - SE IDD Initial Group 1915 i	\$ 2.95	\$ 3.52	119.3%	Apply DHB Increase
H2026 HQ U4 i - SE IDD Maint Group 1915 i	\$ 2.80	\$ 3.37	120.4%	Apply DHB Increase
T1019 U4 i - Individual and Transitional Support 1915 i	\$ 16.75	\$ 17.88	106.7%	Apply DHB Increase
H2023 U4 i - SE IDD Initial Individual 1915 i	\$ 11.75	\$ 11.75		Vaya Rate Higher than DHB
H2026 U4 i - SE IDD Maint Individual 1915 i	\$ 11.75	\$ 11.75		Vaya Rate Higher than DHB
T2013 TF U4 i - Comm Living and Supp Individual 1915 i	\$ 7.80	\$ 7.80		Vaya Rate Higher than DHB

Rate Updates – 1915(c) Innovations

- Services for which the full NC DHB DCW Rate Supplement will be added.

Innovations Code Changes - Vaya Standard Rates incorporating DHB DCW Adjustments				
Code + Description	VAYA RATES - POST PHE @ 12/1/2022	Vaya Rate at 7/1/23	% Rate Increase	Notes
H2025 - Supported Employment - Ind	\$ 8.27	\$ 9.40	113.7%	Apply full DCW Increase
H2015HQ - Community Networking Group	\$ 3.31	\$ 3.69	111.5%	Apply full DCW Increase
H2015HQ - EOR Community Networking Group	\$ 3.14	\$ 3.52	112.1%	Apply full DCW Increase
H2025HQ - Supported Employment Group	\$ 2.95	\$ 3.52	119.3%	Apply full DCW Increase
H2025TSHQ - Supported Employment – Long Term Fc	\$ 2.80	\$ 3.37	120.4%	Apply full DCW Increase
T2012GCHQ - Community Living and Supports - Group	\$ 3.02	\$ 3.59	118.9%	Apply full DCW Increase
T2012HQ - Community Living and Supports - Group, only in the community	\$ 3.02	\$ 3.59	118.9%	Apply full DCW Increase
H2015 - Community Networking Service - Ind	\$ 6.28	\$ 7.41	118.0%	Apply full DCW Increase
T2027 - Day Supports: Developmental Day	\$ 25.29	\$ 29.81	117.9%	Apply full DCW Increase
H2016 - Level 1-Residential Supports	\$ 119.07	\$ 148.00	124.3%	Apply full DCW Increase
H2016U2 - Level 1 AFL Residential Supports	\$ 124.07	\$ 153.00	123.3%	Apply full DCW Increase
T2021 - Day Support - Individual	\$ 28.04	\$ 32.56	116.1%	Apply full DCW Increase
T2021HQ - Day Support Group	\$ 16.56	\$ 18.07	109.1%	Apply full DCW Increase

Rate Updates – 1915(c) Innovations

Services for which partial NC DHB DCW Rate Supplement will be added.

Innovations Code Changes - Vaya Standard Rates incorporating DHB DCW Adjustments				
Code + Description	VAYA RATES - POST PHE @ 12/1/2022	Vaya Rate at 7/1/23	% Rate Increase	Notes
H2025TSHQ - EOR Supported Employment – Long Term Follow-up - Group	\$ 2.66	\$ 2.70	101.5%	Apply partial DCW Increase
H2015 - EOR Community Networking Service - Ind	\$ 5.97	\$ 6.24	104.5%	Apply partial DCW Increase
T2033HI - Supported Living – Level 2	\$ 276.14	\$ 301.31	109.1%	Apply partial DCW Increase
T2033HI - EOR Supported Living – Level 2	\$ 262.33	\$ 290.55	110.8%	Apply partial DCW Increase
T2033TF - Supported Living – Level 3	\$ 322.76	\$ 371.99	115.3%	Apply partial DCW Increase
T2033TF - EOR Supported Living – Level 3	\$ 306.62	\$ 359.51	117.2%	Apply partial DCW Increase
H2016HI - Level 4-Residential Supports	\$ 192.89	\$ 207.90	107.8%	Apply partial DCW Increase
T2020 - Level 3 - Residential Supports	\$ 169.79	\$ 188.48	111.0%	Apply partial DCW Increase
T2020U2 - Level 3 AFL - Residential Supports	\$ 174.79	\$ 193.63	110.8%	Apply partial DCW Increase
H2016HIU2 - Level 4 AFL-Residential Supports	\$ 197.89	\$ 218.05	110.2%	Apply partial DCW Increase
T2012 - Community Living and Supports, only in the community	\$ 5.92	\$ 6.74	113.9%	Apply partial DCW Increase
T2012GC - Community Living and Supports, relative as provider lives in home	\$ 5.92	\$ 6.74	113.9%	Apply partial DCW Increase
T2014 - Level 2 - Residential Supports	\$ 146.68	\$ 169.04	115.2%	Apply partial DCW Increase
T2014U2 - Level 2 AFL - Residential Supports	\$ 151.68	\$ 174.19	114.8%	Apply partial DCW Increase
H2025TS - Supported Employment – Long Term Follow-up	\$ 8.27	\$ 9.17	110.9%	Apply partial DCW Increase
T2013TFHQ - Community Living and Supports- Group	\$ 4.17	\$ 4.64	111.3%	Apply partial DCW Increase

Rate Updates – 1915(c) Innovations

Services with no rate adjustment added due to Vaya’s previous rate being higher.

Innovations Code Changes - Vaya Standard Rates incorporating DHB DCW Adjustments				
Code + Description	VAYA RATES - POST PHE @ 12/1/2022	Vaya Rate at 7/1/2024	% Rate Increase	Notes
H2025 - EOR Supported Employment - Ind	\$ 7.86	\$ 9.47		Vaya Rate Higher than DCW
H2025HQ - EOR Supported Employment Group	\$ 2.80	\$ 4.00		Vaya Rate Higher than DCW
H2025TS - EOR Supported Employment – Long Term Follow-up	\$ 7.86	\$ 9.47		Vaya Rate Higher than DCW
S5150 - EOR Respite - Non-inst Individual	\$ 6.47	\$ 6.47		Vaya Rate Higher than DCW
S5150 - Respite - Non-inst Individual	\$ 6.81	\$ 6.81		Vaya Rate Higher than DCW
S5150HQ - EOR Respite - Group	\$ 4.13	\$ 4.53		Vaya Rate Higher than DCW
S5150HQ - Respite - Group	\$ 4.35	\$ 4.35		Vaya Rate Higher than DCW
T1005TD - AWC - Nursing Respite, RN	\$ 15.60	\$ 15.60		Vaya Rate Higher than DCW
T1005TD - Nursing Respite, RN	\$ 15.60	\$ 15.60		Vaya Rate Higher than DCW
T1005TE - AWC - Nursing Respite, LPN	\$ 15.60	\$ 15.60		Vaya Rate Higher than DCW
T1005TE - Nursing Respite, LPN	\$ 15.60	\$ 15.60		Vaya Rate Higher than DCW
T2013TF - Community Living and Supports	\$ 7.80	\$ 7.80		Vaya Rate Higher than DCW
T2013TF - EOR Community Living and Supports	\$ 7.43	\$ 7.43		Vaya Rate Higher than DCW
T2033 - EOR Supported Living – Level 1	\$ 217.27	\$ 217.27		Vaya Rate Higher than DCW
T2033 - Supported Living – Level 1	\$ 228.71	\$ 228.71		Vaya Rate Higher than DCW
T1005TD - EOR - Nursing Respite, RN	\$ 14.82	\$ 14.82		Vaya Rate Higher than DCW
T1005TE - EOR - Nursing Respite, LPN	\$ 14.82	\$ 14.82		Vaya Rate Higher than DCW
T2013TFHQ - EOR Community Living and Supports-Group	\$ 3.96	\$ 3.96		Vaya Rate Higher than DCW

Rate Updates – New Information

- Vaya Claims will be using the functionality of the HSP system to process the Innovations Claims previously paid for the July 1, 2023 to Dec. 31, 2023 date range.
 - Providers **do not** need to refile any claims previously paid in order to earn the rate increase.
 - Claims will be paid at the increased rate through an adjusted rate process.
 - Once the adjustment claims process is completed, details will be available to providers in the standard 835 and Remittance Advice formats.
- Providers are encouraged to focus on maximizing the quantity of paid claims from the July 1, 2023 to Dec. 31, 2023 date range, rather than needing to do any refiling of previously paid claims.

Rate Updates – New Information

Forthcoming: Attestation Form.

- Providers will be required to execute an Attestation Form that will be provided by Vaya Health that affirms that the provider will be in compliance with the stated aims of NC Division of Health Benefits and of Vaya Health for the Direct Care Worker Rate supplements.
- Once finalized, the Attestation Form will be issued to providers. Vaya will communicate a window of time in which the form is to be executed and returned so that the adjustment payments may be processed and issued.

Rate Updates – Summary

- Review the Provider Communications Bulletin and updated Vaya Rate Schedule information
- To view current rate schedules, visit our [Rate and Checkwrite Schedules](#) webpage.
- Make changes to your claims and billing systems to ensure that you are billing at a rate at or above the new standard or contract rate.
- Once issued, review the Attestation form, execute and return it to Vaya Health as instructed

If you have questions or need assistance, contact your Provider Network contract manager or email provider.info@vayahealth.com.

How Will We Support Rockingham Providers?

- Welcome Sandhills Network webpage on Vaya website's Provider Central
- Transitioning to Vaya FAQ document
- NCDHHS fact sheets
- NCDHHS Q&As
- Provider Communication Bulletins / targeted emails
- Provider Touchpoints – Provider Orientation
- Provider Portal trainings
- Existing Provider Portal resources (recorded trainings, job aids)
- Provider Open Office Hours

1915(i) Updates

1915i Assessment Reminder

- NCDHHS has made changes to the submission process for **1915(i) independent assessments**. Previously, assessments for members currently receiving (b)(3) services **AND** who will transition to the Behavioral Health and I/DD Tailored Plan upon plan launch were submitted monthly to the LME/MCO.
- NCDHHS has asked that providers begin submitting **ALL** completed assessments directly to the agency's vendor, *Carelon*, at NCMedicaid1915irequests@carelon.com.
- Please be sure to include contact information for the appropriate person at your organization. Carelon will contact this person directly to provide eligibility information.
- If you have questions, email provider.info@vayahealth.com.

Tailored Care Management Updates

NC Innovations Waiver Amendment Requirements for TCM Providers

- NCDHHS has published a [Notification of Innovations Waiver Amendment Approval](#).
- Tailored Care Management (TCM) providers who serve NC Innovations Waiver participants should note the associated changes in Memo: NC Innovations Waiver Amendment Requirements for Tailored Care Management included in Vaya's [Provider Communication Bulletin Issue 29](#) (Jan. 4, 2024).

Learning and Participation Opportunities

Next Change for Life Meeting: How to Build Support for a Policy

Jan. 25, 2024, 9-10:15 a.m. [Register here.](#)

- Join the next meeting of North Carolina’s peer-to-peer tobacco-free learning collaborative for behavioral and physical health care professionals. This group meets every fourth Thursday, monthly.
- During the next event, participants will learn how peer agencies develop support by listening to staff and individuals receiving services, being person-centered, using positive language, and setting the “right” timeline.

NC Children with Complex Needs Training Series

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services is sponsoring a training series to support the workforce development for systems that interact with, support, and provide treatment for children with co-occurring mental health needs and I/DD.

- The *free* webinars will cover common challenges in providing effective care to these individuals.

[Register and find more information online](#) for the sessions listed below:

- [Behavior Support Planning for Children with Complex Needs](#)
 - Part 1: Feb. 13, 2024, 12-2p.m.
 - Part 2: Feb. 27, 2024, 12-1:30p.m.
- [Understanding Fetal Alcohol Spectrum Disorder and Strategies](#)
 - Part 1: March 12, 2024, 12-2p.m.
 - Part 2: March 26, 2024, 12-1:30p.m.

Initial Local Certified Forensic Evaluator Training Registration

Providers who are interested in becoming certified to complete forensic evaluations must attend the approved initial training. Initial trainings are offered twice per calendar year.

To apply for consideration to attend the next training, **Feb. 23, 2024, 8:30 a.m.- 5 p.m.**, email the completed LCFE Training Registration Form in electronic MS Word format to provider.training@vayahealth.com by *6 p.m., Feb. 9, 2024*.

Initial Local Certified Forensic Evaluator Training Registration

- Link to the [Jan. 11, 2024, Provider Communication bulletin](#) to access the form. Separate forms must be submitted for each person who wishes to attend.

For more information, email provider.training@vayahealth.com.

Certified forensic evaluators will receive communications about their required annual continuing education in coming months.

Provider Advisory Council Monthly Meeting

Wednesday, Jan 17, 2024, 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 monthly **PAC** meetings.
- To receive **PAC** communications or for more information about upcoming meetings, email provideradvisorycouncil@vayahealth.com.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, January 26, 2024



VAYAHEALTH