

Provider Touchpoint

Special Session: *WELCOME* Rockingham County Providers

Friday, February 2, 2024



VAYAHEALTH

What is a Provider Touchpoint?

- Vaya hosts a live webinar every other Friday from 11 a.m.-12 p.m., open to all Vaya Health providers.
- This biweekly Provider Touchpoint webinar is your source for the most up-to-date information on topics that affect Vaya network providers.
- Each session includes a question-and-answer session with Vaya *subject matter experts*. We encourage all network providers to attend. ***Registration is not required.***
- The link to each webinar is published both the week prior to and the week of the event in the [Provider Communication Bulletin](#).
- For recordings of past webinars and links to related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

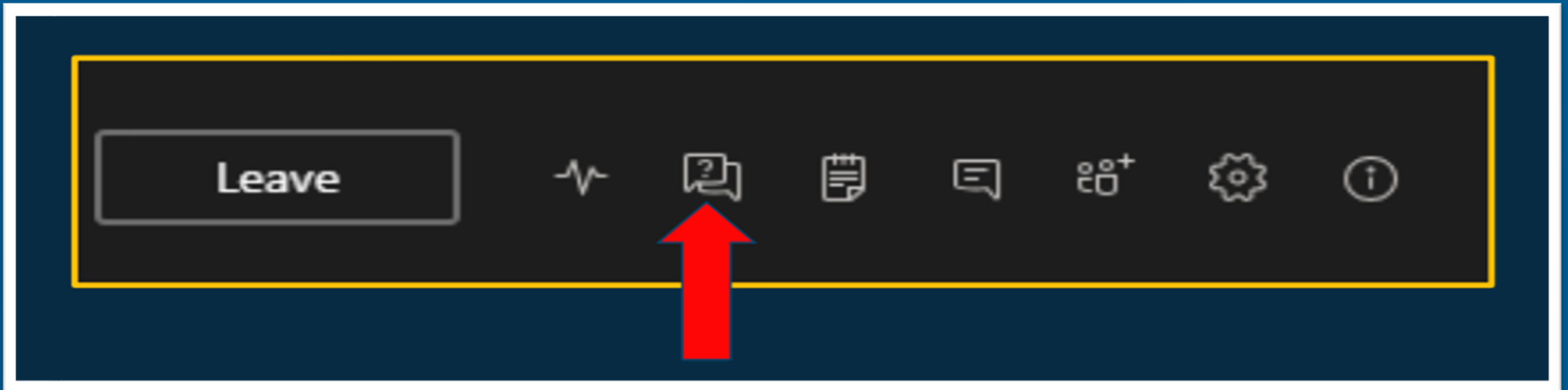
How does the Q&A work?

- 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.

How does the Q&A work?

- When asking a question, please include as much detail as possible so that our subject matter experts (SMEs) on the webinar can answer your question accurately.
 - **PLEASE NOTE:** Attendees are seeing this webinar on a 20 second delay. By the time your question is posted, we have likely moved on to another topic. The SMEs may not understand your question without context.
- 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](#)

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 (**host**)

David Boyd, BH Provider Network Director

Tommy Duncan, Provider Education and Communications Manager

Angela Evans, Director of Behavioral Health Utilization Management

Colleen Finnegan, Claims Specialist

Ed Woody, Business Services, Systems Analyst

Stephanie Hilbert, Business Services, Systems Analyst

Cindy Parris, Claims Enrollment Specialist

Today's Production Team

Breonna Martin, Provider Educator (co-producer)

Justine Tullos, Admin Support (Q&A Moderator)

Cryss McMillan, Provider Educator (producer)

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WELCOME
To the Vaya Health
Provider Network!

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Welcome Rockingham County Providers

- Vaya is *excited* to welcome Rockingham County to our service region as of yesterday, Feb. 1, 2024.
- We look forward to working with you to deliver high-quality health care services to the members and recipients we serve.
- We want to make this change as seamless as possible for members and families, providers, the county, and other stakeholders.
- We value your efforts to provide care and ensure that Vaya members and recipients – your patients – have a positive health care experience.
- We created a webpage to help you and your staff get to know us on our Provider Central website:
[Welcome Rockingham County Providers](#)

On Your Radar

Welcome Rockingham County Providers

- The [Welcome Rockingham County Providers](#) webpage will direct you to resources; if you need help, please call our Provider Support Service Line at **1-866-990-9712** (Monday-Saturday, 7 a.m. to 6 p.m.).
- Email provider.info@vayahealth.com for responses to your questions during typical business hours.

The webpage includes information about:

- Preparing to do business with Vaya: review “Questions and Answers” about contracting, Utilization Management, Services, Claims, Electronic Visit Verification, Provider Enrollment, Technology, Provider Communications, Training Requirements, and General Questions.
- Resources
- Provider Support
- Information on how to get your questions answered

Provider Central: Provider Learning Lab

- If you go to our [Provider Central](#) webpage, and select the [Provider Learning Lab](#), you can access information in different ways.
- You can use the site search in the upper right corner of this website, explore the alphabetical list of forms and document, or use the document search tool below.
- We will highlight a few important topics on the next few slides.

Vaya's Provider Operations Manual

Vaya's [Provider Operations Manual](#) gives detailed information and technical assistance to Vaya Health network providers.

- The manual covers all requirements for network participation.
- All requirements outlined in the manual are a binding part of every provider contract with Vaya.
- We encourage all providers to read it carefully, and make sure that all employees and contractors are familiar with the requirements.

Contracting with Vaya

- Vaya has already offered all contracted Sandhills providers in good standing a contract with Vaya.
- We have been actively building a statewide provider network and worked to ensure that Sandhills providers had a contract with us on or before the Feb. 1 transition date.
- If you have not executed a contract with us, we hope you will consider joining the Vaya provider network to help ensure continuity of care for Rockingham County members.
- Please email us at provider.info@vayahealth.com and we will expedite your contract request.

Provider Enrollment

For information on hospital/health system applications, please visit our [Hospital Enrollment page](#).

- All other providers, including prescribers and physician practices, must apply for enrollment in Vaya Health network; visit Vaya's [Provider Enrollment Webpage](#) and enroll by submitting a completed [Provider Contract Request Form](#).

Use the Provider Contract Request Form to:

- Request to enroll in the Vaya open network for physical health and/or closed network for behavioral health, including licensed independent practitioners (LIPs) seeking enrollment as an agency or independently (with your own contract not affiliated with an agency).
- Behavioral health providers only: Request to add a new site.
- Behavioral health providers only: Request to add a new service to an existing contract with Vaya.

Provider Enrollment

- All providers must be enrolled in [NCTracks](#) to be eligible for enrollment in the Vaya provider network.
- To request to change a site address or other address in an existing contract with Vaya, submit a completed [Provider Change Form](#).
- To request to add a new clinician to an existing agency, submit a completed [Enrollment Initiation Form \(EIF\)](#).

Coverage Information and In-Lieu of Services: Vaya Website

- Section 1915(b) Waiver: NC MH/IDD/SUS Plan (07/01/2019) identifies Medicaid 1915(b) services offered by Vaya.
- We also offer alternative medically appropriate, cost-effective services or settings as substitutes for some services or settings covered under this plan. These are defined as Medicaid In-Lieu of Services (ILOS).
- To review the list of ILOS, please visit the [Coverage Information page](#) of our website (you may also access this from Vaya's provider portal under Authorization & Billing).

Program Integrity: Vaya Website

- When adding additional unlicensed Alternative Family Living (AFL) site(s) or if the member placed in an AFL home should change at any time, the provider must contact Vaya Health immediately to inform the Performance Unit of this change.
- Please note that all new Medicaid funded IDD residential sites must have an approved Home and Community Based Services (HCBS) provider self-assessment prior to adding the site.
- Once the HCBS provider self-assessment has been completed and meets full compliance, the provider agency should submit the [AFL Update Form](#).
- To access this form on the Provider Central page of our website, you will need to click on Program Integrity. You will then see a drop-down with “AFL Update Form” in the list. Please click on that and it will take you to the [AFL Update Form page](#).

Authorization and Billing: Vaya Website

Authorization and Billing

- Service authorization, including authorization requests and clinical oversight, is managed by our Utilization Management (UM) department.
- Billing issues, including claims submission and adjudication, are overseen by the Claims and Reimbursement department. [Link here](#) to access information about claims.
- You can find provider-related information on our [Provider Central](#) section of our website. [Link here](#) to review information on topics including member eligibility and enrollment, member appeals, claims denial reconsideration requests, and Vaya's [rate and check write schedules](#).

Claims and Authorization QUESTIONS? Contact the Provider Support Line at [866-990-9712](tel:866-990-9712) or email our UM department at UM@vayahealth.com or our claims department at Claims@vayahealth.com.

Transition Support for Sandhills Network Providers

Sandhills Network Provider Orientation Touchpoint Webinars:

- Friday, Feb. 16, 2024, 11 a.m.-12 p.m.

Online Resources

- Pre-recorded *Provider Portal* trainings and *job aids* are currently available on our [Provider Central](#) website [Resources](#) page.

Transition Support for Sandhills Network Providers

Provider Portal Trainings

Claims

- *Next week:* Tuesday, Feb. 6, 2024, 9-11:30 a.m.
- Tuesday, Feb. 13, 2024, 9-11:30 a.m.

General Provider Portal Navigation

- *Next week:* Wednesday, Feb. 7, 2024, 2-4:30 p.m.
- Wednesday, Feb. 14, 2024, 2-4:30 p.m.

Provider Open Office Hours

- Designed to answer your specific questions about doing business with Vaya
- These meetings are held in a “drop-in” format
- Providers are welcome to drop-in to get their specific question answered, or stay to listen to other questions and answers
- Staffed by a variety of Vaya subject matter experts who are there to assist

PLEASE NOTE: Because Provider Open Office Hours are open to all providers, *do not discuss protected health information (PHI) during the general webinar.* If your question is member/recipient-specific, we will connect with you in a separate breakout room or phone call to assist.

Provider Open Office Hours Sessions

No registration required:

- [Monday, February 5, 2024, 9-11 a.m.](#)
- [Monday, Feb. 12, 2024, 9-11 a.m.](#)
- [Monday, Feb. 19, 2024, 9-11 a.m.](#)
- [Tuesday, Feb. 27, 2024, 9-11 a.m.](#)

Provider Advisory Council

- The Vaya Health 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 network providers are encouraged to participate in monthly PAC meetings.
- **The PAC recently voted to offer two voting seats to provider organizations operating within Rockingham county. These seats are only available to provider organizations that do not already have a voting seat on the PAC.**
- To receive PAC communications or for more information about the voting seats and upcoming meetings, email provideradvisorycouncil@vayahealth.com.



Provider Portal Updates

Accessing the Provider Portal

- Each Provider organization must designate **ONE** *Systems Access Administrator (SAA)* for Vaya's Provider Portal.
- Part of contracting with Vaya includes gathering this information.
- If your organization needs to change/update information (e.g., change your SAA, add a new Federal Tax ID (TIN), etc.), you will need to complete the [Network Provider Systems Access Administrator Designation Form](#) located on the Provider Central website on the Forms page.
- Vaya will **only** work 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 form or process email: providerportal.saa@vayahealth.com.

Where Can I Find Provider Portal Trainings and Job Aids?

- Pre-recorded Provider Portal trainings and job aids are currently available on our [Provider Central](#) website on our [Resources](#) page.
- On our [Resources](#) page, there are job aids to support your general navigation of Vaya's Provider Portal; Claims (including filing Crush FTP claims); Enrollment, Updates, and Discharges; Systems Access Administrator functions (note this is currently listed as Security Access Administrator); Service Authorization overview; Grievances and Appeals, and Resources.
- There are individual training videos covering various Provider Portal navigation topics, such as claims, enrollment, discharges, updates, authorizations, and general information.

Service and Authorization Updates

Authorization Submission and Flexibilities

- To support Rockingham County members, recipients, and providers during the transition, Vaya will implement authorization flexibilities.
- For most services, Vaya will not require prior authorization for service dates on or after Feb.1, 2024 through May 31, 2024.
- Prior authorization requirements will go back into effect on June 1, 2024, for Rockingham County members.

Authorization Submission and Flexibilities

- Exceptions to this flexibility include NC Innovations Waiver services, and services with Electronic Visit Verification (EVV) requirements.
- Prior authorization for these services will be required but Vaya will allow retroactive authorization requests for service dates on or after Feb. 1 through May 31, 2024.
- Requests for retroactive authorizations must be submitted to Vaya by 11:59 p.m. on May 31, 2024.

Please Note: These flexibilities apply only to transitioning Rockingham County members.

- Contact the Provider Support Line at **866-990-9712** or email UM@vayahealth.com if you have questions or concerns regarding authorizations.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Next Touchpoint ALL Vaya network providers:

Friday, February 9, 2024

Provider Orientation Touchpoint for transitioning Sandhills providers:

Friday, February 16, 2024



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