

# Provider Touchpoint

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Friday, February 09, 2024



VAYAHEALTH

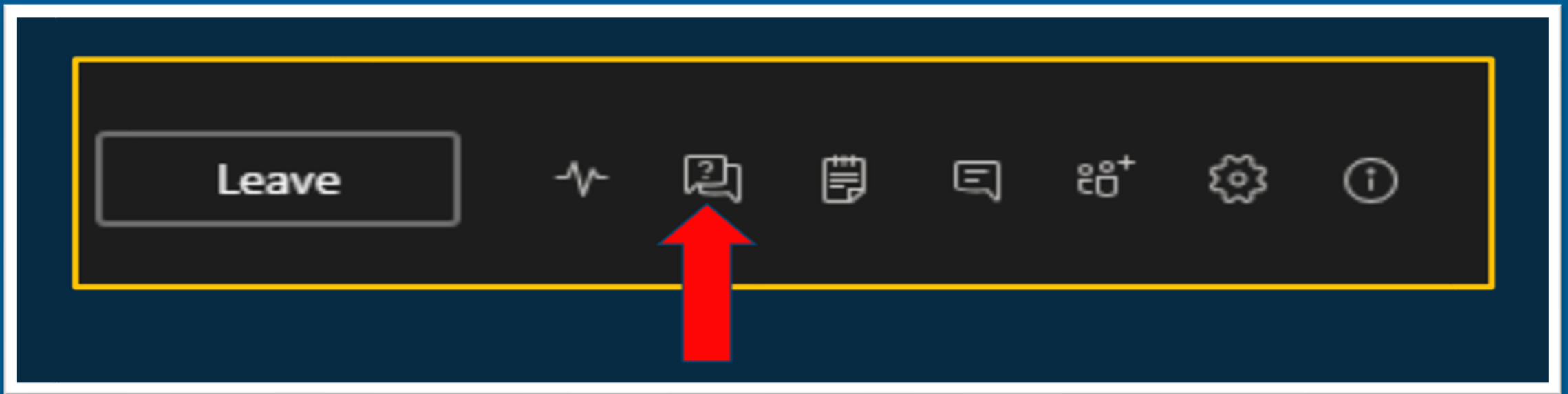
# How does the Q&A work?

- 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.

# 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](mailto: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

**George Ingram**, VP of Physical Health Network Operations and Value Based Contracting (**host**)

**Drew Elliot**, VP of Public Affairs Office of Communications

**David Boyd**, BH Provider Network Director

**Donald Reuss**, Vice President of BH & IDD Network Operation

**Kate Glance**, Director of Regulatory Reporting

**Paul Tax**, Data Analyst, Healthcare Analytics

**Jennifer Jennings**, Director of Substance Use Network Development

**Walter Linney**, BH and IDD Provider Network Contract Manager

**Utilization Management, Claims and Care Management teams**

# Today's Production Team

**Breonna Martin**, Provider Educator (producer)

**Cryss McMillan**, Provider Educator (co-producer)

**Tommy Duncan**, Provider Education and Communications Manager (Q &A moderator)



# Today's Guest Presenters

Resources For Resilience

**Ann DuPre Rogers**, Executive Director

[Resources For Resilience Web Page](#)

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**WELCOME**  
**Vaya Health Providers**

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# International Holocaust Remembrance Day

The United Nations General Assembly designated January 27—the anniversary of the liberation of Auschwitz-Birkenau—as International Holocaust Remembrance Day, a time to remember the six million Jewish victims of the Holocaust and the millions of other victims of Nazi persecution.

We remember can remember and honor Holocaust victims by learning about the Holocaust. All of us can mark International Holocaust Remembrance Day by sharing the truth of the Holocaust and by confronting antisemitism and hate in our daily lives.



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# Guest Presentation

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**Ann DuPre Rogers**, Executive Director  
Resources for Resilience

# Resources FOR Resilience™



LEARN • PRACTICE • THRIVE

# OUR WORKSHOPS

At RFR, we share practical tools and research-based resources that people of all ages can use to manage stress and find compassion and connection. Our trainings and professional development workshops help participants work together to prevent future adversity and create healthier, more resilient communities.



We help people of all ages better understand how our brains and bodies respond to stress and help them access the tools they need to thrive.



We work closely with community members, organizational leaders, and helping professionals to identify practical ways to address adversity and toxic stress.



We teach simple strategies that anyone can use to manage stress, prevent burnout, and build resilience in themselves and others.



## RECONNECT FOR RESILIENCE

This 14-hour training teaches people about science of stress and offers them easy-to-use tools to manage stress, strengthen relationships, and build resilience in themselves and others.

## RESILIENCY CHAMPIONS

Those who attend a 6-hour Champions workshop receive technical assistance from the RFR team and are given ideas to sustain resiliency-building efforts where they live and work.

## RECONNECT REFRESHER

This 2-hour workshop is great for groups who have completed a Reconnect training and want to refresh their confidence using the Resiliency Tools, especially during difficult times.

## RECONNECT ORIENTATION

This 1-hour presentation introduces organizations and communities to the Reconnect tools and helps them develop a common language around the science of stress and resilience.

## RESILIENCY AMBASSADORS FOR YOUTH

Teens face unique challenges and need more support than ever. Our 8-hour RAY program helps them tap into their resilience and gives them tools to support their peers.

## YOUTH RESILIENCE & MENTAL HEALTH

In this 1-hour workshop, school staff explore how stress affects learning, behavior, and relationships and what they can do to promote safety and connection in their schools.

## RESILIENT FAMILIES

In this 1-hour workshop, caregivers learn why kids think, feel, and act the way they do, especially during tough times. They also hear about tools to help their whole family manage stress.

## LEADING THROUGH HARD TIMES

This 6-hour workshop is designed for leaders who want to help their staff avoid burnout, boost their resilience, and strengthen their personal and professional relationships.

## RECHARGING RESILIENCE

Helping professionals give so much to the people they serve. This 6-hour gathering is designed to refresh and revive those who give so much to support others during challenging times.

## LISTENING CIRCLES

Big events can hit us hard and affect us in many ways. Our 1-hour Listening Circles help people name what is hardest about them and practice tools that can help with their stress.

# OUR WORKSHOPS

# LET'S STAY CONNECTED!

## Resources for Resilience™

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E: [info@resourcesforresilience.com](mailto:info@resourcesforresilience.com)

[www.resourcesforresilience.com](http://www.resourcesforresilience.com)

Find us on    



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# On Your Radar

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# Welcome Rockingham and Updates

- Vaya is excited to welcome Rockingham County to our service region on 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](#)
- The information on this webpage will direct you to resources; if you need help, please call our Provider Support Service Line at [1-866-990-9712](tel:1-866-990-9712) (Monday-Saturday, 7 a.m. to 6 p.m.) or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Ongoing Efforts to Ensure a Seamless Transition

*Our priority is—and always will be—ensuring continuity of care for members we serve and minimizing disruption for providers, the county, and other stakeholders.*

Our transition planning efforts began immediately after the announcement by NCDHHS:

- Established an internal **steering committee** to identify and review transition activities
- Assembled a **command center** made up of Vaya leaders, subject matter experts, project managers, and support staff to coordinate transition efforts
  - Operates a coordinated support model focused on cross-functional issue resolution, collaboration, and internal/external communication
- Connected and continue to work collaboratively with Sandhills
- Participate in ongoing meetings with NCDHHS
- Continue to ensure all NCDHHS-directed member requirements and transition components are met while upholding internal standards for a seamless transition

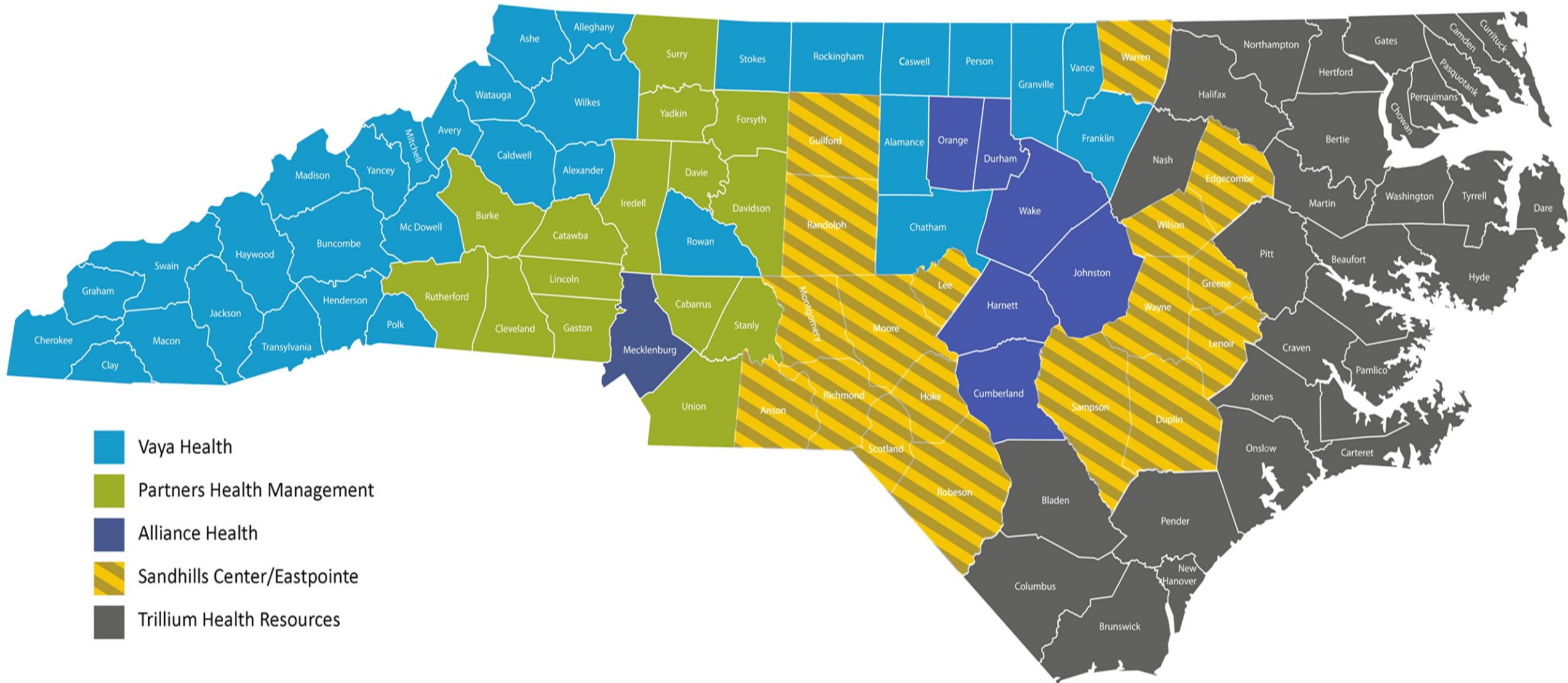
# Command Center Project Management

Overall Status			Current Project Health Metrics	
Past	Current	Next	Schedule	Resources
G	Y	Y	Y	Y

Milestone/Key Deliverables	Start	End	Status	Notes
Plan-Based TCM Reassignment Begins	1/10/2024	1/17/2024	IP	
Warm Handoff Process for High Needs Members	1/15/2024	2/9/2024	IP	Sandhills and Vaya have connected.
PIHP Welcome Packets Sent	1/8/2024	1/18/2024	IP	Date may be revised,
Enrollment Broker LME/MCO Assignment Letter Mailing	1/8/2024	1/20/2024	IP	
LME/MCO Contract Amendments Complete		1/31/2024	IP	
Consolidation Go-Live		2/1/2024		
Second PIHP Network Access Plans Due		2/11/2024		
TCM Provider Contracting & Panel Submission Deadline		4/30/2024		
Provider-Based TCM Reassignment from OON TCM Providers	5/15/2024	5/22/2024		
TCM Inserts Mailed to Members that Are Reassigned for OON TCM Providers	5/23/2024	5/30/2024		

Key Accomplishments / Decisions	Planned Activities
<ul style="list-style-type: none"> <li>Scheduled the following workstreams: Provider Contracting, Member Reassignment, Benefits-Rates-Auths, etc.,</li> <li>834 with Rockingham members received and processed on/or about 12/22.</li> <li>Confirmed that we will use Vaya's rates for incoming providers, and evaluate MSA/PSA on a case-by-case basis</li> <li>HSP QA configured to waive prior auths for just a subset of members. QA Testing remains.</li> <li>Significant progress made on State-funded enrollees list. (Meeting scheduled to ensure we request all necessary member data.)</li> </ul>	<ul style="list-style-type: none"> <li>Complete review of all files transferred from Sandhills to identify gaps, responsible parties, etc. – in progress, reach out via Data Steward for additional docs/missing docs</li> <li>Complete technical assessment and updates to EDW, interfaces, and systems; determine if testing is applicable and if feasible – progress</li> <li>Create list of documents/information needed that is either outstanding or not included, and the why behind the need, or impact of its absence. See RAID slide RE: Rates for example.</li> <li>Create provider communication RE: Rates decision, which is to honor Vaya rates</li> <li>QA on HSP prior auth waiving to begin ASAP.</li> </ul>

# LME/MCOs: Jan. 2 – Jan. 31







# “Welcome Rockingham Providers” Webpage

<https://providers.vayahealth.com/network-participation/realignment/>

The webpage includes:

- Welcome
- Questions and Answers – Preparing to do business with Vaya
- Resources
- Provider Support
- Information on how to get your questions answered

# Transition Support for Sandhills Network Providers

## Sandhills Network Provider Orientation Touchpoint Webinars

- One week from today (no registration required): [Friday, February 2, 2024, 11 a.m.-12 p.m.](#)
- [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, January 30, 2024, 9-11:30 a.m.
- 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, January 31, 2024, 2-4:30 p.m.
- 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 drop-in just to get their specific question is answered, or stay to listen to other questions and answers
- 
- Staffed by a variety of Vaya subject matter experts who there to assist you

**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.](#)

# Current Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
<b>Adolescent Substance Use Services</b>	<b>All counties</b>
<b>Emergency Respite (child and adolescent)</b>	<b>All counties</b>
<b>Emergency Respite (adult I/DD overnight)</b>	<b>All counties</b>
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
<b>Child Residential Treatment Services</b>	<b>All counties</b>

# 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](mailto:provider.info@vayahealth.com).

# Coming Soon: National Core Indicators® Survey

- National Core Indicators® (NCI) is a program that conducts member surveys to help public agencies serving the I/DD population measure and track performance. This survey is the only annual, statewide survey of people receiving I/DD services and supports.
- Each year, NCDHHS selects a sample of Vaya members to take part in the NCI survey and give feedback about the services they receive. This year's survey will be conducted between **February and April 2024**. Member participation in the survey is voluntary; however, Vaya asks that providers help members and guardians understand the importance of the survey and encourage them to complete it.

# Coming Soon: National Core Indicators® Survey

- Member participation will help Vaya, network providers, and NCDHHS better understand member needs and improve services for individuals with I/DD and their families at both the Vaya and statewide levels. The survey's standard measures (core indicators) address topics including employment, member rights, service planning, community inclusion, choice, and health and safety.



# Coming Soon: National Core Indicators® Survey

The survey is administered by the Carolina Institute for Developmental Disabilities (CIDD) at UNC Chapel Hill and can be completed in person, via Zoom, or by paper survey. If a member (or their guardian) agrees to participate, the provider must complete and return the following three components to Vaya for entry into the NCDHHS database:

- Written documentation of member/guardian verbal consent to participate in the survey.
- Background information/member demographics.
- Pre-screening survey with details related to member health, employment, and housing.

Once NCDHHS has selected members to participate in the survey, Vaya will email providers with additional direction and information.

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# Rates Updates


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# 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 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 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: <a href="https://ncdhs.servicenow.com/fee_schedules/">https://ncdhs.servicenow.com/fee_schedules/</a>						
Nurse Practitioner and CRNA      Physician Services						
<b>Rates Effective 01/01/2024</b>						
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	% Increa	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 - Dav 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 7/1/23	% 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 – Newest Information

- Vaya Claims will be using the functionality of the Conduent HSP (Vaya internal software) system to process the Innovations Claims previously paid for during the July 1 to Dec. 31, 2023, date range.
  - Providers **do not** need to refile any claims previously paid 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 to Dec. 31, 2023, date range, rather than needing to do any refiling of previously paid claims.

# Rate Updates – New Information

## Next Step: Attestation Form

- Providers will be required to execute an Attestation Form that will be provided by Vaya Health that affirms that the provider will comply with the stated aims of NC Division of Health Benefits and of Vaya Health for the Direct Care Worker Rate supplements.
- The Attestation Form is being 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 – Innovation Attestation

- As announced in [Provider Communication Bulletin 2023-24 Issue 30](#) (Jan. 11, 2024), Vaya will apply NC Innovations Waiver direct care worker (DCW) rate increases retroactively to July 1, 2023, and pay the supplement as an adjustment on all previously paid claims eligible for the rate increase.
- Providers do not need to re-file previously paid claims from July 1-Dec. 31, 2023, to earn the supplement. However, NC Medicaid and the legislation enabling the wage increases require providers to sign and return an attestation form to receive DCW supplemental rates.
- Vaya will send the attestation form via DocuSign to appropriate provider organizations and specifically to individuals who serve as legal signatories. Eligible provider organizations must have either provided and been paid a claim for one or more of the services listed or will provide one or more of these services on or after Jan. 1, 2024.

# Rate Updates – Innovation Attestation

- This is the comprehensive list of services for which an Attestation will be required.

Innovations Service - DCW Rate Components	
H2015 - Community Networking Service - Ind	T2012 - Community Living and Supports, only in the community
H2015HQ - Community Networking Group	T2012GC - Community Living and Supports, relative as provider lives in home
H2016 - Level 1-Residential Supports	T2012GCHQ - Community Living and Supports - Group, relative as provider lives in home
H2016HI - Level 4-Residential Supports	T2013TF - Community Living and Supports
H2016HIU2 - Level 4 AFL-Residential Supports	T2013TFHQ - Community Living and Supports- Group
H2016U2 - Level 1 AFL Residential Supports	T2014 - Level 2 - Residential Supports
H2025 - Supported Employment - Ind	T2014U2 - Level 2 AFL - Residential Supports
H2025HQ - Supported Employment Group	T2020 - Level 3 - Residential Supports
H2025TS - Supported Employment – Long Term Follow-up	T2020U2 - Level 3 AFL - Residential Supports
H2025TSHQ - Supported Employment – Long Term Follow-up - Group	T2021 - Day Support - Individual
S5150 - Respite - Non-inst Individual	T2021HQ - Day Support Group
S5150HQ - Respite - Group	T2027 - Day Supports: Developmental Day
T1005TD - Nursing Respite, RN	T2033 - Supported Living – Level 1
T1005TE - Nursing Respite, LPN	T2033HI - Supported Living – Level 2
	T2033TF - Supported Living – Level 3
<b>Delivery of any one services on this list beginning on July 1, 2023 or at any date from January 1, 2024 into the future necessitates execution of the Attestation form.</b>	

# Rate Updates – Summary

- Review the [Provider Communications Bulletin 2023-2024 Issue 31](#), Jan. 25, 2024, 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 received, 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](mailto:provider.info@vayahealth.com).



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# **BH I/DD Tailored Plan Updates**

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# 1115 SUD Demonstration Wavier CCPs: NCDHHS Update

- NC Medicaid plans to publish the following 1115 SUD Demonstration Wavier clinical coverage policies to its [Program Specific Clinical Coverage Policies](https://medicaid.ncdhhs.gov/providers/program-specific-clinical-coverage-policies) webpage on Feb. 1, 2024 (<https://medicaid.ncdhhs.gov/providers/program-specific-clinical-coverage-policies>):
  - CCP 8A- 7, Ambulatory withdrawal mgt. w/o extended on-site monitoring (ambulatory detox), 1-WM
  - CCP 8A -8, Ambulatory withdrawal mgt. w/extended on-site monitoring, 2-WM
  - CCP 8A-10, Clinically managed residential withdrawal management (Social setting Detox), 3.2-WM
  - CCP 8A-11, Medically monitored inpatient withdrawal management (non-hospital medical detox), 3.7-WM

# 1115 SUD Demonstration Waiver CCPs: NCDHHS Update

- As part of service implementation, the Department will be sending licensure waiver forms to providers and will require them to submit the completed form with letters of support from each LME/MCO they contract with to Department of Health Service Regulation (DHSR).
- If you need to request a letter of support from Vaya Health, please submit your request to [Onika.Wilson@vayahealth.com](mailto:Onika.Wilson@vayahealth.com).

# 1115 SUD Demonstration Wavier CCPs: NCDHHS Update

NC Medicaid plans to publish the following clinical coverage policies to the same webpage on Mar. 1, 2024:

- CCP 8A-12, Substance Abuse Intensive Outpatient Program (SAIOP), 2.1
- CCP 8A-13, Substance Abuse Comprehensive Outpatient Treatment (SACOT), 2.5
- If you have questions, please email [june.freeman@dhhs.nc.gov](mailto:june.freeman@dhhs.nc.gov).

# IDD Residential Vacancy Reporting

## OVERVIEW

- Beginning Feb. 19, 2024, providers of I/DD services must report bed vacancies (as they occur) in Unlicensed or Licensed Alternative Family Living (AFL) sites and group homes to Vaya using our new online I/DD Residential Vacancy Reporting Form.
- Vaya teams who support referrals and admissions to residential facilities will use this information to identify placement opportunities more quickly and efficiently.
- Goals of this initiative:
  - More immediate access to residential supports for members.
  - Decrease the time and administrative burden associated with identifying available residential placements.
  - Provide a more efficient process to help providers fill vacant beds.

# IDD Residential Vacancy Reporting

## REPORTING PROCESS

Providers will use the link and Job Aid (posted to the Provider Central Resource page prior to Feb. 19) to report:

- Open group home and AFL beds.
  - Group Home
  - Licensed AFL
  - Unlicensed AFL
- When open beds (previously reported) have been filled.

# IDD Residential Vacancy Reporting

## NEXT STEPS:

- Vaya will publish a link to the vacancy reporting form in an upcoming communication bulletin.
- If you have questions about the form or process, please contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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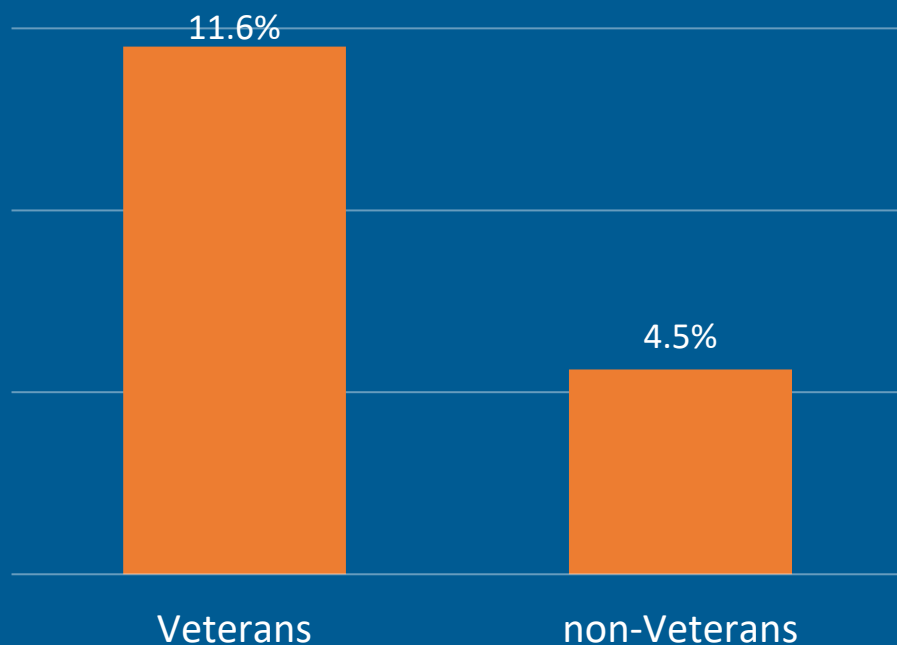
# Quality Management Updates

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# 2023 National Veteran Suicide Prevention Annual Report

Suicide mortality increased for Veterans and non-Veteran US adults from 2020 to 2021.



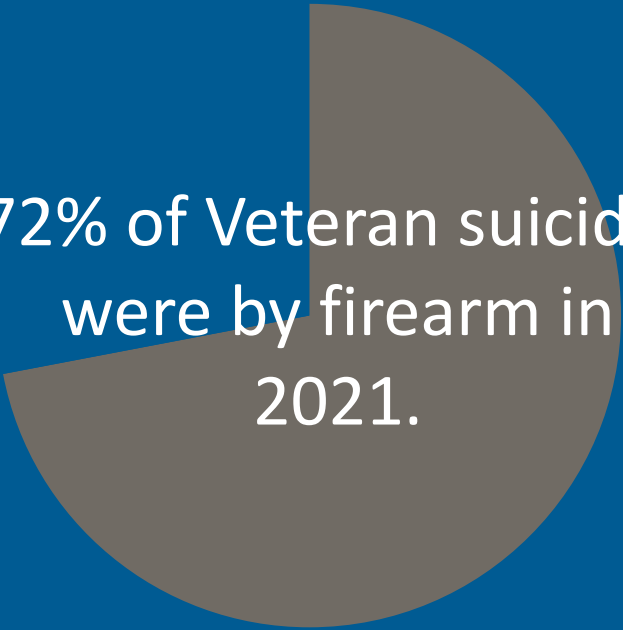
There were a total of 6,392 Veteran suicide deaths in 2021. This was 114 more than in 2020.



In 2021:

- Suicide was the 13th-leading cause of death for Veterans overall.
- The unadjusted rate of suicide for Veterans was 33.9 per 100,000, up from 32.6 per 100,000 in 2020.

# 2023 National Veteran Suicide Prevention Annual Report



72% of Veteran suicides were by firearm in 2021.

## Heavily Impacted Groups in 2021

- Women Veterans – 24.1% increase in the age-adjusted suicide rate
- American Indian / Alaska Native Veterans – 51.8% increase in the unadjusted rate from 2020-2021
- Homeless Veterans – Suicide rate increased 38.2% since 2020. Suicide rate was 186.5% higher than for those not homeless.
- Justice-Involved Veterans – Suicide rate increased 10.2% since 2020.



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Orientation Touchpoint for transitioning providers:

**Friday, February 2, 2024**

Next Touchpoint ALL Vaya network providers:

**Friday, February 9, 2024**

