

# Provider Touchpoint

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Friday, March 22, 2024



VAYAHEALTH

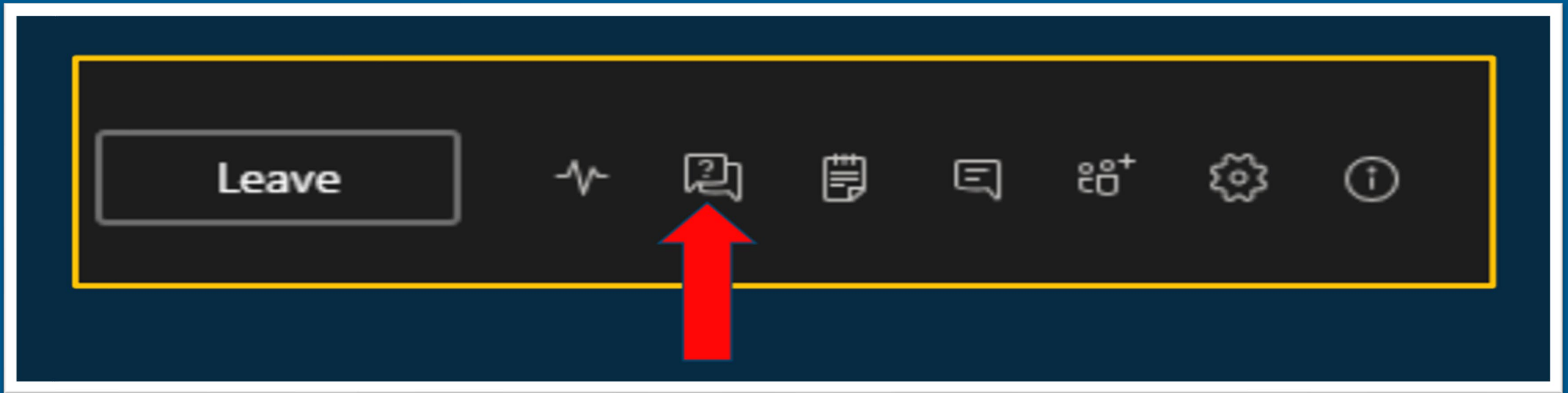
# How does the Q&A work?

- 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 sign-  
up and archive:

[Provider Central](#) > [Learning Lab](#) >  
[Communication Bulletins](#)

# Today's Vaya Participants

**Ashley Parks**, Child & Family Treatment Continuum Director

**David Boyd**, BH Provider Network Director (**Host**)

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

**Nancy Zachary**, Performance Reporting Analyst

**Paul Tax**, Data Analyst

**Tommy Duncan**, Provider Education & Communications Manager

**Vanita Shipp**, Mental Health Network Development Director

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

# Today's Production Team

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

**Justine Tullos**, Administrative Support Professional

**Shamika Howard**, Provider Educator (Producer)

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# Guest Presentation

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## Legislative Update

**Richard A. Zechini**, Lobbyist

**Sarah Sonnenberg**, Director of  
Government Relations

Williams Mullen Law Firm



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# Guest Presentation

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First Episode Psychosis Program

**Meghan Graham**, Behavioral Health  
Director

Mountain Community Health Partnership

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

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# TBI Awareness Month

- National Brain Injury Awareness Month in March alerts us to the causes and aims to eliminate the stigma surrounding brain injuries.
- When it comes to brain injuries, not a single injury or person is the same.
- March is dedicated to improving awareness of brain injuries.
- Providing quality support for people with brain injuries and understanding their needs will improve their outcomes for the future.
- Changing the world's perspective to understand how brain injuries work is a difficult task.

# TBI Awareness Month

## Five Fast Facts

- Concussions Happen More Often Than You Think
- Concussion Symptoms Aren't Always Obvious
- Alcohol and Caffeine Can Impact Concussion Recovery
- Older Adults Are at Higher Risk for Concussions, and Preventive Measures Should Be Encouraged More
- Screen Time Impacts Concussion Recovery

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# Legislative Update

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**Richard A. Zechini**, Lobbyist

**Sarah Sonnenberg**, Director of  
Government Relations

Williams Mullen Law Firm

# Legislative Update

- Joint Legislative Oversight Committee Meetings:
  - March 12: HHS and Medicaid
  - April 2: HHS and Medicaid
- “Short session” begins April 24
- Fiscal Year begins July 1



# Legislative Update

## NC Health Works Update

**Jay Ludlam**  
Deputy Secretary  
for Medicaid

### NC Medicaid Expansion

**380,000+ enrolled as of March 1**

~ 1,000 Medicaid Expansion enrollees continue to be added each day

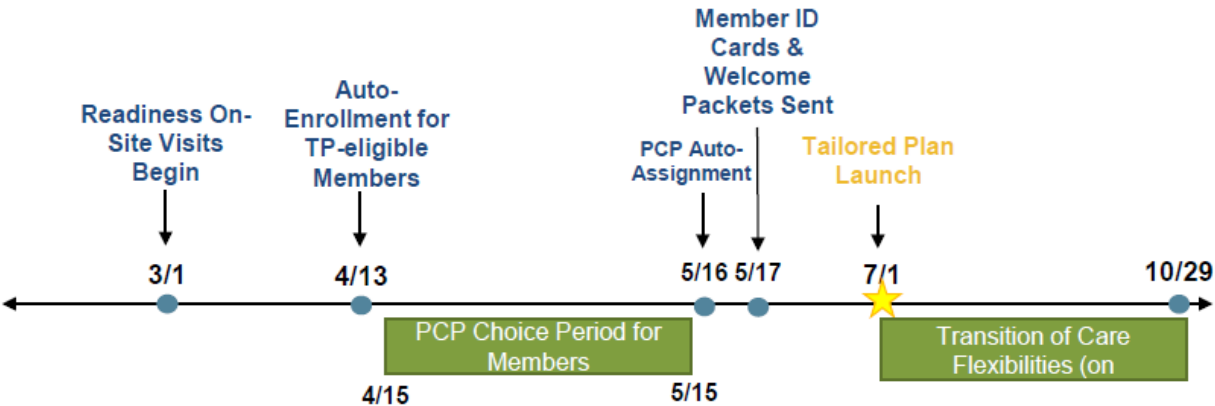
- **Several thousand beneficiaries move from one Medicaid program to Medicaid expansion on first day of the month**
- **Strong collaboration with the county DSS offices, health plans, and community partners**
- **Increased automation of redetermination processing to 41% in February 2024**

# Legislative Update

## Medicaid Transformation Update

Jay Ludlam  
Deputy Secretary  
for Medicaid

### Implementation Key Activities and Timeline





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# Guest Presentation

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**Meghan Graham**, Behavioral Health  
Director  
Mountain Community Health Partnership



**EPI-NC**  
Early Psychosis Interventions  
of North Carolina



**NCDHHS**

# What is ?

- ▶ Evidence-Based Specialty Care Services
  - ▶ Medication Management
  - ▶ Individual Therapy
  - ▶ Family Support
  - ▶ Supported Education & Employment Support
  - ▶ Peer Support
  - ▶ Digital Interventions
  - ▶ Health & Wellness Support

# Who? & Why?



## WHO?

- ▶ Adolescent and Young Adults
- ▶ 15-30 years Old
- ▶ Recent onset of Psychosis (within three years)

## WHY?

- ▶ Improve Medical & Clinical Outcomes
- ▶ Reduce Hospitalization
- ▶ Improve Relationships
- ▶ Improve overall work & Life Functionality

# Where?

## Counties Served By WeCare2

- ▶ Yancey
- ▶ Mitchell
- ▶ Avery
- ▶ Burke



# How?

## Referral Forms

- ▶ Self/Family Referral
- ▶ Outpatient Community Provider Referral
- ▶ Inpatient Hospital Referral



# Resources



- ▶ WeCare2 | Mountain Community Health Partnership  
(mchp.care)
- ▶ Early Psychosis Interventions of North Carolina (EPI- NC)  
(unc.edu)

# Contact Information



- ▶ WeCare2 Team Lead
  - ▶ Meghan Graham, LCSW
    - ▶ [Meghan.Graham@Mchp.care](mailto:Meghan.Graham@Mchp.care)
    - ▶ (828) 675-0001, ext 1604





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# On Your Radar

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# 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).

# Provider Guidance Regarding Change Healthcare Cyberattack

- NCDHHS continues to monitor the network interruption with Change Healthcare related to cybersecurity and the resulting decision to disconnect systems while the issue is being resolved.
- To support providers, NC Medicaid has [announced additional flexibilities](#) during the disruption.

# Provider Guidance Regarding Change Healthcare Cyberattack

Please note the following guidance:

- Vaya will waive timely filing requirements for all claims submitted on or after Feb. 21, 2024, for 60 calendar days.
- If you have been affected by the disruption, please contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com) for assistance.
- To request a hardship payment, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com). We will guide affected providers through the request process.

# Provider Guidance Regarding Change Healthcare Cyberattack

- Information about using vendors/clearinghouses for claims submission is available on the [Claims](#) page of our Provider Central website.
- Provider Portal and CrushFTP (for 837 submission) job aids are available on our [Resources](#) page.
- Your provider network contract manager can help expedite requests to change clearinghouses.

# Child Behavioral Health Trauma-Informed Residential Improvement Funding

- Last year, the state budget invested a historic \$835 million in behavioral health and resiliency within DHHS.
  - \$700 million of that directly supports Governor Cooper's [Behavioral Health & Resilience Roadmap](#)
  - Including **\$80 million to strengthen our child behavioral health system.**
- NCDMH/DD/SUS wants to identify funding opportunities that best support children and families.
- The funding opportunity is open to all child group residential providers level II through IV and PRTFs within North Carolina.
- **Be on the lookout for a Special Provider Communication Bulletin from Vaya later today with more detailed information, deadlines for proposals, and links to submit your proposals.**



# Child Behavioral Health Trauma-Informed Residential Improvement Funding

- Examples of project proposals may include, but are not limited to:
  - Building repairs, home modifications for ADA compliance and/or accessibility, and/or fences for homes in busy areas to provide safe outdoor spaces
  - Implementation of Seeking Safety, Sanctuary, Just Culture or similar models
  - Programs that support transitions of care and family treatment/engagement while the child is in a residential setting
  - Evaluating the physical environment and program procedures to reduce triggers for re-traumatization

# Child Behavioral Health Trauma-Informed Residential Improvement Funding

- Examples of project proposals may include, but are not limited to:
  - Designing programs that are predictable and promote both physical and emotional safety
  - Enhancing treatment spaces to be more trauma informed
  - Implementing process to ensure sufficient and consistent staffing for supervision, the establishment of trust, timely intervention and de-escalation
  - Completing specialized staff training and trauma-informed model implementation
  - Building or enhancing recreational spaces

# Child Behavioral Health Trauma-Informed Residential Improvement Funding

- Examples of project proposals may include, but are not limited to:
  - Creating spaces for sensory regulation
  - Expanding the use and roles of peer supports and family advocates
  - Partnering with first responders, local organizations, faith-based institutions, and schools to create a trauma-informed community that support individuals

# Registration Open! Vaya Learning Summit 2024: Strengthening Our Foundation for Success May 2, 2024

- We invite all network providers to attend the second day of our annual Vaya Learning Summit on **May 2, 2024**.
- While Vaya staff will attend the entire day, registered providers are welcome to attend individual sessions in which they are interested.
- The registration fee for the day is \$50, with CEUs available based on sessions attended.
- To register, create an [account with MAHEC](#) and register on MAHEC's [Vaya Learning Summit 2024](#) webpage.
- For assistance, email [registration@mahec.net](mailto:registration@mahec.net) or call 828-257-4475.

# Registration Open! Vaya Learning Summit 2024: Strengthening Our Foundation for Success May 2, 2024

The following sessions will be available to providers:

- Neurocognitive Disorders: The Basics of Dementia
- Working Together to Improve Maternal Health
- Tools to Strengthen Our Approach to Health Disparities and Ethics
- Facing the Emotional Challenges of Chronic Illness
- 1115 Substance Use Demonstration Waiver and Stigma Awareness/The Impact of Alcohol Exposed Pregnancies: An Overview of Fetal Alcohol Spectrum Disorders
- Building Hope: A Foundation for Suicide Awareness and Prevention



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# Provider Portal Updates

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# New Provider Portal Feature: Report Downloads

- Vaya has added a [“Report Downloads” page](#) to our [Provider Portal](#). Portal users may now access and download the following reports:
  - Provider Sites and Services
  - Provider Panel (*Medicaid members*)
  - Emergency Department (ED) Admits, Readmits, and Active Admits (*Medicaid members*)
  - Follow-up After Discharge (*Medicaid members & State-funded recipients*)
  - Annual Primary Care Visit (*Medicaid members*)
- For more information about these reports, see [Communication Bulletin 2023-2024, Issue 45](#)



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# Rates Updates

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# Updates to Vaya's Standard Rate Schedules

- As a General Practice, updates to Vaya's Standard Rate Schedules are needed when:
  1. Vaya Health increases its Standard Rates
  2. NC DHB sets a higher rate and Vaya matches is under the Rate Floor Directives
  3. Vaya needs to make corrections.
- In every case, Rate Changes will always be announced in the Provider Communications Bulletin and posted on the Vaya Health Standard Rates Schedules page of the Provider Central Website.

# Updates to Vaya's Standard Rate Schedules

- Vaya made corrections on March 14, 2024, to three standard rate schedules on the [Rate and Checkwrite Schedules](#) page of our Provider Central website.
- We do not believe these issues caused any claims to process incorrectly.
- The following schedules have been updated:
  - [Medicaid 1915\(b\) Services \(Non-Clinician-Based\)](#)
  - [Medicaid 1915\(c\) Services](#)
  - [Non-Medicaid Services \(Non-Clinician-Based\)](#)

# Updates to Vaya's Standard Rate Schedules

These changes involve:

- Clarification of High-Fidelity Wraparound codes H2032 and H2031 U1 on the Medicaid 1915(b)

Services Non-Clinician-Based Schedule

- Publication of updated retroactive rates for multiple NC Innovations Waiver services as previously announced in [Provider Communication Bulletin 2023-24, Issue 28](#), (Dec. 21, 2023). These rates were inadvertently omitted from the Medicaid 1915(c) Standard Rate Schedule when the Tailored Care Management code rate increases were announced on Feb. 15, 2024 (see [Provider Communication Bulletin 2023-24, Issue 37](#))

- Sunsetting of certain service codes and end dates in the Non-Medicaid Services (Non-Clinician-Based) Rate Schedule

# Updates to Vaya's Standard Rate Schedules

- Vaya will reprocess previously paid claims when there is a Rate Increase with a retroactive date.
- We are continuing to reprocess claims from the Medicaid C Rates (effective July 1, 2023) and Medicaid B (effective Jan. 1, 2024). Results will be in your 837 files and Remittance Advices (RA's).
- Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement.
- If you have questions, contact your Provider Network contract manager or [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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# 1915(i) Updates

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# Covid Mitigation Funds

- Vaya has received funding for COVID-19 mitigation and is excited to partner with [NC MedAssist](#) to purchase testing supplies for providers.
- NC MedAssist has developed an online form for providers to order COVID-19 testing supplies at no cost.
- Supplies include testing kits, gloves, wipes, and masks.
- To place an order, visit <https://medassist.org/prevention/> and enter the password “**STOPCOVID**” by **June 30, 2024**.
- All orders will be delivered directly to providers.

# Covid Mitigation Funds

Additionally, providers are encouraged to submit proposals to Vaya for funding for any of the following COVID-19 mitigation strategies:

- Testing staff and clients in shelters, group homes, residential treatment facilities, day programs, and room and board programs
- Purchasing resources for testing-related operating and administrative costs otherwise supported by these housing programs
- Hiring workers to coordinate resources, develop strategies, and support existing community partners to prevent infectious disease transmission in these settings

# Covid Mitigation Funds

- Procuring tests and other mitigation supplies for people experiencing homelessness and for those living in congregate settings (e.g., thermometers, smocks, liquid soap, paper towels, hand sanitizer, face shields)
- Installing temporary structures, leasing properties, or retrofitting facilities as necessary to support COVID-19 testing and mitigation (e.g., touch-free hand-sanitizing stations, touch-free hand dryers in restrooms, air purifiers, HVAC air scrubbers, light sanitizer wands)
- Creating capacity for quarantine and other COVID-19 mitigation strategies through additional staffing or space allocation to serve people with behavioral health conditions



# Covid Mitigation Funds

- For more information or to submit a proposal, email [vanita.shipp@vayahealth.com](mailto:vanita.shipp@vayahealth.com) or [jennifer.jennings@vayahealth.com](mailto:jennifer.jennings@vayahealth.com).
- The deadline for proposals is April 30, 2024.

# SAIOP & SACOT: Clinical Coverage Policies Virtual Office Hours

NCDHHS invites stakeholders to join virtual office hours to discuss proposed NC Medicaid clinical coverage policies for Substance Abuse Comprehensive Outpatient Treatment (SACOT) and Substance Abuse Intensive Outpatient Program (SAIOP), which are scheduled to go into effect May 1, 2024.

The Department is holding the following sessions:

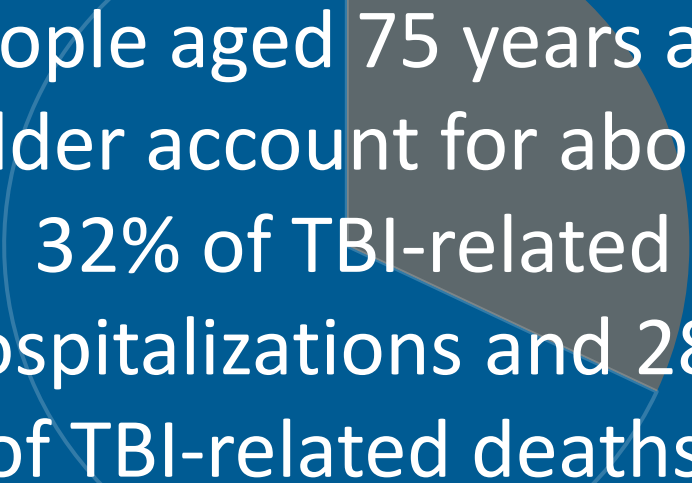
- **March 25, 2024, 1-1:45 p.m.:** 8A-13, Substance Abuse Comprehensive Outpatient Treatment, ASAM Level 2.5
- **March 27, 2024, 11-11:45 a.m.:** 8A-12, Substance Abuse Intensive Outpatient Program, ASAM Level 2.1
- For more information about these reports, see [Communication Bulletin 2023-2024, Issue 45](#)

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# Quality Management Updates

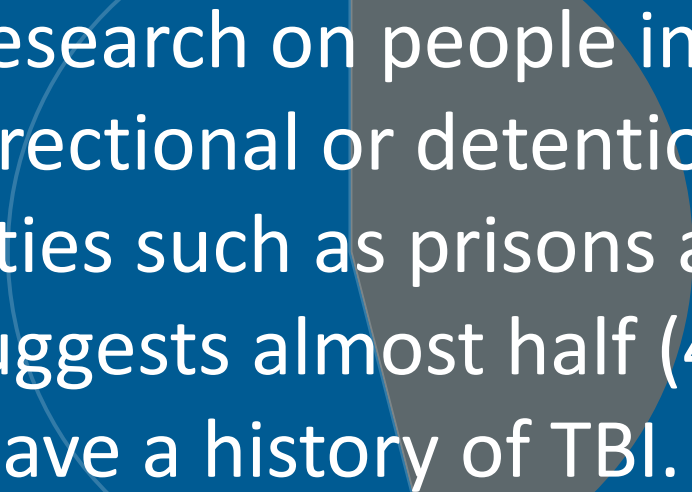
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# Which groups are most affected by TBI?



A pie chart with two segments. The larger segment, representing 32%, is dark gray. The smaller segment, representing 28%, is light blue. The text is overlaid on the chart.

People aged 75 years and older account for about 32% of TBI-related hospitalizations and 28% of TBI-related deaths.



A pie chart with two segments. The larger segment, representing 46%, is dark gray. The smaller segment is light blue. The text is overlaid on the chart.

Research on people in correctional or detention facilities such as prisons and jails suggests almost half (46%) have a history of TBI.

# Which groups are most affected by TBI?

- Military Service Members and Veterans:
  - The military conflicts from 2005 to 2018 increased the number of service members and Veterans living with TBI, but approximately 80% of TBIs among military service members occur in non-deployed settings.
  - More than 450,000 US service members were diagnosed with a TBI between 2000 and 2021.
- Racial and Ethnic Minorities:
  - American Indian/Alaska Native children and adults have higher rates of TBI-related hospitalizations and deaths than other racial or ethnic groups.
  - Factors that contribute to this disparity include higher rates of motor vehicle crashes, substance use, and suicide, as well as difficulties in accessing appropriate healthcare.
- People Who Experience Homelessness
  - Compared to the general population, people who experience homelessness are 2 to 4 times more likely to have a history of any type of TBI and up to 10 times more likely to have a history of a moderate or severe TBI

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# **Learning and Participation Opportunities**

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# ASAM Criteria Trainings

**April 25-26, 2024, 8:30 a.m.-4:30 p.m.** (Registration ends April 5, 2024)

**June 6-7, 2024, 8:30 a.m.-4:30 p.m.** (Registration ends May 17, 2024)

**Registration: \$250**

**Credit: 13 contact hours**

- NC Medicaid's Section 1115 Demonstration Waiver requires all licensed behavioral health clinicians contracted with an LME/MCO and/or a Standard Plan to provide assessment or evaluation services to use the ASAM criteria to guide treatment recommendations when a substance use diagnosis is identified as part of a Comprehensive Clinical Assessment/Diagnostic Assessment.

# ASAM Criteria Trainings

- NCDHHS will revise or create clinical policies for substance use disorder services, as well as licensure rules, to align with the waiver.
- For more information, visit the UNC Behavioral Health Springboard's [The ASAM Criteria Training Project for North Carolina](#) webpage.
- For questions, email [bhs-support@unc.edu](mailto:bhs-support@unc.edu), or call 919-445-0990.



# Person-Centered Thinking Workshop

March 26 and 27, 2024, 9 a.m.- 4 p.m.

- This two-day, 12-hour workshop will be held in person in Asheville and introduces the principles and use of person-centered thinking.
- Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.
- Participants must attend and participate both days to receive a certificate of completion. Each day will include a 30-minute lunch break.
- [RSVP online.](#)

# Person-Centered Thinking Workshop

- If you RSVP on your staff's behalf, include each person's full name and email address.
- There is a 20-person cap on this training
- The registration deadline is March 22, 2024.
- This event will be held in training room 202 of the Goodwill Training Center, 1616 Patton Avenue, Asheville, NC 28806.
- For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

# Pathways to Permanency Project Training: Understanding Behaviors in Foster Care (Having Trauma Informed Expectations)

- Vaya will offer free, virtual [Pathways to Permanency](#) project “Understanding Behaviors in Foster Care” training sessions. The project’s “Common Language and Shared Understanding” workgroup developed the training to dive deep into trauma and typical behaviors of youth in foster care and meet youth living in out-of-home care where they are by understanding trauma’s impact on behavior.
- Understanding Behaviors in Foster Care: Having Trauma-Informed Expectations training sessions will occur the following dates:
  - March 27, 2024, 3-4:30 p.m. [Join online](#).
  - April 24, 2024, 10-11:30 a.m. [Join online](#).
- For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com).

# New Inclusion Connects Initiative NCDHHS Website Now Live

- [NCDHHS has launched Inclusion Connects](#), an initiative to better connect people with I/DD and their families to community-based services to support their health and well-being.
- Inclusion Connects is a collaboration among NCDHHS divisions, including NC Medicaid and the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services.
- NCDHHS has also published an [Inclusion Connects](#) webpage, a one-stop-shop for people on the NC Innovations Waiver waitlist (the Registry of Unmet Needs), to find services and supports to enhance choice and community integration. For more information, email [dmhiddcontact@dhhs.nc.gov](mailto:dmhiddcontact@dhhs.nc.gov).



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Friday, April 5, 2024



VAYAHEALTH