

Provider Touchpoint

Friday, March 08, 2024



VAYAHEALTH

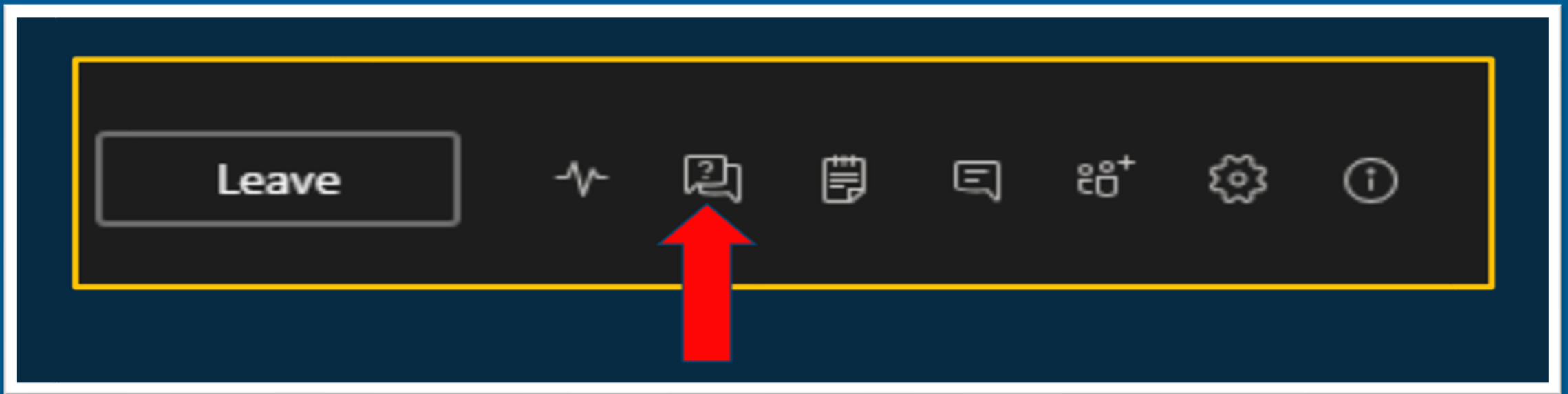
How does the Q&A work?

- 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.

- 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

Angela Evans, Utilization Management BH Clinical Director

David Boyd, BH Provider Network Director

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

Jennifer Jennings, Director: Substance Use Network Development

Kate Glance, Director of Regulatory Reporting

Tommy Duncan, Provider Education and Communications Manager

Utilization Management, Claims, and Care Management teams

Today's Production Team

Breonna Martin, Provider Educator (Producer)

Justine Tullos, Administrative Support Professional

Shamika Howard, Provider Educator (Co-producer)

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WELCOME
Vaya Health Providers

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St. Patrick's Day

- St. Patrick's Day is a cultural and religious holiday held annually on **March 17**.
- Named after the patron saint of Ireland, Saint Patrick. St. Patrick was a 5th century missionary to Ireland who is credited with bringing Christianity to Ireland.
- The day celebrates Irish heritage with food, parades, drinks, Irish lore, and an assortment of green-colored things.
- The Irish have observed this religious holiday for over 1,000 years.



On Your Radar

Current Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
Adolescent Substance Use Services	All counties
Emergency Respite (child and adolescent)	All counties
Emergency Respite (adult I/DD overnight)	All counties
Financial Support Agency	All counties

Current Network Needs

SERVICE	REGION
Child and Adolescent Day Treatment	School system based
Psychosocial Rehabilitation (PSR)	Rural counties
Research Based – Behavioral Health Treatment	Rural counties
Child Residential Treatment Services	All counties

Urgent Network 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.

Education Opportunities for Physical Health Providers

- Beginning in April, Vaya will offer a series of webinars to help prepare physical health practices and providers on doing business with Vaya:
 - Intro to Vaya (5 sessions, April 10 – June 5)
 - Provider Orientation (8 sessions, June 12 – July 31)
 - Provider Touchpoint, Physical Health (beginning Aug. 9, opposite weeks from our Behavioral Health Provider Touchpoints)
- Announcements of all behavioral and physical health educational opportunities and Provider Touchpoints will continue to be published two weeks in advance in the Provider Communication Bulletin.

Save the Date: Vaya Learning Summit 2024: Strengthening Our Foundation for Success

May 2, 2024, 9 a.m.-5 p.m.

- Vaya is inviting 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.

Save the Date: Vaya Learning Summit 2024: Strengthening Our Foundation for Success

- 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

Registration for the full day is \$50 and includes CEUs (based on sessions attended) issued by MAHEC.

Stay tuned for more information and a registration link in an *upcoming Provider Communication Bulletin*.



Provider Portal Updates

Quick Fix: Provider Portal Login Issue

Vaya is aware some Provider Portal users have experienced an issue on the login page in which the “username” field is grayed out, preventing them from entering their login credentials.

While we work on a permanent solution, please use this quick fix:

- Click the following link *only once* (if you click it more than once, you may get caught in a loop): <https://providerportal.vayahealth.com/logout>
- When the login screen opens, close your browser, and then reopen it. You should then be able to enter your username.
- If this does not resolve the issue, email the Vaya ServiceDesk at ServiceDesk@vayahealth.com.

Service and Authorization Updates

Updated Authorization Information for Select Mental Health and Substance Use Disorder Services

- Effective March 1, 2024, Vaya's Utilization Management (UM) Team has removed prior authorization requirements for the following services to reduce barriers to treatment for children and align with the updated NC CORE payment model:
 - Individual Placement and Support – Supported Employment (IPS-SE)
 - Family-Centered Treatment (FCT)
 - High-Fidelity Wraparound
 - In-Home Therapy Services (IHTS)
 - Intensive In-Home Services (IIH)

Updated Authorization Information for Select Mental Health and Substance Use Disorder Services

- Providers are no longer required to obtain prior authorization for these services but are still responsible for maintaining required documentation.
- Vaya is in the process of updating the [Authorization Guidelines](#) page of our Provider Central website to reflect these changes.
- If you have questions, email UM@vayahealth.com or call 1-800-893-6246, ext. 1513.

Claims Updates

Retroactive Rate Increases: Innovations Direct Care Workers

- The increased rates have been loaded to the Provider Portal. All claims submitted for services impacted by the rate increase that were provided and billed after Feb. 14, 2024, will pay at the new rate.
- Re-adjudication efforts for July 1, 2023, and forward are ongoing.

Retroactive Rate Increases: Medicaid B Enhanced Rates

- The increased rates have been loaded to the Provider Portal.
- This has been completed, however there are some fee schedules that were updated that we need to audit to ensure we have captured all claims.
- This will be completed within the next week.

Rates Updates

Direct Care Worker Wage Increase Initiative: NC Medicaid Fact Sheet

- In 2023, The NC General Assembly appropriated \$176 million in state and federal recurring funding to raise rates for [NC Innovations Waiver](#) services to allow providers to raise direct care worker (DCW) hourly wages.
- NC Medicaid has created standard documents to help eligible providers meet legislative requirements for participation in the [Innovations Waiver Services DCW Wage Increase Initiative](#).

Direct Care Worker Wage Increase Initiative: NC Medicaid Fact Sheet

- To qualify, each eligible Innovations service provider must submit a completed Innovations DCW Wage Increase Attestation and Acknowledgement Form to the member's LME/MCO.
- If you did not receive the Innovations DCW Wage Increase Attestation and Acknowledgement Form. Vaya Health, contact your provider network contract manager or email provider.info@vayahealth.com.
- For more information, see the [DCW Wage Increase Initiative Fact Sheet for Providers](#) on the NC Medicaid website.

BH I/DD Tailored Plan Updates

Funding Available: Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

- Vaya has received funding to purchase nicotine replacement therapy (NRT) for uninsured individuals who use tobacco and are receiving treatment for substance use in a residential facility or outpatient setting.
- As part of this initiative, eligible individuals can receive free nicotine gum, patches, or lozenges.
- Vaya is partnering with [NC MedAssist](#) to provide NRT and ship it directly to provider organizations.

Funding Available: Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

- To order NRT, visit <http://medassist.org/nrt/> and enter the password “FREENRT”.
- You will be required to provide the following information:
 - A shipping address (including suite or building number)
 - The name of your affiliated LME/MCO
 - Your facility name (If you do not see your facility on the dropdown menu, select “other” and enter the correct name.)

Funding Available: Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

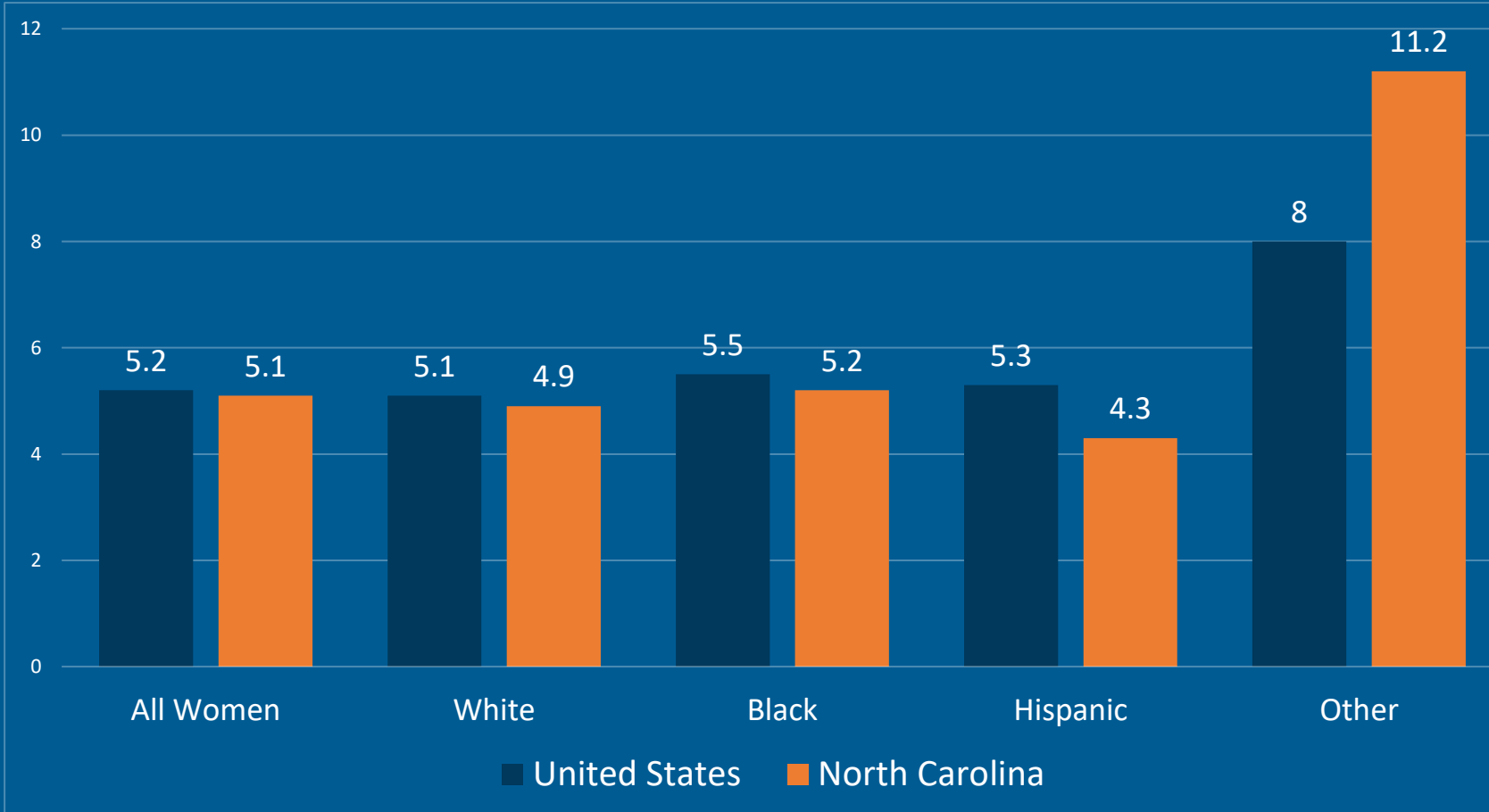
- Reference recommended guidelines and the number of uninsured individuals you serve to determine the amount of NRT you need for a two-week supply.
- Add that amount to the cart, review the terms of service, sign, and submit your order. You will receive a confirmation email.

Funding Available: Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

- Vaya is required to submit a semiannual report with basic demographic information about the individuals who receive NRT through this funding.
- [NC MedAssist](#) will reach out to collect that information toward the end of this fiscal year.
- For more information, contact your provider network contract manager or email provider.info@vayahealth.com.

Quality Management Updates

Average Number of Poor Mental Health Days Reported by Women in the Last 30 Days



- Data represents the average number of days all adult females reported poor mental health in the past 30 days, including women who reported zero poor mental health days.
- Data based on the Behavioral Risk Factor Surveillance System (BRFSS), an ongoing, state-based, random telephone survey of non-institutionalized civilian adults aged 18 or older.

Gender Gains in the United States

- Women made up 47% of the US civilian labor force in 2023, up from 30% in 1950.
- Women outnumber men in the US college-educated workforce, now making up 51% of those ages 25 and older.
- About a third of workers in the country's 10 highest paying occupations (35%) are women – up from 13% in 1980.
- The share of women in opposite-sex marriages who earn as much as or more than their husband has roughly tripled over the past 50 years.

Learning and Participation Opportunities

Brain Injury Awareness Month Events

- Gov. Roy Cooper has issued [a proclamation](#) declaring March 2024 Brain Injury Awareness Month.
- In honor of Brain Injury Awareness Month, the [Brain Injury Association of North Carolina](#) (BIANC) website features a [calendar of brain injury advocacy and educational opportunities](#).

Pathways to Permanency: Health Plan 101

- Vaya will offer a free, virtual [Pathways to Permanency](#) project Health Plan 101 training.
- The project’s “Common Language and Shared Understanding” workgroup developed the training to provide an overview and develop a shared understanding of the key functions of health plans.
- Participants in this 90-minute training will learn more about health plans and their significance within the context of providing holistic care for children living in foster care.
- Health Plan 101 training sessions will be offered on the following dates:
 - March 8, 2024, 11-12:30 p.m.
 - March 15, 2024, 10-11:30 a.m.
 - March 18, 2024, 2-3:30 p.m.
 - March 20, 2024, 10-11:30 a.m.

Pathways to Permanency: Health Plan 101

- [Register online.](#)
- **Please note:** You may register for any region, regardless of where your organization is located.
- Once you register, you should receive an email with the link to join the Zoom session.
- If you do not see the email in your inbox, please check your spam folder.
- For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com.

Unmet: North Carolina's Disability Crisis

March 13, 2024, 1:30-2:45 p.m.

- NCDHHS and the North Carolina Council on Developmental Disabilities (NCCDD) will host a screening of “Unmet: North Carolina's Disability Crisis” and a community conversation with film participants to recognize Developmental Disabilities Awareness Month in March.
- In the film, individuals and their families share personal experiences related to the unmet needs of community members with I/DD across the state.
- [Register online.](#)

For more information email Yasmine Shepard at yasmine.shepard@dhhs.nc.gov.

Supporting Dually Diagnosed Youth and Families: Two-Part Workshop

March 15, 2024, 8 a.m.-3:30 p.m.

- The [North Carolina Division of Child and Family Wellbeing](#) will sponsor a two-part, in-person workshop designed for professionals working with dually diagnosed youth and their families who are navigating the complex intersection of mental health challenges and I/DD.
- In the first part of the workshop, participants will delve into innovative interventions and strategies aimed at providing holistic support for dually diagnosed youth.
- The second part will focus on review and practice of professional advocacy skills to address support needs of families navigating services and support for dually diagnosed youth.

Supporting Dually Diagnosed Youth and Families: Two-Part Workshop

- The workshop will be held at [The Koury Convention Center](#) in Greensboro.
- Registration is \$70 and includes up to six credit hours, meals during the training, and access to a virtual master class.
- [Register online](#).
- For more information about continuing education, visit the [Behavioral Health Springboard](#) webpage.
- If you have additional questions, email bhs-support@unc.edu.

Intersections of Partner-Inflicted Brain Injury, Oppression, and Racism

March 19, 2024, 1-4:30 p.m.

- This free, virtual training will bring together a panel of diverse experts to help participants better understand the long-term impacts of concussion, TBI, and strangulation.
- Speakers will discuss the unique characteristics of brain injury from violence and address the challenges and opportunities to support survivors of color using the CARE model (Connect, Acknowledge, Respond, Evaluate), a brain injury aware, trauma-informed, and survivor-directed framework.
- [Register online](#) by March 15, 2024.

Intersections of Partner-Inflicted Brain Injury, Oppression, and Racism

- To obtain three CEUs, you must complete evaluations and certificate request forms within 24 hours after the training.
- Upon registering, you should receive a confirmation email.
- If you do not receive your confirmation email within 24 hours or have other questions, contact training@odvn.org.

Virtual Listening Session: Parents, Caregivers, and Providers of I/DD Services

March 25, 2024, 12-1:30 p.m.

- Buncombe County will host a virtual listening session for parents, providers, advocates, and caregivers of people with I/DD.
- The event will explore resources, supports, and guidance for meeting the needs of individuals with I/DD at different stages of their lives.
- [Join on Zoom](#). The meeting passcode is **250926**.
- If you are joining from a cell phone, you must download the [Zoom mobile app](#) before joining.
- If you have questions, email VictoriaReichard@buncombecounty.org.

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 19, 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.

Change for Life: Tobacco-Free Recovery NC Coalition Meeting

March 28, 2024, 9-10:15 a.m.

- 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 of every month.
- During the next event, participants will learn about training staff for a tobacco-free campus and offering treatment.
- [Register online.](#)
- For more information , email Stephanie Gans at stephanie.gans@dhhs.nc.gov.

Buncombe County Regional Impact Summit: NCCARE360

April 11, 2024, 9 a.m.-4 p.m.

- Vaya is partnering with ABCCM, Buncombe County, NCCARE360, NCServes, and Unite Us to sponsor an in-person Buncombe County Regional Impact Summit.
- Attendees will explore options for a solution-focused reset of the coordinated system of care in western North Carolina.
- The summit will include a community data review, three levels of breakout sessions (beginner, intermediate, and advanced), and onsite technical support for the NCCARE360 platform from Unite Us.

Buncombe County Regional Impact Summit: NCCARE360

- The Summit will be held at the MAHEC Education Building, 121 Hendersonville Road Asheville, NC 28803.
- [Register online.](#)
- If you have questions, email VictoriaReichard@buncombecounty.org.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, March 22, 2024



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