

# Provider Touchpoint for Behavioral Health and I/DD Network Providers

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Friday, May 17, 2024



VAYAHEALTH

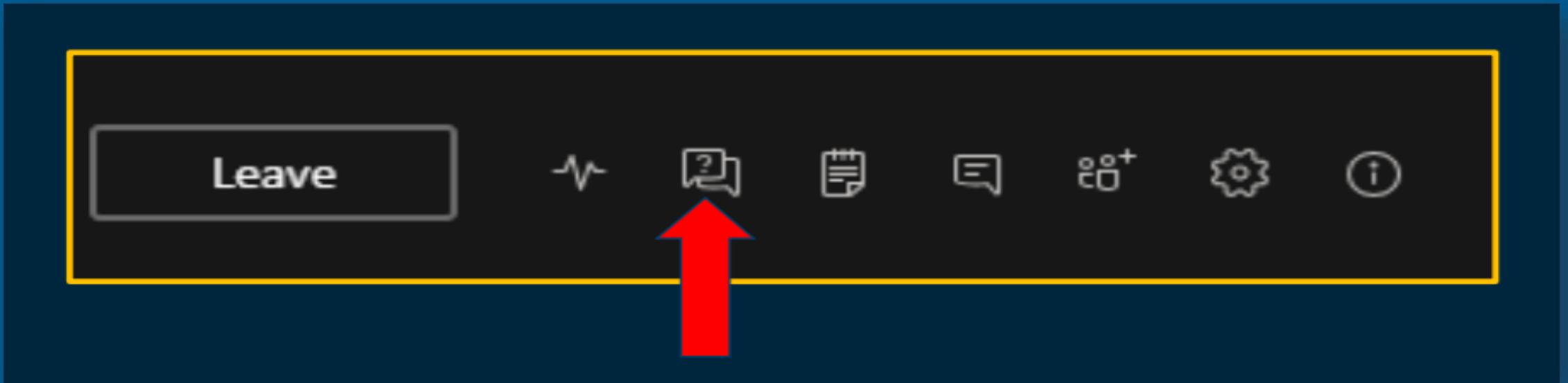
# How does the Q&A work?

- 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

**David Boyd**, BH Provider Network Director

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

**George Ingram**, Vice President of PH Network Operation & VB contracting (**Host**)

**Jennifer Jennings**, SU Network Development Director

**Jessica Maas** , Director, SDOH Network Development

**Kate Glance**, Regulatory Reporting Director

**Kurt Boldt**, Asst. Vice President of PH Network Operation

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

# Today's Production Team

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

**Cryss McMillan**, Provider Educator (Co-Producer)

**Justine Tullos**, Administrative Support Professional (Q&A Moderator)

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# Guest Presentation

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**Mary Ward**, Executive Consultant for  
Behavioral Health, NCDHHS



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

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# Memorial Day

- Memorial Day is observed on the last Monday of May.
- It was formerly known as Decoration Day and commemorates all men and women who have died in military service for the United States.
- Many people visit cemeteries and memorials on Memorial Day, and it is traditionally seen as the start of the summer season.

# Memorial Day

*It is traditional to fly the flag of the United States at half staff from dawn until noon.*

*Many people visit cemeteries and memorials, particularly to honor those who have died in military service.*





NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

# NC Department of Health and Human Services

## Building Tobacco Free Organizations

Mary H. Ward, MBA  
Executive Consultant, Behavioral Health

May 17, 2024

# The Medicaid Rule: July 1, 2024

100% Tobacco-Free	Partial Requirement	No Requirement
<ul style="list-style-type: none"> <li>Medical providers</li> <li>Inpatient &amp; outpatient behavioral health</li> <li>Residential substance use treatment</li> <li>Residential services for children</li> <li>Non-residential IDD/TBI services</li> </ul>	<ul style="list-style-type: none"> <li>Intermediate care facilities for adults with intellectual disabilities (ICF-IID)</li> <li>Adult I/DD residential services subject to the Home and Community Based Services (HCBS) Final Rule &amp; their State Funded equivalent services</li> <li>Nursing homes, Adult Care Homes, Family Care Homes, &amp; Hospice facilities</li> </ul>	<ul style="list-style-type: none"> <li>retail pharmacies;</li> <li>properties where no direct clinical services are provided;</li> <li>non-emergency medical transport;</li> <li>alternative family living settings;</li> <li>manufacturing sites that employ people who receive adult developmental vocational program services;</li> <li>or</li> <li>manufacturing sites that employ adults who receive other group day services</li> </ul>
Tobacco-Free Policy Components:	Partial Requirement Policy Components	
<ul style="list-style-type: none"> <li>A tobacco-free policy applies to all of the property under the program's control (that you rent or own)</li> <li>All of that property (buildings, grounds, and vehicles) is tobacco-free</li> <li>Tobacco includes the use of combustible, electronic, heated, and smokeless tobacco products</li> <li>No designated areas for tobacco use indoors or outdoors</li> <li>Programs do not purchase, accept as donations, or distribute any tobacco products</li> </ul>	<ol style="list-style-type: none"> <li>1. Use of tobacco products is prohibited indoors when the building or home in which the provider operates is under the provider's control as owner or lessee.</li> <li>2. Outdoor areas under the provider's control as owner or lessee must: <ol style="list-style-type: none"> <li>1. Ensure access to common outdoor space(s) on the property free from exposure to tobacco use; and</li> <li>2. Prohibit staff/employees from using tobacco products anywhere on the property.</li> </ol> </li> </ol>	
	<b>These providers retain the option to implement a 100% tobacco-free campus policy for the safety of clients and staff.</b>	

SOURCE: NCDHHS [Tobacco-Related Policy Requirements go into Effect on July 1, 2024](https://www.ncdhhs.gov/nc-medicaid) | NC Medicaid ([ncdhhs.gov](https://www.ncdhhs.gov/nc-medicaid))

# Why?

- **Nearly 25% of adults in the United States have a mental health or substance use disorder (i.e., behavioral health condition)**
- **These adults consume almost 40% of all cigarettes smoked by adults in the United States**
- **People with behavioral health conditions die about five years earlier than people without such conditions, more than 50% from tobacco-attributable diseases.**

# How?

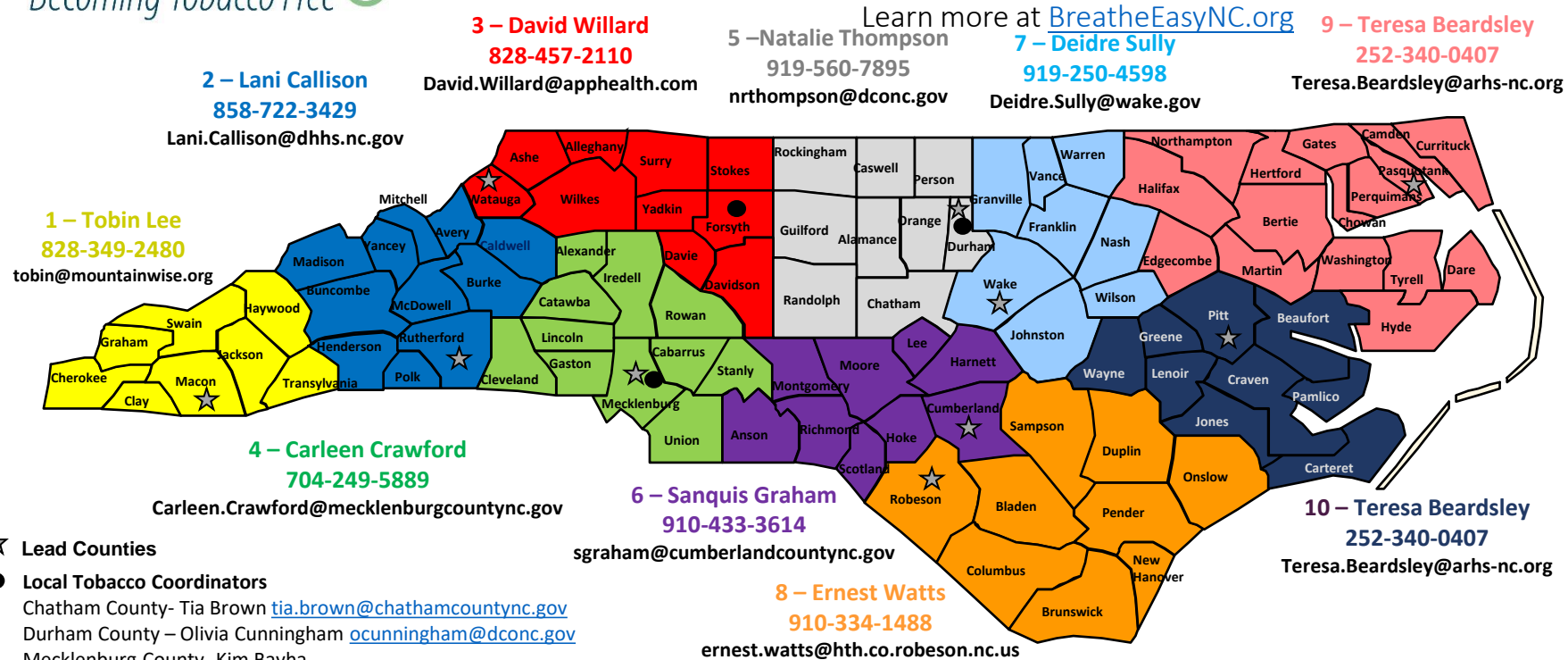
- [Change for Life: Tobacco Free Recovery | Public Health \(mecknc.gov\)](#)
  - [Register to join the Coalition meeting series here](#)
- [Breathe Easy NC | Becoming Tobacco Free](#)
- [How To Implement a Tobacco-Free Policy - #BHtheChange](#)

*Multiple sources cited in the links above*

# BreatheEasyNC

Becoming Tobacco Free

Contact us! Your regional tobacco control manager is your resource for tobacco-free policies. We help you: share model policies, create implementation timelines, build buy-in, and more.



Statewide Tobacco Use Treatment:

[Joyce.Swetlick@dhhs.nc.gov](mailto:Joyce.Swetlick@dhhs.nc.gov)

American Indian Commercial Tobacco Coordinator:

Lu McCraw, [Luanna.McCraw@dhhs.nc.gov](mailto:Luanna.McCraw@dhhs.nc.gov)



# Biological: NRT is MAT

- [QuitlineNC.com \(ncdhhs.gov\)](https://quitlineNC.com)
- [Home - NC MedAssist - NC MedAssist](#)
- LME/MCO support
- Local options

# Psychological: Preparing Staff

- [Duke-UNC Tobacco Treatment Specialist Training Program | Durham, NC \(dukeunctts.com\)](http://dukeunctts.com)
- Assessing nicotine
- EMR/documentation

# Social: Changing the culture of SUD treatment

- **Communication**
  - Policy
  - Modeling behavior
  - Reframing
- **Sustaining**
  - Reimbursement
  - Adapting

**Mary H. Ward**  
**[maryhward@gmail.com](mailto:maryhward@gmail.com)**  
**980-428-4458**

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# On Your Radar

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# Healthy Opportunities Pilot Launch

- NCDHHS launched the new [Healthy Opportunities Pilot \(HOP\)](#) this week, May 15, 2024, for NC Medicaid Direct beneficiaries who are eligible for Tailored Care Management (TCM).
- Link to [Provider Communication Bulletin 2023-2024 Issue 57](#) (May 13, 2024).
- **HOP** is the nation's first comprehensive program to test and evaluate the impact of providing evidence-based, non-medical interventions related to housing, food, transportation, and interpersonal safety and toxic stress to eligible Medicaid beneficiaries.

# Healthy Opportunities Pilot Launch

- To qualify for **HOP**, beneficiaries must:
  - Be eligible for TCM.
  - Have at least one qualifying physical or behavioral health condition, and one qualifying social risk factor as defined by NCDHHS.
  - Reside in a county that is participating in the pilot.

# Healthy Opportunities Pilot Launch

- The following counties in Vaya's region are participating:
  - Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, and Yancey
  - The **HOP** Network Lead for these counties is [Impact Health](#).
  - **HOP** will cover the cost of 29 interventions defined and priced in the NCDHHS [Hop Service Fee Schedule](#).



# Healthy Opportunities Pilot Launch

- Providers can refer members who could potentially benefit from **HOP** services by contacting the member's care manager or calling Vaya's Member and Recipient Service Line at **1-800-962-9003**, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.
- If you have member-specific questions related to **HOP**, call the Member and Recipient Services Line.
- If you are a TCM provider with questions about **HOP** care management, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# 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>



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# Provider Portal Updates

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# Provider Portal Scheduled Down Time

Vaya’s [Provider Portal](#) is scheduled to be offline for software updates.

Visit [Provider Communication Bulletin 2023-2024 Issue 56](#) (May 9, 2024) for the full list of dates.

*Please note the following 2024 dates coming up soon:*

May	June	July	Aug.	Sept.
May 18, 9 p.m.-5 a.m.	June 8, 10 p.m.-6 a.m.	July 6, 10 p.m.- 6 a.m.	Aug. 15, 9 p.m.- 5 a.m.	Sept. 7, 10 p.m.- 6 a.m.
	June 13, 9 p.m.- 5 a.m.		Aug. 17, 9 p.m.- 5 a.m.	Sept. 12, 9 p.m.- 5 a.m.
	June 15, 9 p.m.- 5 a.m.			Sept. 14, 9 p.m.- 5 a.m.

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# **Service and Authorization Updates**

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# Delayed Implementation: Substance Use Waiver Services (State-funded)

NCDHHS has announced the following new or amended *State-funded services* will not promulgate May 1, 2024, as previously indicated:

- Substance Use Intensive Outpatient Program (SAIOP)
- Substance Use Comprehensive Outpatient Treatment (SACOT)
- Ambulatory Withdrawal Management with/without Extended Onsite Monitoring (ASAM 1 WM and 2 WM)
- Clinically Managed Residential Withdrawal Management (ASAM 3.2 WM)
- Medically Monitored Intensive Withdrawal Management (ASAM 3.7 WM)

# Delayed Implementation of Substance Use Waiver Services (State-funded)

- With the exception of the new ***State-funded*** Ambulatory Withdrawal Management with Extended Onsite Monitoring Service, the services listed on the previous slide will continue to be available.
- Review these service definitions on the [NCDHHS Service Definitions webpage](#).
- NCDHHS has not yet announced a new implementation date for these services.
- For more information, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).



# Postponed: Updated Medicaid 1915(b) Non-Clinician Standard Rate Increases

- ***NC Medicaid*** has announced the following clinical coverage policies (CCPs) will not promulgate on May 1, 2024, as previously indicated:
  - Substance Use Intensive Outpatient Program (SAIOP)
  - Substance Use Comprehensive Outpatient Treatment (SACOT)
  - Ambulatory Withdrawal Management with/without Extended Onsite Monitoring (ASAM 1 WM and 2 WM)
  - Clinically Managed Residential Withdrawal Management (ASAM 3.2 WM)
  - Medically Monitored Intensive Withdrawal Management (ASAM 3.7 WM)

# Postponed: Updated Medicaid 1915(b) Non-Clinician Standard Rate Increases

- The existing **Medicaid** SAIOP, SACOT, Ambulatory Withdrawal Management without Extended Onsite Monitoring, and Medically Monitored Intensive Withdrawal Management will continue to be available under the current [NC Medicaid Clinical Coverage Policy \(CCP\) 8A](#).
- This delay will also postpone the proposed rate changes announced in [Provider Communication Bulletin 2023-2024 Issue 54](#) (April 30, 2024).

# Postponed: Updated Medicaid 1915(b) Non-Clinician Standard Rate Increases

- Vaya has updated our standard rate schedules to reflect these changes on the [Rate and Checkwrite Schedules](#) page of our [Provider Central](#) website.
- At this time, **NC Medicaid** has not announced when the new/revised CCPs will promulgate.
- If you have questions, contact your provider relations contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Virtual Office Hours: SACOT and SAIOP Clinical Coverage Policies

May 20, 2024, 9:30 a.m.-10 a.m.

NCDHHS invites stakeholders to join virtual office hours to discuss proposed NC Medicaid Clinical Coverage Policies (CCPs) for SACOT and SAIOP.

- *8A-12, Substance Use Intensive Outpatient Program, ASAM Level 2.1*
  - [Join on Microsoft Teams](#)
  - Meeting ID: 224 012 232 108    Passcode: nbCPGM

# Virtual Office Hours: SACOT and SAIOP Clinical Coverage Policies

May 20, 2024, 10:30 a.m.-11 a.m.

- *8A-13, Substance Use Comprehensive Outpatient Treatment, ASAM Level 2.5*
  - [Join on Microsoft Teams](#)
  - Meeting ID: 222 423 685 739      Passcode: 5BoP86
- *Email Open Office Hours questions in advance to [june.freeman@dhhs.nc.gov](mailto:june.freeman@dhhs.nc.gov).*

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

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# Introduction to Vaya Provider Touchpoint Webinar for Physical Health Providers

**May 22, 2024, 11 a.m.-12 p.m.**

The **Introduction to Vaya Provider Touchpoint** webinars offers physical health providers an opportunity to learn more about Vaya and how we will work together when the Behavioral Health and I/DD Tailored Plan launches July 1, 2024.

All Vaya network providers are welcome to join.

**INTRO TO VAYA PROVIDER TOUCHPOINT- MAY 22, 2024**

**Please note:** Beginning in June 2024, we will also offer in-depth Provider Orientation webinars. These webinars will prepare physical health providers to do business with Vaya.

# Transition to Tailored Plan Toolkit

- The [Transition to Tailored Plan Toolkit](#) on the NC Medicaid Division of Health Benefits webpage is a resource for anyone to learn more about what to expect with Tailored Plan launch.
- DHB materials to help explain and promote Tailored Plans.
- On-going updates to site for Tailored Plan resources.
- For questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).



# Modivcare: Call Center Now Open

## Non-Emergency Medical Transportation:

- Vaya has partnered with Modivcare Solutions to help arrange routine and Non-Emergency Medical Transportation for members of “Vaya Total Care.”
- Providers may access Modivcare’s facility portal to manage member’s transportation and reservations for their facility.
- For Providers needing information regarding Non-emergency Medical Transportation, please visit the NEMT Provider Portal at <https://tripcare.modivcare.com/login> and you will be directed to Modivcare’s TripCare login page.
- TripCare is your one stop solution for managing member’s transportation.

# Modivcare

- Customer service center operation hours : Monday-Saturday 7 a.m. - 6 p.m. (EST)
- Contact information for scheduling trips via phone are as follow:
  - Reservations: **1-855-397-3614**
  - Vaya's NEMT Toll Free Number (TFN): **1-888-621-2084**
  - Ride Assistance (Where's My Ride?): **1-855-397-3614**
  - Hearing Impaired (TTY): **1-866-288-3133**
  - Facility Line: **1-855-397-3606**
  - Facility Fax: **1-855-397-3607**

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# Quality Management Updates

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# 2024 Vaya Provider Satisfaction Survey

- The survey was open from Feb. 8 - March 8, 2024.
- This survey was administered by Vaya staff, with support from the Provider Advisory Council.
- We received 270 total completed surveys on topics that included interactions with Provider Network, Utilization Management, Claims and other teams at Vaya, as well as feedback on tools and resources offered to support the needs of our providers.

# 2024 Vaya Provider Satisfaction Survey

- Organizations that completed surveys provide a variety of services, serve members and recipients across Vaya's entire catchment, and have contracted with Vaya for anywhere from one year to many years.





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# Learning and Participation Opportunities

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# Tobacco Cessation Virtual Trainings

- The [Duke-UNC Tobacco Treatment Specialist Training Program](#) provides an evidence-based tobacco treatment training for medical, behavioral, and public health professionals.
- The program is offering an early bird discount for individuals who register for the July 15-23, 2024, Comprehensive Tobacco Treatment Specialist (TTS) Training by June 1, 2024.
- Link here to [Learn more and register online](#).



# Tobacco Cessation Virtual Trainings

Duke-UNC will also offer the following upcoming intensive continuing education (CE) short courses:

- **May 21, 2024, 11 a.m.-5 p.m.** (9.5 CE hours): [Intensive Behavioral Health Approaches to Tobacco Treatment](#)
- **Aug. 7, 2024, 11 a.m.-5 p.m.** (8.5 CE hours): [Tobacco Treatment in Adolescent and Young Adult Populations](#)
- **Sept. 9-10, 2024, 12-5 p.m.** (9.25 CE hours): [New! Mindfulness Training for Smokers \(Facilitator Training\)](#)
- **Sept. 19, 2024, 12-5 p.m.** (CE hours TBD): [New! Tobacco Cessation Program Implementation](#)

# Tobacco Cessation Virtual Trainings

- For more information, visit the [Duke-UNC website](#) or email **Jennifer Greyber**, program coordinator, Duke-UNC TTS Training Program, at [cttsprogram@duke.edu](mailto:cttsprogram@duke.edu) or **919-668-5042**.

# Early Psychosis Resources: One-on-One Mentoring and Professional Training

- Early Psychosis Resources: One-on-One Mentoring and Professional Training ([E-PROMPT](#)), is a free education and mentoring resource available to North Carolina clinicians interested in early psychosis care education.
- Clinicians can submit questions through E-PROMPT's HIPAA-compliant [online submission form](#).
  - An expert will respond within three to five business days with education and resources.
  - Depending on the question, clinicians may also be prompted to sign up for virtual office hours for more extended conversation and mentoring.
- For more information, visit the [Early Psychosis Interventions of North Carolina website](#).



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**Friday, May 31, 2024**



VAYAHEALTH