



PROVIDER COMMUNICATION BULLETIN

JUNE 6, 2024 | PROVIDER COMMUNICATION BULLETIN 2023-24, ISSUE 62

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ALL NETWORK PROVIDERS

Tailored Plan Prior Authorization Guidance and Flexibilities

The Vaya Health Behavioral Health and I/DD Tailored Plan will launch July 1, 2024. Please be aware of service authorization requirements and temporary flexibilities detailed below.

Physical Health Services

Vaya will not require prior authorization for physical health services until Oct. 1, 2024.

Required Actions for State Plan Personal Care Services

- Vaya will extend existing authorizations with an end date between June 30-Sept. 29, 2024, to end on Sept. 30, 2024. We will notify providers of these extensions through the [Vaya Provider Portal](#).
- Vaya will honor existing authorizations for transferring members for the approved dates of service and units.
- To request a new episode of care beginning on or after July 1, 2024, contact Vaya's Utilization Management (UM) Team at 1-800-962-9003, ext. 1513, or email UM@vayahealth.com.

Behavioral Health, I/DD, and TBI Services

Vaya will continue to require prior authorization for behavioral health, I/DD, and TBI services as indicated on the [Authorization Guidelines](#) page of our [Provider Central](#) website. We will accept retrospective service authorization requests (SARs) for service dates between July 1-Sept. 30, 2024, if submitted by 11:59 p.m. Eastern time on Sept. 30, 2024. Claims for services that require prior authorization will not be reimbursed without an authorization in place.

Pharmacy Benefits

- Pharmacy authorization requirements are **not waived** at Tailored Plan launch.
- Vaya's pharmacy benefit manager, Navitus Health Solutions, will honor all pharmacy authorizations received through the transition of care process.
- Vaya and Navitus **will not receive** authorizations for medications used to treat opioid use disorder due to 42 CFR Part 2.
- To request an override, prescribers and pharmacies may call the Pharmacy Service Line

at 1-800-540-6083. Navitus will enter a one-time override if the member was receiving the requested medication prior to July 1, 2024.

- Navitus will follow up with the prescriber to obtain the paperwork necessary to complete authorization *after* issuing the override.
- Unlimited overrides are allowed through Sept. 30, 2024.

Quick Reference for Tailored Plan Prior Authorization Requirements at Plan Launch

- Waiver of physical health prior authorization requirements: July 1-Sept. 30, 2024
- Relaxed pharmacy prior authorization requirements: July 1-Sept. 30, 2024
- Retrospective requests for behavioral health, I/DD, and TBI services: Accepted July 1-Sept. 30, 2024

PHYSICAL HEALTH PROVIDERS

Physical Health Provider Resources

Vaya welcomes physical health providers to our network. Please review [Provider Communication Bulletin 2023-2024 Issue 60](#) (May 30, 2024) for important orientation information.

Provider Touchpoint Webinars

Join Vaya's 60-minute Provider Touchpoint webinars for current information, resources, and a Q&A opportunity. Dates and links are included in the [Provider Communication Bulletin](#) the week before the week of the webinar. Upcoming webinars will include:

- Provider Orientation Touchpoint Webinar for Physical Health Providers – Seven opportunities beginning [June 12, 2024, 11 a.m.-12 p.m.](#)
- Provider Touchpoint Webinar for Physical Health Providers – Biweekly beginning July 26, 2024, 11 a.m.-12 p.m. *See upcoming Provider Communication Bulletins for meeting links.*

For recordings of past webinars and links to related resources, visit the [Provider Touchpoint](#) page of our Provider Central website.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Provider Touchpoint Webinar for Behavioral Health Providers June 14, 2024, 11 a.m.-12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya network providers. We encourage all network providers to attend. Registration is not required. The link to each webinar is published both the week prior to and the week of the event in the Provider Communication Bulletin.

BEHAVIORAL HEALTH PROVIDER TOUCHPOINT WEBINAR - JUNE 14, 2024

For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

Internet Service Expense Update for NC Innovations Waiver Employer of Record Participants

The U.S. Centers for Medicare & Medicaid Services (CMS) recently advised NC Medicaid that NC Innovations Waiver funds cannot be used for ongoing internet service under any service definition. CMS clarified monthly internet expenses are considered a utility, which falls under the category of room and board and is not covered as a monthly expense payable through 1915(c) home- and community-based (HCBS) waiver services.

For information about allowable uses of waiver funds for internet expenses, please review the memo linked below.

Memo: [Internet Service Expense Update for NC Innovations Waiver EOR Participants](#) (June 6, 2024)

Psychiatric Residential Treatment Facility Review: Trends and Patterns

Vaya's Quality Management (QM) Department recently completed a clinical quality review of Psychiatric Residential Treatment Facility (PRTF) services delivered by network providers. Clinical quality reviews assess the use of best practice standards and the clinical quality of services delivered to Vaya members and/or recipients.

We recommend providers update their policies and procedures to align with the PRTF trends and patterns identified in the memo linked below. If you have questions, email Vaya's Clinical Quality Team at ClinicalQualityTeaminQM@vayahealth.com.

Memo: [PRTF Review: Trends and Patterns](#) (June 6, 2024)

Updated Standard Rate Schedule: LPA Rate (96132)

Vaya has updated our Standard Rate Schedule for Medicaid 1915(b) Clinician-Based Services on the [Rate and Checkwrite Schedules](#) page of our Provider Central website. The new schedule corrects an erroneous rate of \$115.60 for 128 - Licensed Psychological Associate (LPA) for procedure code **96132 (NEUROPSYCH TST - CLIN PSYCH)** to the corrected rate of \$151.60. Vaya will reprocess claims that had been paid at the lower rate at the higher rate.

Please remember to make any 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, please contact your provider network contract manager or email provider.info@vayahealth.com.

NC Innovations Provider Self-Review of Member Record Submission Deadline

The NC Innovations Provider Self-Review of Member Record is due on the 10th of each month following the end of the quarter. The review must be submitted on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before submitting your form, please ensure you:

- Use the current version.
 - Include your signature and the date.
 - Include the correct birthdate.
 - Note the coverage quarter.
 - Select all checkboxes (or mark "Not applicable").
 - Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).
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Posted for Public Comment: Draft Division of MHDDSUS Strategic Plan for 2024-2029

The draft 2024-2029 Strategic Plan of the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) is now available for public comment. Please [read the plan](#) and [share your thoughts](#) by July 1, 2024.

LEARNING AND PARTICIPATION OPPORTUNITIES

NC Office of Rural Health Announcements

The [NC Office of Rural Health](#), which helps underserved communities by improving health care access, quality, and cost-effectiveness, is sharing the following information for providers:

[Requirements for Buprenorphine Prescribing](#)

As announced by the federal Substance Abuse and Mental Health Services Administration (SAMHSA) in January 2023, clinicians no longer need a federal waiver to prescribe buprenorphine for treatment of opioid use disorder. Clinicians are still required to register with the federal Drug Enforcement Administration (DEA) to prescribe controlled medications. Effective June 27, 2023, the DEA requires both new and renewing registration applicants to affirm they have completed a one-time, eight-hour training. Practitioners who are board-certified in addiction medicine or addiction psychiatry, and those who graduated from a medical, dental, physician assistant, or advance practice nursing school in the United States within five years of June 27, 2023, are exempt from the new training requirement.

[SAMHSA/FEMA Crisis Counseling Assistance and Training Program](#)

SAMHSA and the Federal Emergency Management Agency (FEMA) provide grants and technical assistance to help individuals and communities recover from natural and human-caused disasters through community outreach and access to mental health services.

For more information, email ruralpolicy@hrsa.gov.

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayahealth.com



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