

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, May 31, 2024



VAYAHEALTH

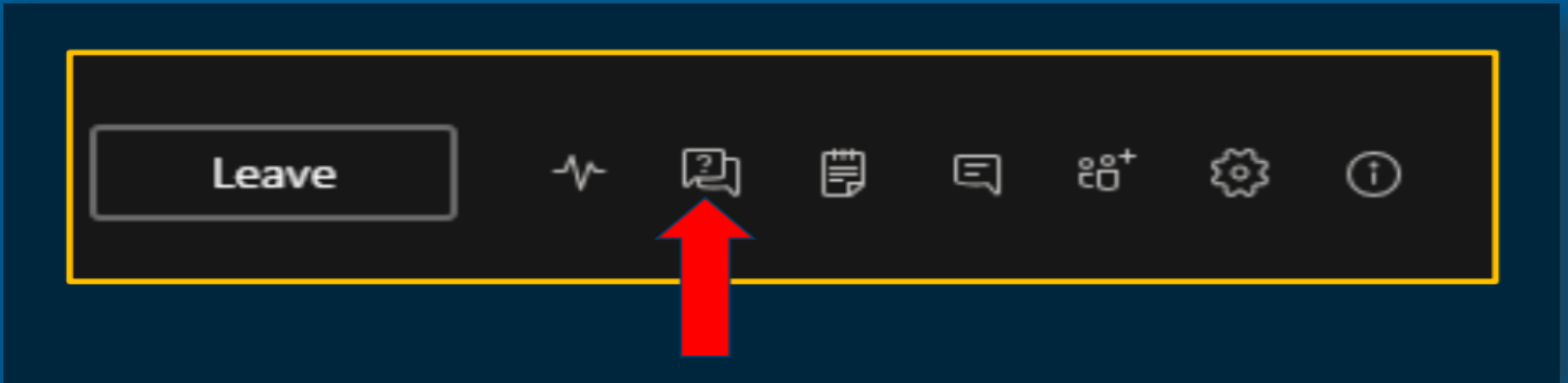
How does the Q&A work?

- 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

Christine Gillenkirk, Physical Health PN Contract Manager

David Boyd, BH Provider Network Director

Danyale Isaacs, BH & IDD PN Contract Manager

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

George Ingram, Vice President of PH Network Operations & Value Based Contracting

Jessica Maas, Director, SDOH Network Development

Kimberly Wilson, Substance Use Provider Network Manager

Kurt Boldt, Assistant VP of PH Network Operations

Sarah Frei, Healthy Opportunities Pilot Director

Utilization Management, Claims, and Care Management teams

Today's Production Team

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

Monica Thomas, Administrative Support Professional (Co-producer)

Shamika Howard, Provider Educator (Producer)

“

WELCOME
Vaya Health Providers

”

Pride Month Celebrating LGBTQI+ Culture

- LGBTQI+ pride is the promotion of the self-affirmation, dignity, equality, and increased visibility of lesbian, gay, bisexual, transgender, queer and questioning, intersex and other sexual and gender minorities (LGBTQI+) people as a social group.
- Pride, as opposed to shame and social stigma, is the predominant outlook that bolsters most LGBT rights movements.



Men's Health Month



- June is National Men's Health Month!
- This month is all about encouraging the men in your life (including you, men out there) to take care of their bodies by eating right, exercising, and working to prevent disease.
- The official symbol for the month is a blue ribbon and the purpose of Men's Health Month is to heighten the awareness of preventable health problems and encourage early detection and treatment of diseases including cancer, heart disease, and depression.

Guest Presentation

CHESS HEALTH

Kathy Contratto, Vice President of Customer Operations

Shannon Clark, Director, Customer Success



Overview of Connections App

May 31, 2024



Agenda

- Welcome
- Intro to CHESS Health
- Project Scope
- Connections App + Enrollment
- Implementation
- Q&A



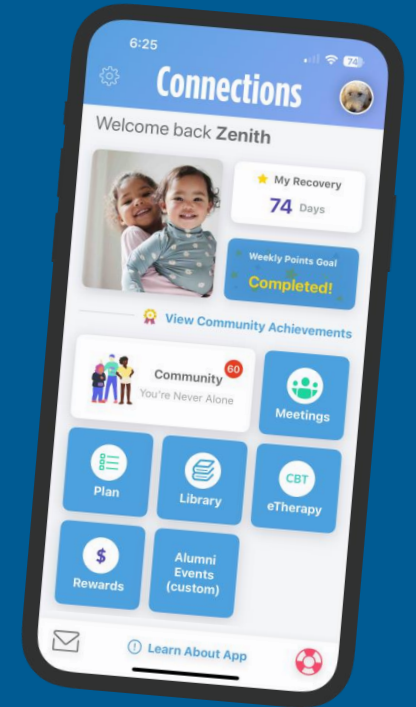
Who We Are

with peers

Digital health company with a mission to address the individual & societal crisis of substance use disorder (SUD)

Evidence-based solutions for the addiction management lifecycle

We serve all industry stakeholders: SUD/MH providers, clinics, health plans, state/local governments, and community organizations



Project Scope

- **Statewide implementation of Connections App**
- **Includes: LMEs and their providers, SUD & BH Providers, Collegiate Rec Programs, FQHCs, Crisis Helplines, Certified Community Behavioral Health Center (CCBHC), Hospital based SUD/BH Providers, Sober Living Residences, Peer Support organizations**
- **Unlimited number of clients**
- **No fees for providers / agencies / individuals**
- **Easy Implementation**

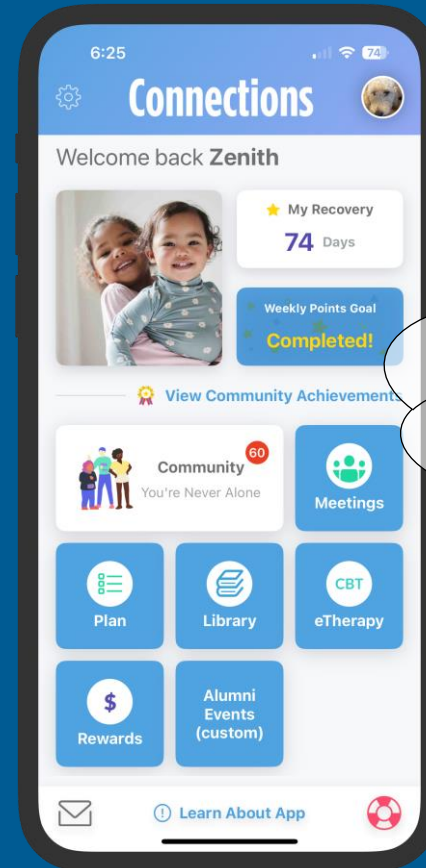


Helping Individuals Sustain their Recovery

1. **Reduce the risk moments they'll face** through peer engagement, meetings, tools, and being a positive distraction
2. **Build up their coping skills for the risk moments they will still have** through moderated recovery discussions, meetings, digital CBT lessons, and more

when they can't self-care risk moment...

3. **Provide 24/7, 1:1 support** from CHES team of peer support specialists (based on risk detection or individual request). Escalation protocol.



Connections App
Conexiones App

Peers
others in recovery

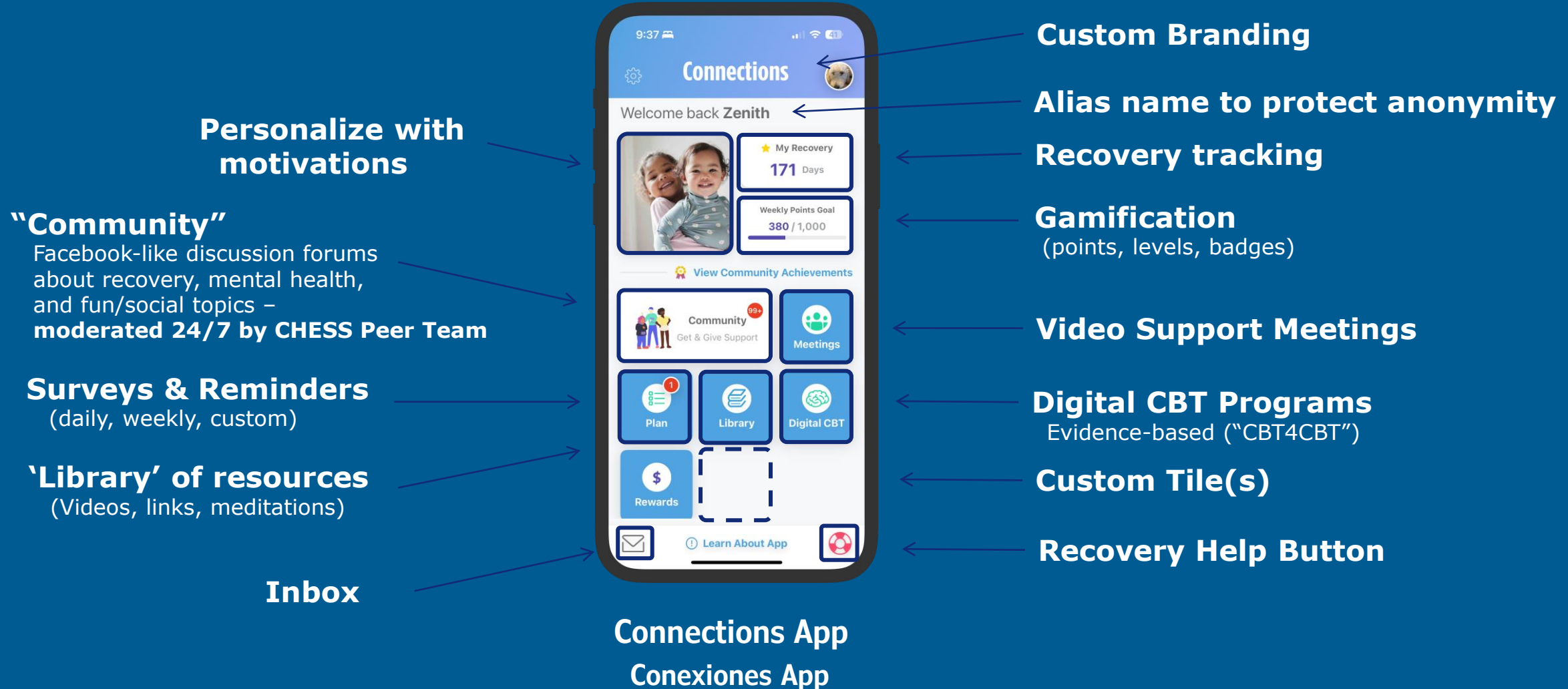
Moderated 24/7 by CHES



CHES Peer Team

- Certified
- Bilingual
- Diverse
- Caring

Connections App

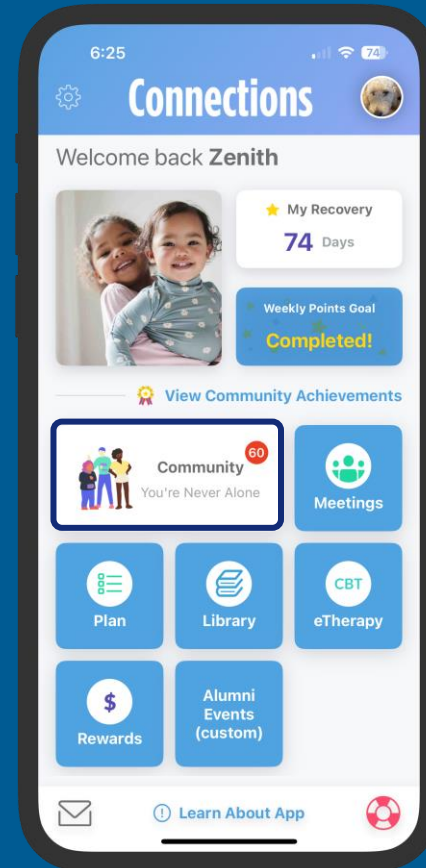


Connections App

“Community”

Facebook-like discussion forums about recovery, mental health, and fun/social topics –

moderated 24/7 by CHES Peer Team



CHES Peer Engagement Team

- CHES employees; all certified peer recovery support specialists
- Primary role is to moderate discussion forums in the app
- Lead video support group meetings
- Provide 1:1 support according to CHES protocol when risk is detected and/or individual requests
- CHES alerts provider of all 1:1 support provided (or attempted) per communication plan



Connections App

Conexiones App

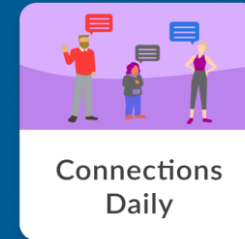
Connections App



ADULTS: 18+ years old

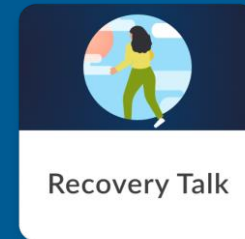
Connections Daily

Fun/social topics to get individuals to open-up, build community, and establish trust



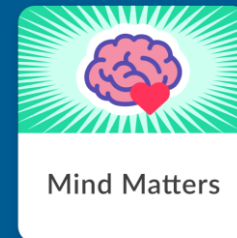
Recovery Talk

Topics related to recovery from SUD, including sharing stories, coping tools, and gratitude



Mind Matters

Topics related to mental health and wellness, including sharing insights, resources, and support



Connections App



Teens: 13 - 17 years old

Teen Seen

Topics on life skills that will lead to a healthier lifestyle; such as domestic skills, financial skills, relationships skills, job skills, and an array of other skills.

Connections App

Peer Connect: Peer Recovery Coaches



Peer Connect

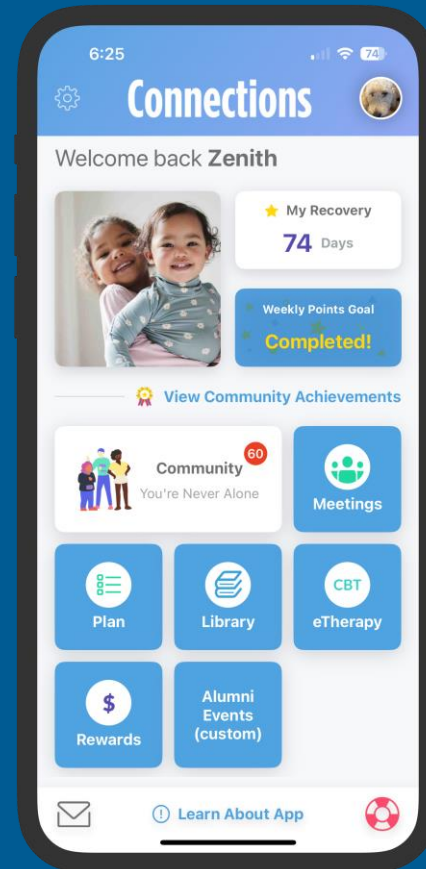
A safe space for Peers by Peers.

Online Community for sharing resources and debriefing on difficult situations.

Monthly meetings with professional development and engaging speakers.

Helping Providers be Successful

- **Improve retention in treatment** by supporting individuals 24/7
- **Reduce stress on clinicians** by having CHES team handle many escalations
- **Stay connected and engaged with individuals and alumni**
- **Capture data between visits and post-discharge** e.g., surveys, achievements.



Connections App
Conexiones App



CHES Dashboard
& Analytics



CHES Peer Team

The effort for providers is minimal
Be an 'App Champion'
CHES will do the rest

Proven to Meet Clinical & Business Goals

Proven success in patient engagement, cost containment, revenue optimization, and outcomes



**5-7
Months**

Avg. length of time a patient uses the app

Plus, data showed individual access the app more than 3 days in a week, and multiple times per day (some every day for years!)

**37
Days**

Patients with app stay longer in treatment than similar individuals without the app

Based on statewide claims data analysis

24%

Lower rate of return to higher level care

Data showed patients had a lower rate of returning to higher level care including detox or readmission to inpatient/residential

**\$240
PM/PM**

Cost of care savings (12 months)

Based on three separate claims analysis studies over 2.5 years by a Medicaid MCO

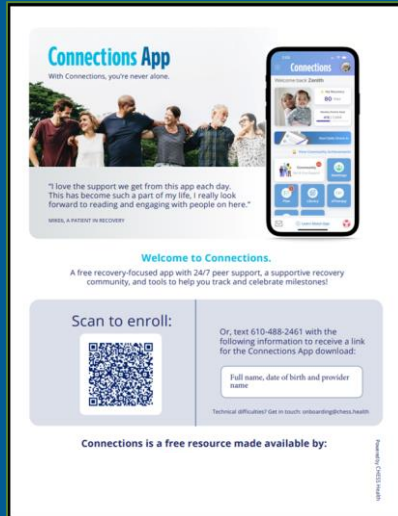
Easy Enrollment

1

Staff explain benefits of Connections App; click link OR scan QR Code

Enrollment Link

-or-



-or-



CHES
Dashboard

2

Connections App

Welcome to the Connections App provided by The State of North Carolina
Join the community, engage with peers (anonymously), track your recovery, get motivated, learn coping skills, and get 24/7 support.

Anonymity Protected; No Cost, Ever.

Fill in the form below and a text message will go, immediately, to the individual's phone, with a download link and temporary password

First Name *

Last Name *

Date of Birth * required for first time login
mm/dd/yyyy

Mobile Phone Number *
+1 (123)-456-7890

Gender *

Email Address (optional)

Zip Code/Postal Code *

Sends text message to individual with download link and temporary password

3

- Onboard + Set Alias
- Individual is on Connections!



Free Onboarding Service

CHESS HEALTH **Connections App**

Meet With Our Onboarding Team

We'll review app benefits and get your individuals enrolled and connected in one session!

Need assistance with onboarding to the Connections App? Would you like us to meet with your group and onboard your individuals?

SCHEDULE A 15-MINUTE SESSION

SCHEDULE A 30-MINUTE SESSION

Click on your preferred meeting session to schedule one on one assistance with our onboarding team.

CONTACT OUR ONBOARDING TEAM
585-210-3765
onboarding@chess.health

www.chess.health

- Call or Text: **585.210.3765**
- Email: onboarding@chess.health
- Two local NC Peer Recovery Support Specialists!

Implementation



Planning

- Discovery
 - Programs
 - Locations
 - Census
 - Staff
- Connections App Benefits
- Enrollment Process
- Create Custom Flyer



Training/Go-Live

- Ensure staff are aware of workflows and enrollment process
- Begin offering Connections to individuals



Monitor

- Utilization Monitoring
- Performance Analysis
- Strategic Advice

Ongoing Support

- Refresher training
- Dedicated support

Connection App Highlights

- Anonymous, safe, supportive community
- Reinforces coping and recovery skills to help individuals adhere to their treatment plan and stay in recovery
- Provides 24/7 Connections app Community moderation and crisis support
- Offers on-demand digital cognitive behavioral therapy (CBT)
- Reduces isolation and relapse risk
- Easy to use, easy to implement, and free of charge



Contact Us



➤ Shannon Clark

- 585.484.1083
- sclark@chess.health



➤ Kathy Contratto

- 917.821.3563
- kcontratto@chess.health

Q&A







CHESSHEALTH

On Your Radar

Vaya Total Care Perks (Value-Added Services) Options:

Value Added Options

As part of TP, Vaya will offer new, value-added services available to qualifying members at no cost to them. NCDHHS has approved the following value-added services under Vaya’s Tailored Plan, Vaya Total Care.

			
Wellness Perks	Pregnancy/Prenatal Perks and Postnatal Support	Education Perks	More Perks
<ul style="list-style-type: none">• Gift card for COVID-19 and/or flu vaccine• Home meal delivery, post-hospitalization• 6-month access to WW mobile app	<ul style="list-style-type: none">• Breastfeeding pump and lactation education	<ul style="list-style-type: none">• GED education support	<ul style="list-style-type: none">• Discount for one home safety and assistance item• Free transportation to qualifying health and non-health related destinations

Basic Information

- Vaya Total Care Perks are available to Vaya Tailored Plan (TP) Medicaid members at no cost, to support members in living the life they choose.
- Also known as Value Added Services (VAS)

Eligibility

- To be eligible for these perks, participants must be a member of Vaya Total Care with Medicaid.
- These benefits are not available for State Funded and Medicaid Direct Members at this time.
- Each perk may have additional eligibility requirements.

Value Added Services (VAS) Important Notes

- How can a member make a referral?
 - Review directions on Vaya's VAS Website: [Vaya Total Care Perks | Vaya Health](#)
 - Call Member and Recipient Services for directions **1-800-962-9003**
 - Contact their Tailored Care Manager
- When will Value Added Services Launch?
 - 7/1/2024
- If providers have questions about Value Added Services, they should call the provider support line at **1-866-990-9712** or email provider.info@vayahealth.com.
- Additional Value-Added Services Specific job aids will be shared on provider central on/after 7/1/2024

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

Tobacco Free Policy Effective July 1

- Effective July 1, 2024, Vaya network providers will be required to implement a tobacco free policy for all sites, including in buildings, on grounds, and in vehicles.
- These requirements apply to both Medicaid and State-funded services providers, with the following exceptions:
 - Retail pharmacies
 - Properties where no direct clinical services are provided
 - Non-Emergency Medical Transportation
 - Alternative Family Living (AFL) settings
 - Manufacturing sites that employ people who receive Adult Developmental Vocational Program services
 - Manufacturing sites that employ adults who receive other group day services
- For more information, see NC Medicaid's [tobacco-related policy requirements](#). If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

Healthy Opportunities Pilot Launch

- The Healthy Opportunities Pilot (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.
- To qualify for HOP, beneficiaries must be eligible for Tailored Care Management (TCM); have at least one qualifying physical or behavioral health condition and one qualifying social risk factor, as [defined by NCDHHS](#); and reside in a county that is participating in the pilot.
- 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. [Impact Health](#) is the HOP Network Lead for these counties.

Healthy Opportunities Pilot Launch

- HOP will cover the cost of 29 interventions defined and priced in the NCDHHS [HOP Service Fee Schedule](#).
- 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 provider with other questions about HOP, contact your provider network contract manager or email provider.info@vayahealth.com

Year-End Due Dates for Non-UCR Payment Expenditures

- To prepare for the upcoming announcement of NCDHHS Office of the Controller deadlines for processing non-UCR payments for SFY 2023-24, providers must submit any invoices for actual non-UCR expenditures incurred through May 31, 2024, to Vaya's Finance Department by the end of the day on Friday, June 7, 2024.
- Invoices for actual non-UCR expenditures incurred between June 1-7, 2024, also must be submitted to Vaya's Finance Department by this time.
- Please note that NCDHHS does not allow submission of estimated or projected non-UCR expenditures.
- To ensure reimbursement, any additional actual non-UCR expenditures incurred through June 30, 2024, will be due to Vaya's Finance Department by the end of the day on July 20, 2024.

Year-End Due Dates for Non-UCR Payment Expenditures

- Vaya will notify providers of any changes to the year-end deadlines above following receipt of the formal communication from NCDHHS.
- If you have questions, contact your provider network contract manager. You may also contact Senior Staff Accountant Jamie Brendle at jamie.brendle@vayahealth.com or Special Projects Manager Chad Swicegood at chad.swicegood@vayahealth.com.

Medicaid Expansion Updates

Updated Medicaid Expansion Toolkit Materials

- NC Medicaid has released new and updated [Medicaid Expansion Toolkit](#) materials to reflect changes to Medicaid household income limits, which North Carolina updates annually.
- The updated toolkit includes:
 - Materials in additional languages, including Arabic, Chinese, Haitian Creole, Hmong, Korean, Russian, and Vietnamese
 - Flyers tailored to industries in which more workers may be eligible for Medicaid under expansion, including [retail](#), [hospitality](#), [childcare](#), [health aides](#), and [barbers/stylists/cosmetologists](#)
 - An updated [Day One Flyer](#), which provides an overview of who is eligible and how to enroll
 - An updated [FAQ](#) to reflect the most common questions people are asking right now

Updated Medicaid Expansion Toolkit Materials

- An updated [Immigration Status and Eligibility Flyer](#)
- Updated [social media](#) graphics and posts to share
- An updated [Medicaid Essentials Deck](#) that can be used to explain Medicaid expansion to community members

To order free NC Medicaid printed materials to share with your community, complete a [Materials Order Form](#).



Rates Updates

“In-lieu-of” Services (ILOS)

- Effective June 1, 2024, Vaya will update our standard rate schedules for "in-lieu-of" services (ILOS) to include the following rate increases:
 - High-Fidelity Wraparound (H0032 U5): \$2,943.67
 - In-Home Therapy Services (H2022HEU5): \$539.46
 - Transitional Youth Services (H2022U5): \$2,694.45
 - Outpatient Plus (H2021U5): \$15.17
 - Acute and Subacute Services provided in an IMD (RC0160): \$472.50
- We are updating the [Rate and Checkwrite Schedules](#) page of our Provider Central website to reflect these changes.

“In-lieu-of” Services (ILOS)

In-Home Therapy Service Code Correction: ILOS Rate Increases

- In [Provider Communication Bulletin, 2023-2024 Issue 59](#) (May 23, 2024), we included information about our standard rate schedules for “in-lieu-of” services (ILOS) that incorrectly listed the In-Home Therapy Services code.
- The correct service code is **H2022HEU5**. We apologize for the error.
- Please remember to make necessary changes to 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 email provider.info@vayahealth.com.

BH I/DD Tailored Plan Updates

Intro to Provider Touchpoint Webinar for Physical Health Providers

- June 5, 2024, 11 a.m.-12 p.m.
 - Introduction to Vaya Touchpoint webinars give 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.
 - **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.

[Intro to Vaya Provider Touchpoint Webinar-June 5, 2024](#)

Transition to Tailored Plan Toolkit

- NC Medicaid has released a [Transition to Tailored Plan Toolkit](#) to share information about what to expect when Tailored Plans launch July 1, 2024.
- Resource for anyone to learn more about what to expect with Tailored Plan launch.
- NC Medicaid will use these materials to provide ongoing updates and resources.
- For more information, please visit the NC DHHS website in the link above, or
- Contact your provider network contract manager or email provider.info@vayahealth.com.

Guidance for EVV Visits Crossing Midnight

Vaya has identified issues affecting member EVV service visits that cross over the midnight hour into the next day.

Please note the following [NCDHHS EVV guidance](#) for these situations:

- Providers should split visits that cross midnight into two separate visits. For example, a service that begins at 7 p.m. Monday and ends at 3 a.m. Tuesday should be recorded as one visit from 7-11:59 p.m. on the first day and a second visit from 12:01-3 a.m. on the following day. (Shifts should never start or end at exactly 12 a.m.)
- When scheduling or confirming visits, providers should use the same approach of splitting overnight visits into two sessions.

For more information, contact your provider network contract manager or email provider.info@vayahealth.com.

Modivcare NEMT Customer Service Line Now Live

- Vaya is partnering with [Modivcare](#) to offer Non-Emergency Medical Transportation (NEMT) for Medicaid members enrolled in the Vaya Tailored Plan (Vaya Total Care).
- Modivcare has launched a toll-free, Vaya-specific NEMT customer service line for members and their supports to schedule NEMT.
- The line is available at **1-888-621-2084 (TTY: 1-866-288-3133)**, 7 a.m.-6 p.m. Eastern time, Monday-Saturday.
- To arrange member transportation and make reservations for facilities, Vaya network providers can access Modivcare's [TripCare](#) web application or call **1-855-397-3606**.

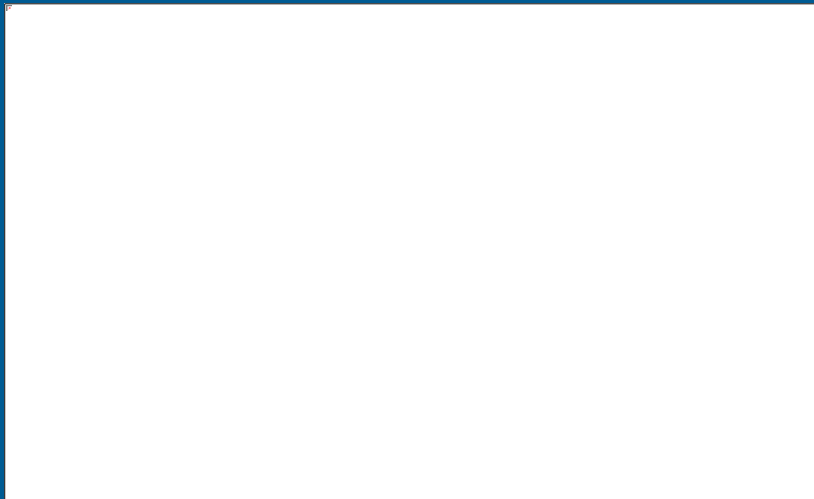
Modivcare NEMT Customer Service Line Now Live

Providers and members may also use the following lines for help scheduling trips:

- Modivcare's facility fax line: **1-855-397-3607**
- Vaya's Member and Recipient Service Line (MRSL): **1-800-962-9003**.
- Eligible Medicaid members can call Vaya's MRSL and be warm transferred to Modivcare.

Vaya Tailored Plan Member Medicaid ID Card

- Tailored Plan Medicaid members will receive new Medicaid ID cards issued by Vaya.
- An example of the new card is below for your reference.



If you have a medical or life-threatening emergency, call 911 or go to a hospital emergency department immediately. For individuals who are hearing-impaired, dial 711 to reach Relay NC.

If you suspect a doctor, clinic, hospital, home health service, or any other kind of health provider is committing Medicaid fraud, report it. Call 919-881-2320 or the Vaya Confidential Compliance Hotline at 1-866-916-4255.

Member Website: www.vayahealth.com

Member and Recipient Service Line: 1-800-962-9003 or TTY 711

Pharmacy Service Line: 1-800-540-6083

Behavioral Health Crisis Line: 1-800-849-6127

Nurse Line: 1-800-290-1623

Vision Services (Avévis): 1-866-889-4457

Vaya Health and YOU: Moving Forward Together

Learning and Participation Opportunities

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:

- **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 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](#).

Accepting Applications: Become a National Health Service Corps Site

The [National Health Service Corps \(NHSC\)](#) is accepting applications from providers interested in becoming NHSC-approved sites that offer outpatient, primary health care services to people in [Health Professional Shortage Areas](#). The NHSC helps approved sites recruit, hire, and retain qualified clinicians.

The annual new site application cycle is for sites that:

- Have never been NHSC-approved, including sites that have applied and had their application denied or cancelled
- Are currently inactive for NHSC due to expiration or past compliance issues

The application deadline is June 25, 2024. [Learn More](#).

STAR Loan Repayment Program

Now Open: STAR Loan Repayment Program

- The [NC Office of Rural Health](#) Substance Use Disorder Treatment and Recovery (STAR) Loan Repayment Program is **accepting applications through June 27, 2024**.
- Eligible substance use disorder treatment clinicians and community health workers can apply to receive up to \$250,000 in loan repayment in exchange for working full-time for six years in a facility approved for the STAR Loan Repayment Program. [Learn more and apply online](#).

STAR Loan Repayment Program

Get help with your application during one of the following Q&A sessions on Zoom:

- [STAR LRP Q&A Session#1](#) – June 12, 2024, 10 a.m.-2 p.m. Eastern time
- [STAR LRP Q&A Session #2](#) – June 20, 2024, 1-5 p.m. Eastern time
- [STAR LRP Q&A Session #3](#) – June 26, 2024, 10 a.m.-5 p.m. Eastern time



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, June 14, 2024



VAYAHEALTH