

# Intro to Vaya: Physical Health Provider Touchpoint

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Wednesday, June 5, 2024



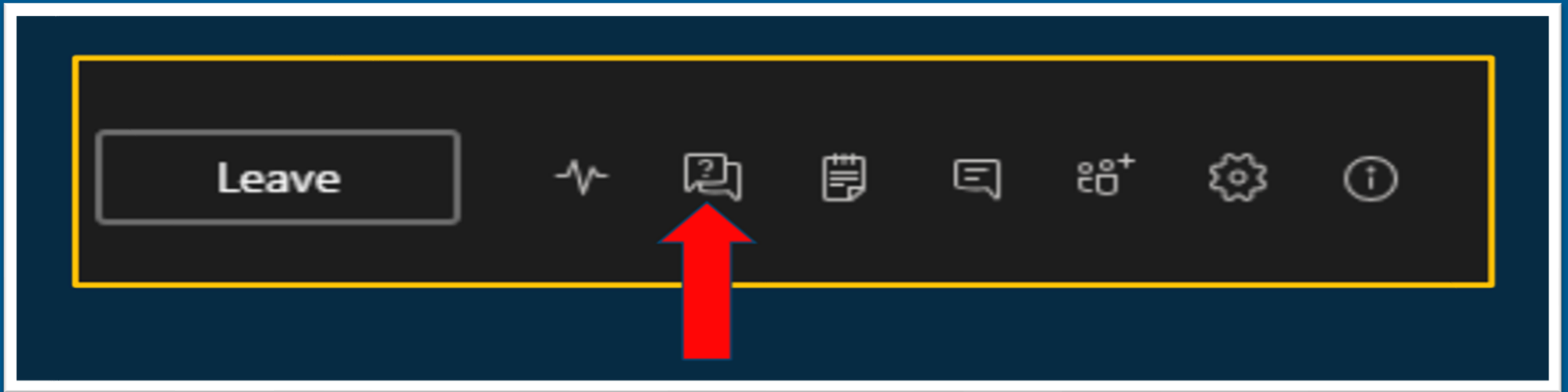
# How does the Q&A work?

- 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.

- 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.



# Today's Vaya Participants

**Christine Gillenkirk**, Provider Network Contract Manager

**Davan Fourkiller-Raby**, Tribal Provider Network Contract Manager

**Deon Lytle**, Provider Network Contract Manager

**Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care

**Karla Mensah**, VP of Member & Recipient Services

**Kurt Boldt**, Assistant VP of Provider Network Operations (**Host**)

# Today's Vaya Participants

**Michelle Daniels**, Provider Network Contract Manager

**Missy Briones**, Physical Health Clinical Director, Utilization Management

**Regina Frampton**, Provider Services Support Line Manager, Member & Recipient Services

**Tiffany Nelson**, Provider Network Contract Manager

# Today's Production Team

**Monica Thomas**, Administrative Support (producer)

**Breonna Martin**, Provider Educator (Co-Producer & Q&A moderator)

**Cryss McMillan**, Provider Educator

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

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# Who Is Vaya?

- Based in Asheville, Vaya's roots in North Carolina go back some 50 years- stemming from our early days as one of the Area Programs, to Local management Entity (LME), and now Tailored Plan. As we move forward, our focus is to work together across different areas of care to help our members reach their whole-person health goals.
- From physical conditions or mental health concerns, to housing, food, or employment, - we recognize that every individual's needs are unique. Our goal in embracing whole-person care is connecting people to the services and supports they need to achieve health and wellness in our communities.
- Alongside Vaya Health members, recipients, providers, and community stakeholders, we are excited to be **moving forward together** toward a healthier North Carolina.

# What is Vaya?

- Local Management Entity/Managed Care Organization (LME/MCO) responsible for managing the Behavioral Health (mental health and/or substance use), Intellectual and Developmental Disabilities (IDD), and Traumatic Brain Injury (TBI) services for NC Medicaid members in 32 counties across North Carolina.
- Following Tailored Plan launch on July 1, 2024; Vaya Health will rebrand as Vaya Total Care under the NC Medicaid Transformation to also manage *physical health, vision services, transportation, and pharmacy services* for NC Medicaid members who live within our catchment area counties.



# Who We Serve

- **Vaya Total Care Members and Recipients:**

- Members: These are Medicaid beneficiaries whose physical health, mental health and/or substance use, and I/DD service benefits will be managed by Vaya under Tailored Plan.
- Recipients: These are the individuals who are uninsured or underinsured, and not currently enrolled in Medicaid, but are eligible for limited funds by the state of North Carolina (or other public funds), and whose mental health, substance use, and I/DD service benefits (BH only) will be managed by Vaya.

- **NC Medicaid Direct Beneficiaries:**

- North Carolina's health care program for Medicaid *beneficiaries* who are not enrolled in managed care plans.
- Vaya is responsible for managing behavioral health (BH only), I/DD, and TBI services for these individuals, while their medical/physical health benefits will continue to be managed by DHHS.

# Tailored Plan Updates

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**Christine Gillenkirk**, PH Contract Manager

**Davan Fourkiller-Raby**, Tribal Provider Network Contract Manager

**Tiffany Nelson**, PH Contract Manager

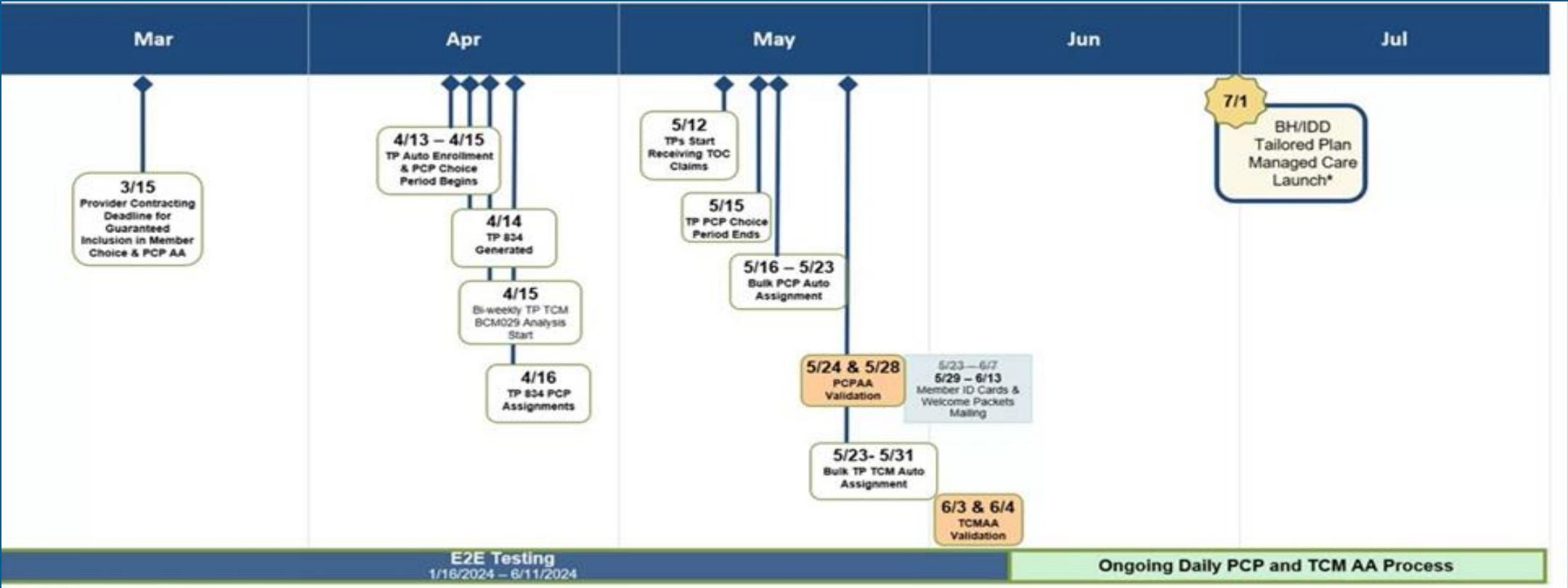


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# Tailored Plan Launch Timeline

Key Date	Event
March 15, 2024	Last day for Primary Care Providers (PCPs) to have fully executed contracts with Tailored Plans for inclusion at the start of the Beneficiary Choice Period.
April 13, 2024	Tailored Plan Auto-Enrollment occurred.
April 15, 2024	Beneficiary Choice Period began; Beneficiaries were able to choose a PCP by contacting their Tailored Plan.
April 22, 2024	Enrollment Broker began mailing transition notices to beneficiaries.
May 15, 2024	This was the last day for beneficiaries to choose a PCP before PCP auto-assignment
May 16, 2024	PCP Auto-Assignment (by Tailored Plan) for beneficiaries occurred for those who had not chosen a PCP.
May 29 – June 13, 2024	Tailored Plans begin mailing welcome packets and ID cards with PCP assignment beneficiaries.
July 1, 2024	Tailored Plan launch.

# Tailored Plan Implementation Key Activities Timeline



# Tailored Plan: Checklist for Providers

- Providers are encouraged to complete the following activities before the Tailored Plan (TP) launches on **July 1, 2024**.
  - Explore contracting options with each Tailored Plan if not already complete.
  - Notify your office staff of the Tailored Plans with which you are contracted, as well as the areas of service for which you are contracted.
  - Review each organization and associated individual NCTracks provider record (as available) for accuracy and submit changes using the Manage Change Request (MCR) process.
  - Beneficiaries were to respond to the enrollment notification to self-select a PCP before May 16, 2024.
  - Some beneficiaries have other health care options and can choose to enroll in a Standard Plan, the Eastern Band of Cherokee Indians (EBCI) Tribal Option or NC Medicaid Direct during choice period.



# What is the PCP Selection Period

- The **PCP** Selection Period is the time in which members can select their preferred **Primary Care Provider (PCP)** for Tailored Plan.
- Members were able to choose a **PCP** during the Selection Period from the dates of April 15, 2024, through May 15, 2024, by contacting their Tailored Plan.
- Members who did not choose a **PCP** during this time were auto- assigned by the Tailored Plan starting on May 16, 2024.
- Member mailings and new Medicaid ID cards (with selected **PCP**) will be mailed out from May 29, 2024- June 13, 2024.
- The selected **PCP** choice will be effective once Tailored Plan launches on July 1, 2024.

# TP Quick Reference Guide on the DHHS Website

- North Carolina will launch the NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans on July 1, 2024.
- This is an integrated health plan for individuals with behavioral health needs and intellectual/developmental disabilities (I/DDs).
- Tailored Plans will also serve other special populations including Innovations and Traumatic Brain Injury (TBI) waiver enrollees and waitlist members and will be responsible for managing the state's non-Medicaid behavioral health, developmental disabilities and TBI services for uninsured and underinsured North Carolinians.

# TP Quick Reference Guide on the DHHS Website

- This webpage is your "Provider Playbook," <https://medicaid.ncdhhs.gov/providers/provider-playbook-nc-medicaid-managed-care> a place where you can access the latest information, tools and other resources to help you and your patients smoothly transition to NC Medicaid Managed Care.
- **Visit the Provider Playbook often as resources will be added as they become available.**

# Provider Advisory Council

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**Cryss McMillan**, Provider Educator



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# Provider Advisory Council

- The Vaya Health Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers.
- The PAC operates pursuant to a set of bylaws and is a self-governing committee.
- All Vaya network providers are encouraged to participate in monthly PAC meetings.
- As Tailored Plan launches, the PAC will be integrating physical health providers into the council.
- To receive PAC communications or for more information about upcoming meetings, email [provideradvisorycouncil@vayahealth.com](mailto:provideradvisorycouncil@vayahealth.com).

# Third Party Vendors

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**Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care

**Deon Lytle**, PH Contract Manager

**Michelle Daniels**, PH Contract Manager

**Missy Briones**, PH Clinical Director, Utilization Management



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# Pharmacy Benefits Manager (PBM)

- PBMs: Companies that manage prescription drug benefits on behalf of health plans like Vaya.
- Vaya's PBM is **Navitus Health Solutions (Navitus)**.
- Behavioral health and physical health provider engagement with Navitus
  - Medication prior authorizations and appeals
  - Claim trouble shooting
  - Assistance with formulary questions
  - Lock-In Program for opioid pain and benzodiazepine anxiety medication
- Transitions of Care for Tailored Plan Go Live
  - All authorizations honored for the life of the prior authorization
  - Flexibility available via Pharmacy Service Line: **1-800-540-6083**

# Avēsis

- Avēsis (Vision Provider): Vaya Health partners with Avēsis, LLC (Avēsis) to manage both routine and medical/surgical eye care benefits for members of Vaya Total Care.
- Benefits of the Avēsis network:
  - Weekly claims check runs and real-time claims submission and tracking, including access to claims payment status 24/7.
  - User-friendly provider portal: <http://www.avesis.com/Government3/Provider/Index.aspx>
    - Providers can verify eligibility of members
    - Manage claims
    - Access plan administration forms



# Avēsis

- Dedicated Provider Relations Representative
  - Contact Person: Eva Clarkson
  - Email: [eclarkson@avesis.com](mailto:eclarkson@avesis.com)
  - Phone: **410-413-9268**
- Provider Service hours are Monday through Friday from 7 a.m. – 6 p.m. (EST), excluding observed holidays. Contact phone number: **833-282-2427**
- Contracting questions or need help prior to July 1, 2024, please email the Avēsis Provider Recruitment Team at [ProviderVisionRecruitment@avesis.com](mailto:ProviderVisionRecruitment@avesis.com)

# Modivcare

## 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:
  - Vaya's NEMT Toll Free Number (TFN): **1-888-621-2084**
  - Vaya's Member and Recipient Services Line: **1-800-962-9003**
  - Hearing Impaired (TTY): **1-866-288-3133**
  - Facility Line: **1-855-397-3606**
  - Facility Fax: **1-855-397-3607**

# EviCore

- Vaya will be partnering with EviCore to review service authorization requests for Radiology, Cardiology, Durable Medical Equipment (DME), and Specialized Therapies (OT/PT/SP).
- The following services and resources can be accessed at <http://www.evicore.com/>
  - Request prior authorizations and upload clinical information.
  - Print and view determination letters.
  - Request a peer-to-peer appointment.
  - Sign up for the EviCore Provider Newsletter and Webex training sessions.
  - Access CPT code list (updated yearly)
  - A Vaya specific area will be available on the EviCore website with our specific code list, FAQs, training dates and provider orientation information.

# EviCore

- Vaya providers will have a designated provider relations team:
  - Radiology, Cardiology, and MSK: Merritt Senters 615-788-5568, [merritt.senters@evicore.com](mailto:merritt.senters@evicore.com)
  - Patricia Allen 1-800-918-8924 x24176, [pallen@evicore.com](mailto:pallen@evicore.com)
  - Durable Medical Equipment: Sasha Hampton, [sasha.hampton@evicore.com](mailto:sasha.hampton@evicore.com)

# Resources

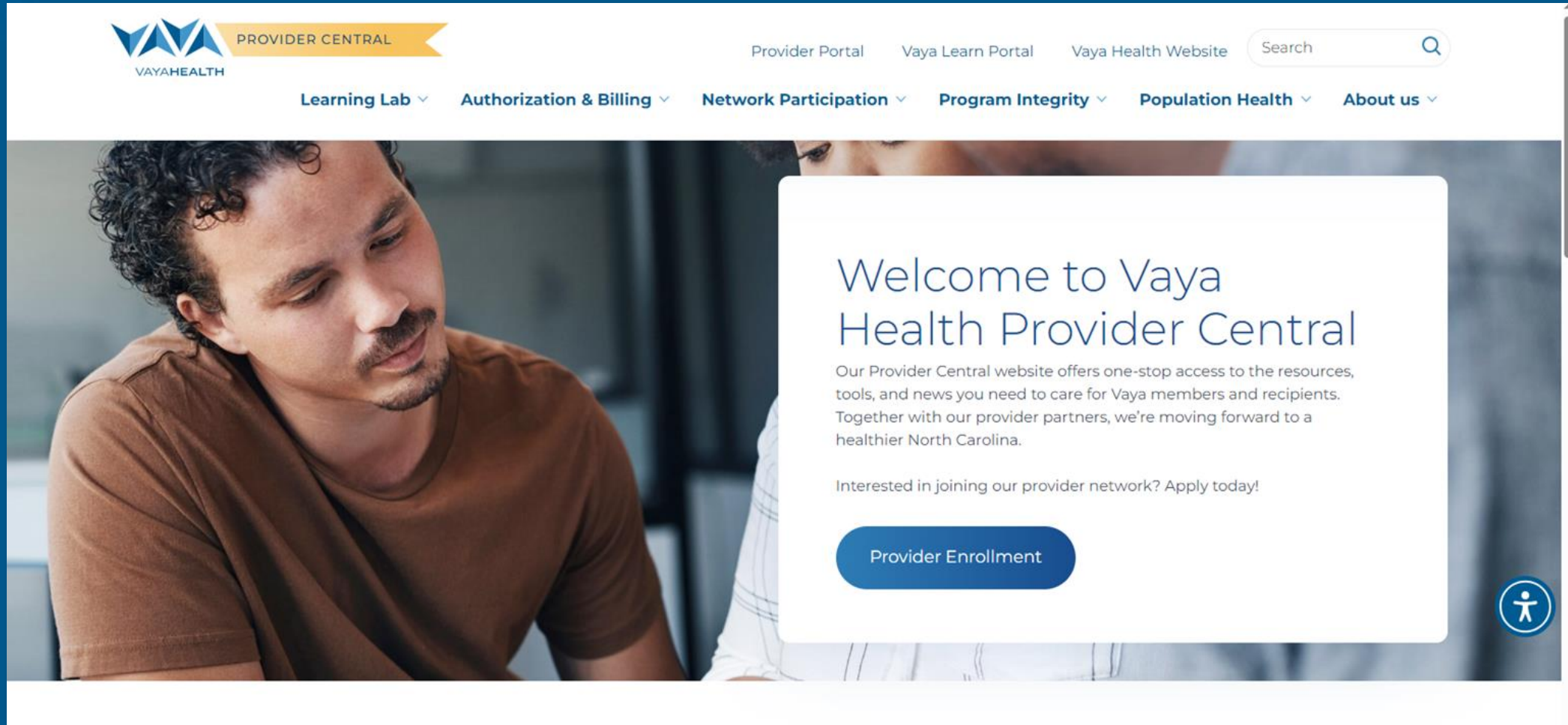
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**Breonna Martin**, Provider Educator



# Overview of Provider Central

Where to find Provider Central <https://providers.vayahealth.com/>



# Provider Communication Bulletins

- We distribute our Provider Communication Bulletin (PCB) every Thursday and as needed to provide urgent information.
- Until we move to Tailored Plan, the PCB is primarily behavioral health focused.
- All physical health providers were added to the PCB listserv on May 30, 2024.
- The PCB sign-up and archive are available here: <https://providers.vayahealth.com/learning-lab/bulletins/>
- **Please note: Providers are contractually required to receive the PCB and are responsible to adhere to any information contained within the PCB.**



# Provider Portal

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**Cryss McMillan**, Provider Educator



# Systems Access Administrator

- Each provider organization is required to identify one systems access administrator (SAA) within their organization.
- **Please note:** For individual provider organizations, the SAA for your organization was identified by your contract signatory when your contract was executed.
- The SAA is responsible for managing the creation, support, and deactivation of user access to Vaya's Provider Portal for users within your organization.
- Vaya does not issue Provider Portal logins for provider organization staff other than the SAA.

# Provider Portal Access

- We are beginning the process to add Provider Portal access to each provider organization's system access administrator.
- To learn more about our Provider Portal, refer to the job aids and recorded training posted on the [Resources](#) page of the [Provider Central](#) website.
- If you have questions about Provider Portal access, email [ProviderPortal.SAA@vayahealth.com](mailto:ProviderPortal.SAA@vayahealth.com)

# Overview of Provider Portal



## Provider Portal

Logged in as: Tommy.Duncan@vayahealth.com | VAYA HEALTH

Home

Members

Claims

Authorizations

Documents

Grievances and Complaints

Fraud, Waste or Abuse

Resources

Appeals

Report Downloads

Contact Us

Log Out



## Welcome

Welcome to the Vaya Health Provider Portal. In this portal, you can access information and resources related to Vaya Health members, recipients, beneficiaries, and your organization.

## Announcements

View our latest announcements about our health plans, portal updates, and more below. To view recent Provider Communication Bulletins, [visit Provider Central](#).

There are no current announcements.

# Provider Central: Provider Portal Page

- The [Provider Portal](#) page on [Provider Central](#) is a one-stop shop for Vaya's Provider Portal as well as the portals for all our third-party vendors.

# Upcoming Provider Portal Trainings

- Beginning on June 17, 2024, we will offer multiple trainings to help providers learn to navigate Vaya's Provider Portal.
- Registration is not required for these trainings.
- Provider Portal job aids and recorded trainings are also available on the [Resources](#) page of the [Provider Central](#) website.
- Additional Provider Portal training dates and times will be announced in upcoming [Provider Communication Bulletins](#).

# Upcoming Provider Portal Trainings

- Physical Health (PH) Provider Portal Overview Training - June 17, 2024, 10 a.m.-12 p.m.
  - [Click here to join the meeting](#)
- PH Provider Portal Claims Training - June 24, 2024, 2 p.m.-5 p.m.
  - [Click here to join the meeting](#)
- PH Provider Portal Claims Training - June 25, 2024, 9 a.m.-12 p.m.
  - [Click here to join the meeting](#)

**Please note:** PH Provider Portal Authorizations training will occur later due to prior authorization requirements being waived for the first 90 days of Tailored Plan.

# Member and Recipient Services

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**Karla Mensah**, VP of Member & Recipient Services

**Regina Frampton**, MRS Provider Support Line Manager





# Member & Recipient Services Lines

## Overview of Vaya's Call Center Service Lines

- Provider Support Service Line (Mon-Sat, 7 a.m. to 6 p.m.): **1-866-990-9712**
- Member and Recipient Service Line (Mon-Sat, 7 a.m. to 6 p.m.): **1-800-962-9003**
- Behavioral Health Crisis Line (24 hours a day, 7 days a week): **1-800-849-6127**
- Nurse Line – (24 hours a day, 7 days a week): **1-800-290-1623**

# Provider Support Services Line

## How can we help you?

- We are here to assist our providers.
- Our goal is to handle calls in one touch by either answering your questions directly when we can or conferencing in one of our subject matter experts to get real time help for you.
- Our phone line is in addition to any other supports that are available to you, from your provider network contract managers or claims specialists to resources found on Vaya's [Provider Central](#) website.

# Provider Support Services Line

## What to expect when you call us:

- Our phone representatives must verify the identity and/or agency affiliation of all callers who reach out to one of our services lines, including instances in which the caller is known to the phone representative.
- To do this, we will ask for each caller to provide either:
  - The National Provider Identifier (NPI) group number for the provider agency, *or*
  - The provider agency's tax ID number (TIN), also known as Employer Identification Number (EIN).
  - If you are calling about a specific member, we will need to authenticate with 3 pieces of member identifying information (member's first/last name, DOB, and either the SSN or Medicaid ID#).

# Upcoming Touchpoint Webinars

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**Breonna Martin**, Provider Educator



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# Upcoming **Provider Orientation** Touchpoint Webinars

- Beginning **June 12, 2024**, we will offer in-depth *Provider Orientation* webinars that will cover topics important to doing business with Vaya such as:
  - submitting prior authorization requests
  - filing claims
  - Vaya's Provider Portal
  - provider resources
  - and more!
- Stay tuned for more information in upcoming [Provider Communication Bulletins](#).

# Upcoming **Physical Health Provider** Touchpoint Webinars

- Beginning Friday, **July 26, 2024**, we will offer our bi-weekly *Physical Health Provider Touchpoints*.
- These Physical Health Touchpoint webinars are your source for the most up-to-date information on topics that affect Vaya network providers.
- Stay tuned for more information in upcoming [Provider Communication Bulletins](#).

# Overview of **Physical Health** Provider Touchpoint Webinars

- **Touchpoint**: a point of contact or interaction, especially between a business and its customers or consumers. "every touchpoint must reflect, reinforce, and reiterate your core brand strategy".
- Our *Physical Health Provider Touchpoint webinars* will start on **July 26, 2024**.
- Each Physical Health or Behavioral Health Provider Touchpoint webinar includes a question-and-answer session with *Vaya subject matter experts (SMEs)*.

# Overview of **Physical Health** Provider Touchpoint Webinars

- We encourage all network providers to attend. *Registration is not required.*
- The link to each webinar will be published both the week prior to and the week of the event in the [Provider Communication Bulletin](#).
- For recordings of past webinars and links to related resources, visit the [Provider Touchpoint](#) page on [Provider Central](#).





**Questions, Thoughts, Comments**

# Thank you

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