

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, June 14, 2024



VAYAHEALTH

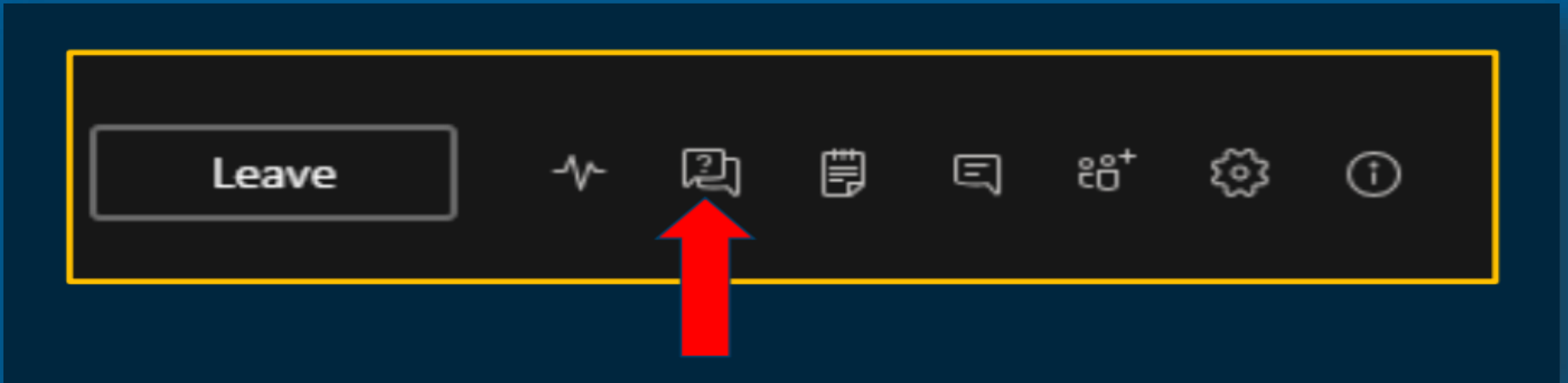
How does the Q&A work?

- 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

Bryan Hardie, Behavioral Health UM Manager

Chenetta Clarke, Clinical Quality Manager

Christine Gillenkirk, Physical Health PN Contract Manager

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

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

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

Jennifer Jennings, Substance Use (SU) Network Development Director

Today's Vaya Participants

Jessica Maas , Director, SDOH Network Development

Karla Mensah, Vice President of Member and Recipient Services

Kate Glance, Regulatory Reporting Director

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

Breonna Martin, Provider Educator (Producer)

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

Monica Thomas, Administrative Support Professional (Co-producer)

“

WELCOME
Vaya Health Providers

”

Juneteenth

- Juneteenth marks our country's second independence day. Although it has long been celebrated in the African American community, this monumental event remains largely unknown to most Americans.
- The historical legacy of Juneteenth shows the value of *never giving up hope* in uncertain times.

On “Freedom’s Eve,” or the even of Jan. 1, 1863, the first Watch Night services took place. On that night, enslaved and free African Americans gathered in churches and private homes across the country awaiting news that the Emancipation Proclamation had taken effect.

- At the stroke of midnight, all enslaved people in the Confederate States were declared legally free.

Juneteenth

- Only through the [Thirteenth Amendment](#) did emancipation end slavery throughout the United States.
- But not everyone in Confederate territory would immediately be free.
- Even though the Emancipation Proclamation was made effective in 1863, it could not be implemented in places still under Confederate control.

As a result, in the westernmost Confederate state of Texas, enslaved people would not be free until much later. Freedom finally came on **June 19, 1865**, when some 2,000 Union troops arrived in Galveston Bay, Texas.

The army announced that the more than 250,000 enslaved black people in the state, were free by executive decree.

Juneteenth

- The day came to be known as “[Juneteenth](#)”, by the newly freed people in Texas.

[The National Museum of African American History and Culture](#) is a community space where the spirit of hope lives on. A place where historical events like Juneteenth are shared and new stories with equal urgency are told.

As you celebrate Juneteenth this year, the museum offers additional resources to help you embrace the rich history of Freedom Day.

- View the [Juneteenth Digital Toolkit](#).

Father's Day

Father's Day (declared a national holiday in 1972) falls on the third Sunday in June to honor the role fathers play in the family structure and society.

- This day recognizes not just fathers, but the father figures in our lives.
- These are the men we look up to who set solid examples for us and guide us throughout our lives.

On Your Radar

DMH/DD/SUS 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.

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?
 - July 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 July 1, 2024.

Tobacco Free Policy Effective July 1, 2024.

- 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 well on its way to success. Since launch on May 15, 2024, Vaya has enrolled **over 100 members** in the **HOP** Program!
- **HOP** service categories include food, housing, transportation, and interpersonal safety and toxic stress
- The following participating counties are in Vaya's region: 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

- To qualify for **HOP**, beneficiaries must be eligible for Tailored Care Management (TCM) which equates to having 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.
- 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

Vaya Pharmacy Operations and Pharmacy Benefits Manager (PBM)



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Vaya Health Pharmacy Operations



Heather Cree, PharmD
VP of Pharmacy
Operations



Beth Beasley, PharmD
Clinical Pharmacist



Stephanie Craycroft-
Andrew, PharmD
Clinical Pharmacist



Jay Vora, PharmD
Pharmacy Director NC
Medicaid Managed
Care Program

Two Medication Programs

Medical Pharmacy (AKA - Physician Administered Drug Program, PADP, PDP)

- Given by provider in clinic or outpatient hospital billed on medical claims
- Covered drugs on [NCDHHS catalog](#)
- No Prior Authorization required

Outpatient Pharmacy Program

Dispensed at outpatient pharmacies through Pharmacy Benefits Manager (PBM)

- [Preferred Drug List](#) guides formulary
- [Clinical coverage policies](#) by NCDHHS
- [Prior Authorization](#) criteria by NCDHHS

- [Coverage](#) is exactly the same for Medicaid Direct, Standard Plans, and Tailored Plan

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**

Service and Authorization Updates

Tailored Plan Prior Authorization Guidance and Flexibilities

The Vaya Health Behavioral Health and I/DD Tailored Plan will launch on July 1, 2024. Temporary authorization requirements and flexibilities include:

Physical Health Services

- Vaya will not require prior authorization for physical 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.

Tailored Plan Prior Authorization Guidance and Flexibilities

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.

Tailored Plan Prior Authorization Guidance and Flexibilities

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

Tailored Plan Prior Authorization Guidance and Flexibilities

[Quick Reference for Tailored Plan Prior Authorization Requirements at Tailored 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**

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 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 link to the [Provider Communication Bulletin 2023-2024 Issue 62](#) (June 6, 2024).

Claims Updates

Updated Communication: Year-End Due Dates for Non-UCR Payment Expenditures

- On June 3, 2024, Vaya received the formal announcement from the NCDHHS Office of the Controller regarding deadlines for processing non-UCR payments for SFY 2023-24.
- Providers were required to submit any invoices for actual non-UCR expenditures incurred through May 31, 2024, to Vaya's Finance Department **by the end of the day, June 5, 2024.**
- For more information, review the [Provider Communication Bulletin 2023-2024 Issue 61](#) (June 4, 2024) which includes links to two NCDHHS memos.
 - *All remaining Non-UCR Invoices for FY24 need to be submitted by July 20, 2024.*
- For questions, contact Senior Staff Accountant Jamie Brendle at Jamie.brendle@vayahealth.com or Special Projects Manager Chad Swicegood at chad.swicegood@vayahealth.com.

Rates Updates

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 PSCYH)** to the *corrected rate* of \$151.60.
- Vaya will reprocess claims that had been paid at the lower rate at the higher rate. Please 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.
- For questions, contact your provider network contract manager or email provider.info@vayahealth.com.

1915(i) Updates

1915(i) Waiver Services for Tailored Plan and Medicaid Direct

- NCDHHS recently announced that individuals who are enrolled in Medicaid Direct may continue to receive 1915(b)(3) services beyond June 30, 2024. Previous guidance indicated that all members would be required to transition to 1915(i) services by June 30, 2024. The Department has not provided a new transition timeline.
 - **Members who will be enrolled in a Tailored Plan July 1, 2024, are still required to transition to 1915(i) services by June 30, 2024.**
- NCDHHS also has updated the 1915(i) Assessment Tool, which is available on the [Tailored Care Management](#) page of the Department's website.
- For more information, contact your provider network contract manager or email provider.info@vayahealth.com.

BH I/DD Tailored Plan Updates

Tailored Plan Welcome Packets

- Tailored Plan (TP) Welcome Packets will all be sent by 6/13/24 welcoming them to the TP. After that date they are mailed daily (Monday – Friday)
- The Tailored Plan Welcomes Packets include:
 - Tailored Plan Medicaid Welcome Letter
 - Tailored Plan Member Handbook
 - TCM Member Insert
 - TCM Opt in Opt out Change Form
 - Vaya's Notice of Privacy
 - NEMT Insert
 - Notice of Nondiscrimination
- If members need another handbook or have lost their Medicaid ID card, please direct members to Member and Recipient Service Line @ 1-800-962-9003

Tailored Plan Welcome Packets



200 RIDGEFIELD COURT, SUITE 218
ASHEVILLE, NC 28806-2355

Member ID: _____ **NC Medicaid**

Member:
MEMBER NAME

PCP Name:
PROVIDER NAME
PCP Phone: 000-000-0000
PCP Address
City, State ZIP

RxBIN: 610602
RxPCN: MCD
RxGRP: VayaRX

Detailed benefit information is available at vayahealth.com.

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 (Avésis): 1-866-889-4457

Vaya Health and YOU: Moving Forward Together

Physical Health Touchpoint Webinars

- Orientation webinars 11 a.m.-12 p.m. (Registration not required)

June 26, 2024, [Click Here](#)

July 3, 2024, [Click Here](#)

July 10, 2024, [Click Here](#)

July 17, 2024, [Click Here](#)

July 24, 2024, [Click Here](#)

July 31, 2024, [Click Here](#)

- Physical Health ongoing biweekly Touchpoint webinars (Registration not required)
 - Beginning Friday, **July 26, 2024**, we will offer our bi-weekly *Physical Health Provider Touchpoints*.
- Visit the [Provider Touchpoint](#) page on [Provider Central](#) for recordings of past webinars and links and resources.
- *Sign up and stay tuned for more information* in upcoming [Provider Communication Bulletins](#).

Quality Management Updates

Psychiatric Residential Treatment Facility Review: Trends/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.
- For more information, see the [Provider Communication Bulletin 2023-2024 Issue 62](#) (June 6, 2024) and the [PRTF Review: Trends and Patterns](#) memo.
- For questions, email Vaya's Clinical Quality Team at ClinicalQualityTeam@vayahealth.com.

Dads and Mental Health

It's important to teach your children about mental health.



There should be more support for fathers when it comes to mental health.



I wish my friends/family checked on me more often.



I feel judged for talking to others about my mental health.



I don't know how to express my feelings to others.



I struggle to talk to my children about mental health.



Dads and Mental Health

I prioritize my family's needs over my own.



Being a father is core to how I think of myself.



I do more childcare/parenting than I get credit for.



I feel I should be more involved as a parent.



I wish others (my child's teachers, doctors, etc.) recognized me more as a parent



The expectations on me as a parent are too high.



Learning and Participation Opportunities

NCDHHS 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.* (board-certified practitioners 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).

NCDHHS 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:

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

- SAMHSA and the Federal Emergency Management Agency (FEMA) provides 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.

Provider Portal Trainings

Vaya will offer several virtual trainings to help providers learn to navigate our Provider Portal. Registration is not required.

- The **Provider Portal Overview Training** will cover logging in and out, enrollment, updates, discharges, filing grievances, appeals, downloading reports, locating resources, and using the “Documents” feature.
- The **Provider Claims Training** will provide a demonstration on submitting claims.

The *first three sessions* are scheduled as follows:

- **June 17, 2024, 10 a.m.-12 p.m.**- Provider Portal Overview Training. [Join online.](#)
- **June 24, 2024, 2-5 p.m.**- Provider Portal Claims Training. [Join online.](#)
- **June 25, 2024, 9 a.m.-12 p.m.**-Provider Portal Claims Training. [Join online.](#)

Provider Portal Trainings

- Provider Portal job aids and recordings of previous trainings are also available on the [Resources](#) page of Vaya's Provider Central website.
- We will announce additional Provider Portal training dates and times in upcoming [Provider Communication Bulletins](#)
- Please note: Vaya will offer Provider Portal trainings at a future date, since there are some authorization flexibilities for 90 days after Tailored Plan launch.

NCDHHS Bilingual Toolkit Resources

NCDHHS has released *bilingual toolkit resources* ahead of the launch of Behavioral Health and I/DD Tailored Plans on July 1, 2024. Review materials on the [Toolkit: Transition to Tailored Plans](#) page of the Department's website which include the following:

- [Flyer: Non-emergency Medical Transportation/Free rides to and from your medical and mental health appointments](#)
- [Flyer: What happens if your providers are not in your Tailored Plan network](#)
- [Flyer: 1915\(i\) Medicaid home-and community-based services](#)
- [Webpage: What to do if your NC Medicaid will move to a Tailored Plan](#)
- *Vaya Health members who will transition to the Tailored Plan, **who did not receive a letter** (or who have questions), may call the NC Medicaid Enrollment Broker at **833-870-5500**.*

NCDHHS Stakeholder Engagement for Clinical Coverage Policy 8A-9

- NCDHHS will host two webinars to present updates to NC Medicaid Clinical Coverage Policy 8A-9, Opioid Treatment Program Service. The same information will be shared each session.

See virtual meeting links below:

- June 24, 2024, 1-1:45 p.m. [Join here.](#)
- June 26, 2024, 2-2:45 pm. [Join here.](#)

Brain Injury Association of NC 2024 Conference

- The [Brain Injury Association of North Carolina](#) (BIANC) will hold an in-person conference at the [Hilton Charlotte Uptown](#) in Charlotte, NC.
- **June 27-28, 2024:** [Learn more and register online.](#)

Housing Tenancy Support Toolkit for Community Support Teams

- The [UNC Institute for Best Practices](#) and [Technical Assistance Collaborative](#) have released the result of a months-long collaboration in the form of a [Housing Tenancy Support Toolkit for Community Support Teams \(CST\)](#). The toolkit provides information about running a successful CST ranging from foundational principles to technical strategies.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, June 28, 2024, 11 a.m.-12 p.m.



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