



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

Vaya Health will not require prior authorization for physical health services for Behavioral Health and I/DD Tailored Plan members until Oct. 1, 2024.

Access to Vaya's Provider Portal

Vaya's [Provider Portal](#) allows providers to securely submit and review claims, create and review authorization requests, manage users, explore resources, and more.

Systems Access Administrator

Each provider organization is required to identify one systems access administrator (SAA) within their organization. The SAA is responsible for managing the creation, support, and deactivation of user access to the Vaya portal for users within your organization. Vaya does not issue portal logins for provider organization staff other than the SAA.

Please note: Individual provider organizations designated an SAA during the contracting process. No further action is required from these providers.

For help using the Provider Portal, review the job aids and recorded trainings on the [Resources](#) page of our Provider Central website. For technical assistance, submit an online [Provider Service Desk Request Form](#), email ServiceDesk@vayahealth.com, or call 1-800-893-6246, ext. 1500.

Year-End Due Dates for Non-UCR Payment Expenditures

To ensure reimbursement, providers must submit remaining invoices for actual non-UCR expenditures for SFY 2023-24 by July 20, 2024. For more information, review [Provider Communication Bulletin 2023-24, Issue 61](#) (June 4, 2024).

If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com. 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.

New: Online Claims Inquiry Option

Providers can now submit claims denial, billing, and payment questions through Vaya's online [Claims Inquiry Form](#).

This new option enables us to better support providers with quicker response times. **Please note this form replaces the existing claims@vayahealth.com email contact.** Emails to this address will now redirect providers to the online form.

The online form requires pertinent information to help Vaya easily access, review, and research questions or concerns. Providers can expect a response from a claims specialist within three business days. For more information, contact Vaya's Claims Department at 1-800-893-6246, ext. 2455.

New Potential Review Outcome: Issuance of Overpayment

Effective July 1, 2024, Vaya's Quality Management (QM) Department has added "issuance of overpayment" as a potential outcome for reviews in which Vaya identifies out-of-compliance items that result in overpayment. Providers are required to pay back any overpayment they learn about through a self-audit or a Vaya-issued Notice of Overpayment. Refer to your specific contract or Vaya's [Provider Operations Manual](#), Section 9, for details.

If a Vaya QM review or Special Investigations Unit (SIU) investigation identifies any out-of-compliance items or issues, including quality of care or quality outcome concerns, we may issue a Plan of Correction or Notice of Overpayment, or we may take other adverse action. For more information, email the QM Department at QualityManagement@vayahealth.com or the SIU at SIU@vayahealth.com.

PHYSICAL HEALTH PROVIDERS

PCP Information on Medicaid ID Cards

Please note primary care provider (PCP) information listed on Tailored Plan member Medicaid ID cards may reflect the name and address of the PCP's corporate entity, rather than the assigned PCP's local practice name and service location.

All PCPs listed on member Medicaid ID cards are contracted with Vaya, and the corporate entity name should not present a barrier to the member receiving care. If a Vaya member presents for treatment, providers should not deny treatment because the member's Medicaid ID card lists a PCP's corporate entity and address rather than the local practice name.

If you have questions, call the Provider Support Service Line at 1-866-990-9712 or email provider.info@vayahealth.com.

Physical Health Provider Resources

Vaya welcomes physical health providers to our network. Please review [Provider Communication Bulletin 2023-24, Issue 60](#) (May 30, 2024) for important orientation information.

Provider Touchpoint Webinar July 24, 2024, 11 a.m.-12 p.m.

Join our next Provider Orientation Touchpoint Webinar for Physical Health Providers. This webinar will provide helpful information on how to do business with Vaya, including available resources, prior authorizations, and claims submissions.

PROVIDER TOUCHPOINT WEBINAR FOR PHYSICAL HEALTH PROVIDERS - JULY 24, 2024

Vaya will also offer a Provider Orientation Touchpoint Webinar for Physical Health Providers from 11 a.m.-12 p.m. on [July 31, 2024](#). For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

Open Office Hours for Providers

Join Vaya's virtual open office hours sessions for providers. We invite you to drop in and ask questions related to doing business with Vaya or stay for the full session. Subject matter experts on multiple topics will be available each session to answer your questions. No prior registration is required. We will hold sessions:

- July 22, 2024, 10-11:30 a.m.
- July 23, 2024, 10-11:30 a.m.
- July 24, 2024, 10-11 a.m.
- July 25, 2024, 10-11:30 a.m.
- July 29, 2024, 10-11:30 a.m.
- July 30, 2024, 10-11:30 a.m.
- July 31, 2024, 10-11 a.m.
- Aug. 1, 2024, 10-11:30 a.m.

[Join on Microsoft Teams.](#)

Reminder: Providers may not discuss member/recipient protected health information (PHI) during these calls due to the presence of multiple Vaya staff and other providers. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Provider Touchpoint Webinar for Behavioral Health Providers Tomorrow, July 19, 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](#). For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

Funding Still Available: Nicotine Replacement Therapy for Uninsured Individuals receiving Substance Use Treatment

Vaya has received funding to purchase nicotine replacement therapy (NRT) for uninsured individuals who use tobacco and are receiving treatment for substance use in a residential facility or outpatient setting. As part of this initiative, eligible individuals can receive free nicotine gum, patches, or lozenges. Vaya is partnering with [NC Med Assist](#) to provide the NRT and ship it directly to provider organizations.

To order NRT, visit <http://medassist.org/nrt/> and enter the password "FREENRT." You will be required to provide the following information:

- A shipping address (including suite or building number)
- The name of your affiliated LME/MCO
- Your facility name (If you do not see your facility on the dropdown menu, please select "other" and enter the correct name.)

Reference recommended guidelines and the number of uninsured individuals you serve to determine the amount of NRT you need for a two-week supply. Add that amount to the cart, review the terms of service, sign, and submit your order. You will receive a confirmation email.

Vaya is required to submit a semiannual report with basic demographic information about the individuals who receive NRT through this funding. NC MedAssist reaches out to collect that information semiannually.

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

NCDHHS Inclusion Works Resources and Learning Opportunities

In 2023, NCDHHS launched the [Inclusion Works](#) initiative to promote Competitive Integrated Employment (CIE) for individuals with I/DD. The initiative's free [Exploring Paths to CIE guide](#) is designed to inform care managers, providers, and families about helping individuals with I/DD achieve and maintain CIE. The guide explores key terms, processes, and available support options.

NCDHHS has also created a [video tutorial](#) and [FAQ document](#) about the initiative, and the recordings and slides from Inclusion Works Lunch and Learn Presentations are available on the [News and Community Updates](#) page of the initiative website.

The next Inclusion Works Lunch and Learn will be 12-1 p.m. on Aug. 21, 2024. The topic is Tailored Plan and Tailored Care Management Overview. [Register online.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Upcoming Vaya Provider Portal Virtual Trainings

Vaya will offer several virtual trainings to help providers learn to navigate our [Provider Portal](#). Registration is not required.

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

Review the training scheduled and join below:

- July 22, 2024, 2-4 p.m. – Provider Portal: Portal Overview and Navigation. [Join online](#).
- July 23, 2024, 12-2 p.m. – Provider Portal: Claims Submission and Management. [Join online](#).
- July 25, 2024, 1-3 p.m. – Provider Portal: Claims Submission and Management. [Join online](#).
- July 29, 2024, 2-4 p.m. – Provider Portal: Portal Overview and Navigation. [Join online](#).
- July 30, 2024, 1-3 p.m. – Provider Portal: Claims Submission and Management. [Join online](#).
- Aug. 2, 2024, 1-3 p.m. – Provider Portal: Claims Submission and Management. [Join online](#).

For more information, email provider.training@vayahealth.com.

Provider Portal job aids and recordings of previous trainings are 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: Prior Authorization Submission and Management** later, as prior authorization requirements for physical health services are waived for 90 days after Tailored Plan launch. For more information about waived requirements and other temporary flexibilities, see [Provider Communication Bulletin 2023-2024, Issue 62](#) (June 6, 2024).

TCL Local Barriers Committee Training Available

A Transition to Community Living (TCL) Local Barriers Committee training is now available through the [Vaya Learn Portal](#). **The training is an annual requirement** and a resource for providers who serve the TCL population.

This training covers the intention and process of the TCL Local Barriers Committee and State Barriers Committee, information about identifying a barrier versus a "problem" or "performance gap," and resources for submitting a barrier to the committee. If you have questions, email TCLBarriers@vayahealth.com.

Initial Local Certified Forensic Evaluator (LCFE) Training Aug. 23, 2024, 9 a.m.-4 p.m.

Providers who are interested in becoming certified to complete forensic evaluations must attend an approved initial training. Initial trainings are offered twice per calendar year.

To apply for consideration to attend the training, email the completed [LCFE Training Registration Form](#) in electronic MS Word format to provider.training@vayahealth.com by 5 p.m. on Aug. 9, 2023.

Separate forms must be submitted for each person who wishes to attend. For more information, email provider.training@vayahealth.com.

Please note: Certified forensic evaluators who did not attend a required annual training in June 2024 should apply to attend this initial training to reestablish their certification status.

NC Child Treatment Program Fall 2024 Learning Collaborative Applications Now Open

The [NC Child Treatment Program](#) has opened applications for the next [Trauma-Focused Cognitive Behavioral Therapy](#) (TF-CBT) and [Cognitive Processing Therapy](#) (CPT) training cohorts.

The TF-CBT Learning Collaborative is for professionals who work with youth (ages 3-18) who have experienced trauma. It includes two face-to-face training days in Charlotte and two virtual half days, with bi-weekly individual clinical consultation calls and monthly group clinical consultation calls between training dates. To graduate, trainees must complete a full course of TF-CBT with at least two clients. The in-person portion of the upcoming training will take place Oct. 16-17, 2024. Visit the [TF-CBT Cohort 32](#) page of the [NC Child Treatment Program website](#) to learn more and apply by Aug. 9, 2024. For more information, email Tiffany Singleton at tiffany.singleton@duke.edu.

The CPT Learning Collaborative is for professionals who work with adolescents and adults (ages 14 and older) with posttraumatic stress disorder. This nine-month training program includes five virtual training days and group support and coaching. Visit the [CPT Cohort 3](#) page of the [NC Child Treatment Program website](#) to learn more and apply by Aug. 2, 2024. For more information, email Beverly Glienke at beverly.glienke@duke.edu.

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](#).

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