



# PROVIDER COMMUNICATION BULLETIN

JULY 25, 2024 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 9

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## ALL NETWORK PROVIDERS

### Scheduled Provider Portal Downtime

Vaya Health's [Provider Portal](#) will be unavailable from 9 p.m. Friday, July 26, 2024, through 4 a.m. Saturday, July 27, 2024, for planned system maintenance. Users will not be able to log into the portal during this time.

### Provider Touchpoint Webinars

**July 26, 2024, 11 a.m. – 12 p.m. – Physical Health Providers**

**Aug. 2, 2024, 11 a.m. – 12 p.m. – Behavioral Health, I/DD, and TBI Providers**

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.

**PROVIDER TOUCHPOINT WEBINAR FOR PHYSICAL HEALTH PROVIDERS - JULY 26, 2024**

**PROVIDER TOUCHPOINT WEBINAR FOR BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS - AUG. 2, 2024**

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.

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## Provider Operation Manual: 30-Day Comment Period

Vaya will hold a 30-day comment period for our [2024-2025 Provider Operations Manual](#) from July 26-Aug. 26, 2024. Please send questions and any suggestions for revisions to [manuals@vayahealth.com](mailto:manuals@vayahealth.com).

Please note that the Provider Operations Manual is incorporated into your contract with Vaya as a binding requirement. It is your responsibility to be familiar with, understand, and adhere to all requirements of your contract(s) with Vaya. Lack of familiarity or understanding is not a valid reason for non-compliance.

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## Tailored Plan Member Copays

Behavioral Health and I/DD Tailored Plan members may be required to pay a copay of \$4 for certain physical health services and medications. **Please note there are no copays for behavioral health, I/DD, or traumatic brain injury (TBI) services or for the following individuals:**

- Members under age 21
  - Members who are pregnant
  - Children in foster care
  - Federally recognized tribal members
  - Members receiving hospice care
  - North Carolina Breast and Cervical Cancer Control Program (NC BCCCP) participants
  - People living in an institution who are receiving coverage for cost of care
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## Reminder: New Online Claims Inquiry Form

Vaya has a new way for providers to submit claims denial, billing, and payment questions through our online [Claims Inquiry Form](#).

The new form allows us to better support providers with quicker response times. **Please note this form replaces the existing [claims@vayahealth.com](mailto:claims@vayahealth.com) email contact.** This email inbox will no longer be monitored and will redirect providers to the new 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.

## PHYSICAL HEALTH PROVIDERS

### Provider Orientation Touchpoint Webinar for Physical Health Providers

**July 31, 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.

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

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## 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 the following sessions in July:

- July 29, 2024, 10-11:30 a.m.
- July 30, 2024, 10-11:30 a.m.
- July 31, 2024, 10-11 a.m.

[Join on Microsoft Teams.](#)

We will hold sessions from 10-11 a.m. on the following dates in August 2024: Aug. 1, 6, 7, 8, 13, 14, 15, 20, 21, 22, 27, 28, and 29. [Join the August sessions on Microsoft Teams using this new meeting link.](#)

*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.*

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## Reminder: Prompt Claims Submission

Both contracted and out-of-network physical health providers that do business with Vaya should submit claims on your organization's usual billing schedule. Please do not hold claims.

If you have questions about filing claims, contact your provider network contract manager, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com), or complete a [Claims Inquiry Form](#).

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### Updated Medicaid Standard Rates for Select Substance Use Treatment Services

Vaya is updating our Tailored Plan and NC Medicaid Direct standard rates for the following substance use treatment services for dates of service beginning Aug. 1, 2024:

- H0015 - Substance Abuse Intensive Outpatient Program (SAIOP): \$170.03 per day
- H2035 – Substance Abuse Comprehensive Outpatient Treatment (SACOT): \$58.61 per hour

The revised standard rate schedule will be available on the Provider Central website's [Rate and Checkwrite Schedules](#) page. Please remember to make necessary changes to provider billing systems and to bill charges at or above the posted rates to receive the full unit reimbursement.

If you have questions, please contact [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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# New Withdrawal Management Services and Licensure Waiver Updates

NC Medicaid has announced the following services listed will promulgate on Oct. 1, 2024:

- 8A-7: Ambulatory Withdrawal Management Without Extended Onsite Monitoring (ASAM 1WM)
- 8A-8: Ambulatory Withdrawal Management with Extended Onsite Monitoring (ASAM 2WM)
- 8A-11: Medically Monitored Inpatient Withdrawal Management Service

NC Medicaid is expected to post clinical coverage policies for these services on Oct. 1, 2024.

The NC Division of Health Service Regulation (DHSR) will require providers to submit licensure waiver forms and letters of support from each LME/MCO with which they contract. **DHSR will send the waiver forms to providers of these services.**

To request a letter of support from Vaya, email Onika Wilson, Vice President of Quality Management, at [onika.wilson@vayahealth.com](mailto:onika.wilson@vayahealth.com). When you receive the letter of support, submit it and your licensure waiver form directly to DHSR.

If you have any questions, or would like more information, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## DATE CORRECTION: 2024 Perception of Care Survey Announcement

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDDSUS) oversees the administration of an annual Consumer Perception of Care Survey. The survey results are used in policy decisions that are designed to improve the service system.

**The survey administration period is planned to begin Aug. 12, 2024.** All survey responses will be submitted electronically to the Division of MHDDDSUS via the NCDHHS web-based survey platform. Telephonic and two-way audio-video administration will also be permitted.

Vaya will email survey administration guidelines, links, helpful tips, and additional resources to participating providers prior to Aug. 12, 2024. We appreciate your participation in this year's Perception of Care Survey.

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## NC-TOPPS Updates

The [NC Treatment Outcomes and Program Performance System \(NC-TOPPS\)](#) is a web-based program that allows the Division of MHDDDSUS to measure the quality of mental health and substance use disorder services and their impact on members' and recipients' lives.

### NC-TOPPS Vaya Superuser: Weekly Reminders

As a courtesy, Vaya has sent weekly e-mails to all providers outlining NC-TOPPS interviews that are past due, currently due, or upcoming for completion. Effective July 29, 2024, Vaya will stop issuing weekly emails with NC-TOPPS updates to provider organizations.

These courtesy emails should not be the only means of tracking upcoming interview deadlines. Provider organizations are responsible for having an internal NC-TOPPS tracking process in place. Vaya will assess the impact of weekly NC-TOPPS emails on compliance rates to determine whether weekly reminders from Vaya are necessary.

**Note:** NC-TOPPS users can opt in to email reminders of upcoming interview due dates directly

from NC-TOPPS. To opt in:

- Visit [NC-TOPPS Login](#) and enter your login information.
- Use the following pathway: User Tools > Manage User Preferences.
- Select “yes” to receive Update Emails next to your organization’s site address and save changes.

### NC-TOPPS Annual User Attestations

Vaya is working to complete the annual NC-TOPPS Access Control Review. If your organization has not responded to the verification emails sent by Vaya’s superuser, please reach out to [nctopps@vayahealth.com](mailto:nctopps@vayahealth.com) to complete the verification as soon as possible.

Vaya does not have the ability to change information in NC-TOPPS. To correct information in the system, providers must contact NC-TOPPS at [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu) or 919-515-1310.

If you have questions for Vaya, call Vaya’s Provider Support Service Line at 1-866-990-9712 or email [nctopps@vayahealth.com](mailto:nctopps@vayahealth.com).

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## Recruiting Now: Biltmore Estate Project SEARCH

The Biltmore Estate is recruiting applicants for the 2024-25 Project SEARCH program year. Biltmore Estate’s Project SEARCH program is a unique, nine-month, business-led transition program designed to provide young adults with I/DD with real-life work experience combined with training in employability and independent-living skills. This program's goal is to help young neurodivergent adults make successful transitions from school to productive adult life. **The Biltmore program will begin Sept. 9, 2024.** [Learn more about Project SEARCH.](#)

Complete a [candidate application packet](#) and submit it to:

Tim Blekicki, Assistant Regional Director  
The Arc of North Carolina  
30 Garfield St., Suite D  
Asheville, NC 28803

## 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 schedule and join below:

- 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](mailto: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).

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## Abound Health 2024 Supported Employment Symposium Oct. 30, 2024, 10 a.m.-4 p.m.

Abound Health will host a Supported Employment Symposium in Gastonia. Participants will learn about trends and best practices in Supported Employment, explore job opportunities and inclusive employers, hear from industry leaders, develop skills to support employment success, and access resources for career development. [See the symposium flyer for more information](#) and [register online](#).

**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](https://providers.vayahealth.com)



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