

# Provider Touchpoint for Behavioral Health and I/DD Network Providers

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Friday, July 19, 2024



VAYAHEALTH

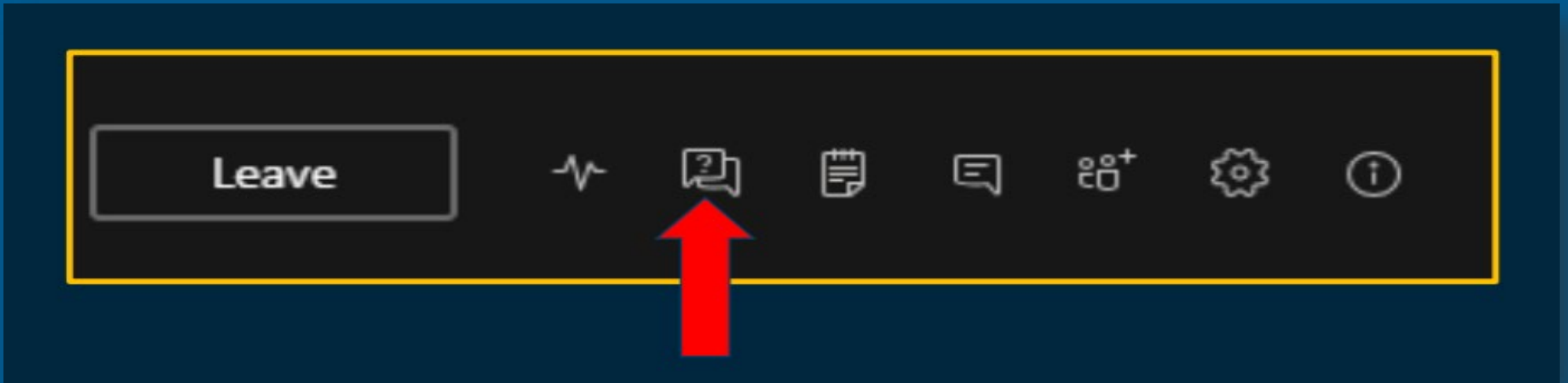
# How does the Q&A work?

- 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](mailto: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](#) > [Resources](#) >  
[Provider Touchpoint](#)

Provider Communication Bulletin sign-up and archive:

[Provider Central](#) > [Resources](#) >  
[Communication Bulletins](#)

# Today's Vaya Participants

**Angela Evans**, Utilization Management BH Clinical Director

**Chenetta Clarke**, Clinical Quality Manager

**Christine Fraser**, Claims Specialist

**David Boyd**, BH Provider Network Director

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

**Edel Santos**, Assistance Vice President of Clinical Solutions, Utilization Management

**Jennifer Jennings**, Substance Use (SU) Network Development Director

# Today's Vaya Participants

**Karla Mensah**, Vice President of Member and Recipient Services

**Kurt Boldt**, Assistant Vice President PH Network Operations

**Mary Stokas**, Business Operations Director

**Michael Beveridge**, Data Analyst, Healthcare Analytics

**Sarah Frei**, HOP Director

**Tom Wilson**, I/DD Network Development Director

**Utilization Management, Claims, and Care Management teams**

# Today's Production Team

**Cryss McMillan**, Provider Educator (Producer)

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

**Breonna Martin**, Provider Educator (Co-producer)



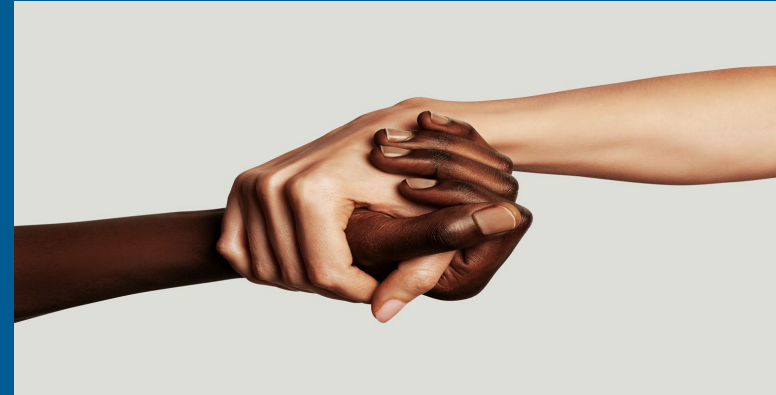
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**WELCOME**  
**Vaya Health Providers**

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# Nelson Mandela International Day

- On July 18<sup>th</sup> we celebrate Nelson Mandela International Day, the date being chosen because it is Nelson Mandela's birth date. The day has been a UN observance since 2009.
- The purpose of Nelson Mandela International Day is to bring attention to the legacy of Nelson Mandela and to encourage others to walk in his footsteps. There are worldwide awareness campaigns and opportunities to engage in causes designed to reduce poverty, promote world peace, and bring cross-cultural reconciliation. There is also a strong emphasis on accepting and celebrating cultural diversity.



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# On Your Radar

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# Reminder: Year-End Due Dates for Non-UCR Payment Expenditures

- To ensure reimbursement, providers must submit invoices for all actual non-UCR expenditures for SFY 2023-24 by tomorrow, 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](mailto:provider.info@vayahealth.com).
- You may also contact Senior Staff Accountant Jamie Brendle at [Jamie.brendle@vayahealth.com](mailto:Jamie.brendle@vayahealth.com) or Special Projects Manager Chad Swicegood at [chad.Swicegood@vayahealth.com](mailto:chad.Swicegood@vayahealth.com).

# Updated Provider Operations Manual

- Vaya has published an updated [Provider Operations Manual](#), Version 2.0, effective July 1, 2024.
- The manual and all requirements outlined within it are a binding part of network provider contracts with Vaya.
- As always, please refer to the Vaya website for the most recent version of the manual.

# Electronic Visit Verification (EVV) Pending Placement Queue: Reminder

- As announced in [Provider Communication Bulletin 2023-24, Issue 5](#) (Aug. 3, 2023), Vaya will add members who are placed with a network provider from whom they have not previously received services to that provider's Pending Placement Queue in [HHAeXchange](#). HHAeXchange is Vaya's vendor for EVV services.
- To ensure all provider staff can accept pending placements in HHAeXchange, the account administrator must confirm all staff accounts have a check in the box next to "accept unspecified office placements."
- For instructions on managing members on your Pending Placement Queue in HHAeXchange, refer to the Accepting Placements job aid in the Help section of the HHAeXchange portal.

# Electronic Visit Verification (EVV) Pending Placement Queue: Reminder

Follow the steps below to search Vaya's [Provider Portal](#) for a member on your HHAeXchange Pending Placement Queue:

- Select the Authorizations tab.
- Search by NPI number and date range.
- View the list of authorizations that displays.
- Select the funnel image next to “Authorization ID” to filter the list by the ID associated with the pending placement.

For more information, contact your assigned provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Healthy Opportunities Pilot Launch

- The **Healthy Opportunities Pilot (HOP)** is now available to eligible Tailored Plan beneficiaries in addition to Tailored Care Management Eligible Medicaid Direct enrollees!
- Any member who transitioned from PIHP (Medicaid Direct) to Tailored Plan (TP) Medicaid on July 1, 2024, should experience no disruption with their **HOP** service, as this administrative transition is currently being supported by our internal teams to ensure continuity in care.
- If you are a TCM provider who has launched **HOP** and need support with the transition of care process for members transitioning from PIHP to TP, please reach out to Abbie at UniteUS ([abbie@uniteus.com](mailto:abbie@uniteus.com)) or Sarah Frei, Vaya Health **HOP** Director, at [Sarah.Frei@vayahealth.com](mailto:Sarah.Frei@vayahealth.com).



# Healthy Opportunities Pilot Launch

**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:
- A Medicaid Direct beneficiary who is eligible for Tailored Care Management (TCM) and demonstrates a qualifying social risk factor, as [defined by NCDHHS](#); must also reside in a county that is participating in the pilot.
- A Tailored Plan beneficiary who demonstrates a qualifying social risk factor, as [defined by NCDHHS](#); member must also reside in a county that is participating in the pilot.
- Additionally, qualifying **HOP** members must also meet minimum eligibility criteria for the **HOP** services requested, as outlined in the NCDHHS defined [Healthy Opportunities Pilot Fee Schedule and Service Definition](#).

# Healthy Opportunities Pilot Launch

- 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](mailto:provider.info@vayahealth.com)

# Out of Network Process

## Good Faith Outreach initiated May 2024

- Network Contract vs Out-of-Network Enrollment
- Vaya Portal access
- Electronic authorizations and claims

## Limited Use of Member-Specific Out of Network Agreements

- NC Innovations Waiver Services
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-ID)
- Enhanced Mental Health and Substance Use Services
- State-Funded (non-Medicaid) Services
- Services funded under the Transition to Community Living (TCL) program

# Out of Network Process

## Special payment support

- 100% of Medicaid Rate reimbursement Year 1 of Tailored Plan (TP).

## What does this mean for you?

- Complete a Provider Network Contract or Out of Network Enrollment Packet as soon as possible by contacting [providerinfo@vayahealth.com](mailto:providerinfo@vayahealth.com).
- Spread the word to specialists and colleagues.
- Expect quarterly outreach from Vaya to contract or enroll.

# 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 help care managers, providers, and families help 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](#).

# Tobacco Free Policy: Postponed

- NCDHHS has announced it will postpone Implementation of Tobacco-Free Policy Requirements for NC Medicaid and State-funded services providers until July 1, 2025. [Link here](#) to access the announcement.
- 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](mailto:provider.info@vayahealth.com).

# Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

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.)



# Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

- 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 the finding. [NC MedAssist](#) will reach out to collect that information toward the middle and end of the fiscal year.
- For more information, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# NC Medicaid Clinical Coverage Policies: Posted for Public Comment

- NCDHHS posted the following Clinical Coverage Policies under the Substance Use Waiver for public comment through July 23, 2024.
  - Email comments and feedback to [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov).

[8D-3 Clinically Managed Low-Intensity Residential Treatment \(New Policy\)](#)

[8D-4 Clinically Managed Population Specific High Intensity Residential Treatment \(New Policy\)](#)

[8D-5 Clinically Managed Residential Services \(New Policy\)](#)

[8D-6 Medically Monitored Intensive Inpatient Service \(New Policy\)](#)

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# 1915(i) Updates

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# Transition from 1915(b)(3) to 1915(i)

- On June 27, 2024, NCDHHS published a [bulletin](#) about transitioning NC Medicaid Direct and Behavioral Health and I/DD Tailored Plan members from 1915(b)(3) services to 1915(i) services.
- For important details on transition pathways based on the member's eligibility as of July 1, 2024, see the memo linked below:
  - **Memo:** [Transition from 1915\(b\)\(3\) to 1915\(i\) Services](#)



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# Provider Portal Updates

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# Systems Access Administrator

- Each provider organization is required to identify one systems access administrator (SAA) within their organization. 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.
- To learn more about Vaya's Provider Portal, refer to the job aids and recorded training presentations posted on the [Resources](#) page of the [Provider Central](#) website.
- For questions, email [servicedesk@vayahealth.com](mailto:servicedesk@vayahealth.com), call **1-800-893-6246, ext. 1500**, or submit an online [Provider Service Desk Request Form](#).

# Provider Portal Virtual Trainings

Vaya will offer several virtual trainings to help providers learn to navigate our [Provider Portal](#).

- *Registration is not required; see 2024 upcoming dates below.*
- **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.
  - July 22, 2-4 p.m.- Portal Overview and Navigation. [Join online](#).
  - July 23, 12-2 p.m.- Claims Submission and Management. [Join online](#).
  - July 25, 1-3 p.m.- Claims Submission and Management. [Join online](#).
  - July 29, 2-4 p.m. Portal Overview and Navigation. [Join online](#).
  - July 30, 1-3 p.m.-Claims Submission and Management. [Join online](#).
  - Aug. 2, 1-3 p.m.-Claims Submission and Management. [Join online](#).

# Provider Portal Virtual Trainings

- Vaya will offer Provider Portal Prior Authorization Submission and Management later (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).
- For more information on trainings, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).



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# **Service and Authorization Updates**

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# Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

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

## Pharmacy Benefits

**Pharmacy authorization requirements were not waived at Tailored Plan launch.**

Vaya will honor existing pharmacy prior authorizations (from NC Medicaid Direct and other health plans) for the life of the authorization. Between **July 1-Sept. 30, 2024**, Vaya will consider previous authorizations and current drug therapy as necessary when making coverage determinations for Tailored Plan members.

This flexibility applies to **both** network and out-of-network providers.

# Tailored Plan Prior Authorization Guidance and Flexibilities

## Pharmacy Benefits

- 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.

# Tailored Plan Prior Authorization Guidance and Flexibilities

## Pharmacy Benefits

- 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.

# Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

## Pharmacy Benefits (continued)

While awaiting authorization, pharmacy providers are expected to utilize the 72-hour emergency supply to avoid a disruption in member care. Pharmacy providers can access the 72-hour emergency supply by entering a “3” in the Level of Service field of the pharmacy claim to indicate the transaction is an emergency fill.

Please direct any questions or concerns about pharmacy authorizations to Vaya’s Pharmacy Service Line at **1-800-540-6083**, *7 a.m.-6 p.m., Monday-Saturday.*

# Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

Pharmacy Prior Authorization Flexibilities (continued)

## Reminder: Consents for Member Appeals

Please note providers may serve as an authorized representative for a member in an appeal of an adverse benefit determination for pharmacy services. However, the provider must submit a written consent from the member or guardian allowing them to represent the member during the appeal. Appeals submitted by providers without a written consent may result in the request being rejected or in delays in reviewing the request.

# Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

Pharmacy Prior Authorization Flexibilities (continued)

Reminder: Consents for Member Appeals (continued)

Vaya's Pharmacy Benefit Manager, Navitus Health Solutions (Navitus), will accept receipt of a member's written consent either through the prescribing provider's office or directly from the member via fax at **1-855-213-0081** or via mail to:

- Navitus Health Solutions  
Attention: Appeals/Grievance Coordinator  
PO Box 999  
Appleton, WI 54912-0999

# Reminder: Tailored Plan Prior Authorization Flexibilities for Physical Health Services

## 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, contact Vaya's Utilization Management (UM) Team at **1-800-962-9003, ext. 1513**, or email [UM@vayahealth.com](mailto:UM@vayahealth.com).



# SUD Medication Guidance for Providers Serving Tailored Plan Members

- Please note that all NC Medicaid plans require prior authorization for non-preferred medications used in the treatment of substance use disorder (SUD), including buprenorphine SL tablets and generic Suboxone films.
- Existing authorizations for SUD medications for Medicaid members transitioning to the Behavioral Health and I/DD Tailored Plan were not shared with Vaya Health due to regulations restricting the sharing of SUD-related information in 42 CFR Part 2.
- Providers serving these members must obtain new authorizations. Generic buprenorphine naloxone SL tabs and brand Suboxone films should pay without an authorization. **To obtain an override in alignment with the transition of care authorization flexibilities allowed by NCDHHS, pharmacies and prescriber offices should call Vaya's Pharmacy Service Line at 1-800-540-6083.**

# SUD Medication Guidance for Providers Serving Tailored Plan Members

If a pharmacy claim inappropriately rejects due to primary insurance, please contact the Pharmacy Service Line to obtain an override.

Vaya encourages members to contact their local Department of Social Services and complete Form 2057 to verify and update their primary insurance information.

# 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.

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# Claims Updates

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# Claims Submission Requirements

## Medicaid Services: Claims Paying *Per Diem*

- All professional and institutional claims (CMS1500 or 837P and UB04 or 837I) for Medicaid members transitioning to the Behavioral Health and I/DD Tailored Plan (Tailored Plan) with dates of service on or before June 30, 2024, must be billed separately from claims with dates of service on or after July 1, 2024, including all electronic visit verification (EVV) related claims.
- This guidance does not affect members who will remain in NC Medicaid Direct.

# Claims Submission Requirements

## Medicaid Services: Claims Paying at a DRG and Outlier Methodology

- To submit claims for a Medicaid member who is transitioning to the Tailored Plan, refer to the [NCDHHS Managed Care Billing Guidance](#), Version 26.0, Section 3.44, Inpatient Stays with Enrollment or Eligibility Changes, DRG and Outlier Claims.
- The guidance states: “In instances where a member’s enrollment changes (member changes between plans or between Medicaid Direct FFS and a plan) and there is no lapse in Medicaid coverage during a DRG-based inpatient stay, the Plan assigned to the member on the “from” date of service is responsible for the entire DRG payment. That Plan is also responsible for the entire outlier payment. DRG and outlier payment calculations cannot be split and must consider the total number of days during the entire length of stay based on the DRG and the Outlier payment methodology rules respectively for determining actual days to be paid.”

# Claims Submission Requirements

## State-Funded Services

Additionally, due to a change to Vaya's plan ID number in NCTracks, all professional and institutional claims (CMS1500 or 837P and UB04 or 837I) for State-funded services with dates of service **on or before** June 30, 2024, must be billed separately from claims with dates of service on or after July 1, 2024.

This ID number change does not affect the payer ID used in 837 files, which will remain the same.

# New: Online Claims Inquiry Option

Providers can now submit claims inquiries regarding denials, billing, and payment 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](mailto: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.**



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# Rates Updates

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# Standard Rate Schedules for Tailored Plan, NC Medicaid Direct Services

- Vaya has updated the [Rate and Checkwrite Schedules](#) page of our Provider Central website to align with changes related to the Tailored Plan launch.
- Vaya-specific standard rate schedules show a revision date of July 1, 2024. Schedules for Tailored Plan/NC Medicaid Direct clinician-based and non-clinician-based behavioral health services, (/DD, and traumatic brain injury (TBI) services have been updated to reflect the Long-term Community Supports rate increases announces in [Provider Communication Bulletin 2023-24, Issue 65](#) (June 27, 2024).

# Standard Rate Schedules for Tailored Plan, NC Medicaid Direct Services

- Additionally, in the non-clinician-based schedule, CPT codes **96138**, **96139**, and **96146** reflect increases for technician-administered or automated psychological or neuropsychological testing and scoring billed with an organization's billing NPI number.
- If you have questions, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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# **BH I/DD Tailored Plan Updates**

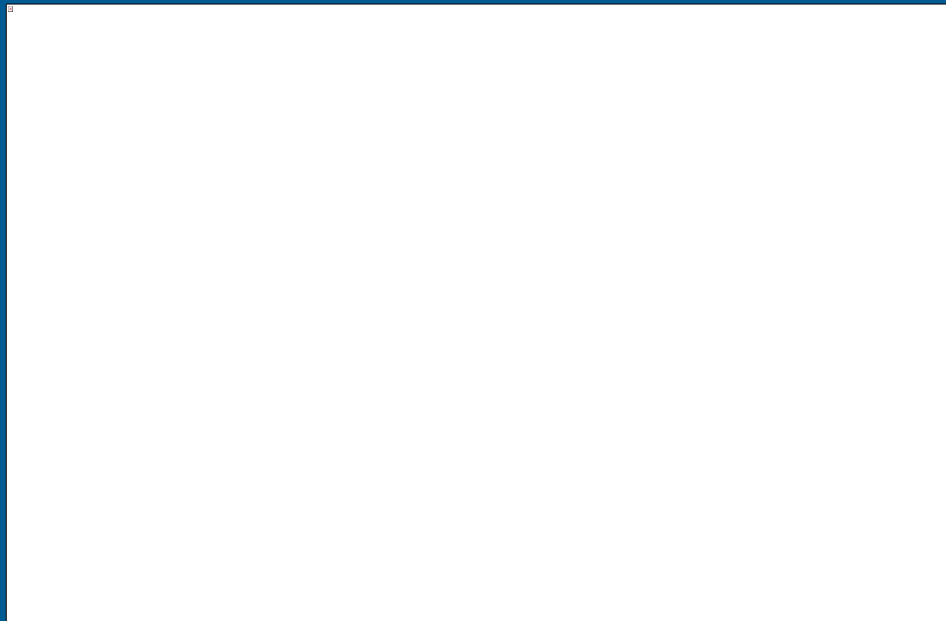
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# Vaya Total Care

- Beginning July 1, 2024, people living with serious mental health conditions, severe substance use disorders, I/DD, or traumatic brain injuries (TBI) will also receive physical health services and pharmacy benefits under a single plan: **Vaya Total Care**
- **Vaya Total Care** is a Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan focused on whole-person care. Under this plan, members receive care from their behavioral health providers in Vaya's provider network, but will also have access to doctors and specialists, pharmacy benefits, care managers, and long-term services and supports.
- **Vaya Total Care** is designed to make care decisions easier, improve outcomes, and help members achieve better overall health and well-being through one plan and one point of contact.
- For more information, link here to our [Vaya Total Care](#) webpage.

# Member ID Cards and PCP Choice

- Vaya mailed member materials and new Medicaid ID cards (with selected PCP) from May 29, 2024-June 13, 2024.
- The member's PCP choice was effective when Vaya Total Care launched on July 1, 2024.



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](http://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 (Avèsis):** 1-866-889-4457

**Vaya Health and YOU: Moving Forward Together**

# Primary Care Provider Information on Medicaid ID Cards

- Please note primary care provider (PCP) information on Tailored Plan members' 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.
  - For example, Dr. Smith, MD (an Atrium Health PCP) may appear as Carolina Physicians Network, Inc.
- Only providers contracted with Vaya are listed on member Medicaid ID cards, and the corporate entity name should not present a barrier to the member receiving care.
- If you have questions, call the *Provider Support Service Line* at **1-866-990-9712** or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Provider Touchpoint Webinars for Physical Health

- **Orientation webinars 11 a.m.-12 p.m. (Registration not required):**  
*(Learn about available resources, prior authorizations, claims submission, and doing business with Vaya).*

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

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

- **Physical Health ongoing biweekly Touchpoint webinars (Registration not required):**
  - Beginning Friday, **July 26, 2024**, [Click Here](#), 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](#).



# Guide to Tailored Plan Delegated Subcontractors (Third-Party Vendors)

- Vaya Health works with several delegated subcontractors (third-party vendors) as part of Behavioral Health and I/DD Tailored Plan Medicaid operations beginning July 1, 2024.
- Links to each subcontractor's provider portal are available on our [Provider Portal](#) webpage of Vaya's Provider Central website.
- Today, we are going to share more information with you about these vendors:
  - Navitus, EviCore, Modivcare, and Avēsis.

# Navitus Health Solutions

- [Navitus Health Solutions](#) (Navitus), Vaya's Pharmacy Benefit Manager, will manage pharmacy prior authorizations and appeals and assist with formulary questions.
- A medication search tool, preferred drug list, and formulary tier information are available on the [Medication Search](#) page of Vaya's website.
- Navitus will honor all pharmacy authorizations received through the Tailored Plan transition of care process.
- For more information, call the Pharmacy Service Line at **1-800-540-6083**.

# EviCore

EviCore will conduct prior authorizations for radiology, cardiology, durable medical equipment (DME), and specialized therapies (e.g., occupational therapy, physical therapy, speech therapy).

EviCore's Vaya network provider relations team includes:

- For DME: Sasha Hampton ([sasha.hampton@evicore.com](mailto:sasha.hampton@evicore.com)).
- For radiology, cardiology, and musculoskeletal (MSK) conditions: Merritt Senters (615-788-5568 or [merritt.senters@evicore.com](mailto:merritt.senters@evicore.com)) or Patricia Allen (1-800-918-8924, ext. 24176, or [pallen@evicore.com](mailto:pallen@evicore.com))
- Visit the [Training Resources](#) of EviCore's website for video tutorials and other materials and view the EviCore Training Flyer here: [EviCore Training Flyer](#).

# Modivcare

- [Modivcare](#) will provide Non-Emergency Medical Transportation (NEMT).
- Modivcare's toll-free, Vaya-specific NEMT customer service line for members to schedule rides is available at **1-888-621-2084 (TTY: 1-866-288-3133)**, 7 a.m.-6 p.m., 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**.
- Providers and members may also use the following lines for help scheduling trips:
  - Modivcare facility fax line: **1-855-397-3607**
  - Vaya's Member and Recipient Service Line: **1-800-962-9003** (for warm transfer to Modivcare)
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# Avēsis

Avēsis will manage routine, medical, and surgical eye care benefits.

- Avēsis' Vaya provider relations representative Eva Clarkson (**410-313-9268** or [eclarkson@avesis.com](mailto:eclarkson@avesis.com)).
- Providers can also call the Avēsis provider service line at **833-282-2427**, 7 a.m.-6 p.m., Monday through Friday, excluding observed holidays.
- If you have contracting questions or need help prior to July 1, 2024, email the Avēsis Provider Recruitment Team at [ProviderVisionRecruitment@avesis.com](mailto:ProviderVisionRecruitment@avesis.com).

# Open Office Hours for Providers

Vaya is hosting virtual office hours for providers. Providers are invited to drop in to 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 on the following dates and times in 2024:

- July 22, 10-11:30 a.m.      July 23, 10-11:30 a.m.      July 24, 10-11 a.m.      July 25, 10-11:30 a.m.
  - July 29, 10-11:30 a.m.      July 30, 10-11:30 a.m.      July 31, 10-11 a.m.      Aug. 1, 10-11:30 a.m.
- Link here: [Join all sessions on Microsoft Teams](#). Questions: email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com)

For future office hours (and education opportunities), see future [Provider Communication Bulletins](#).

***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.

# Tailored Plan Welcome Packets

- Tailored Plan (TP) Welcome Packets were being sent by June 13, 2024, welcoming members 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](http://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](http://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**



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# Quality Management Updates

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# 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.
- Questions: email [QualityManagement@vayahealth.com](mailto:QualityManagement@vayahealth.com) OR [SIU@vayahealth.com](mailto:SIU@vayahealth.com).

# 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 Perceptions 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. 20, 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.
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- 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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# Learning and Participation Opportunities

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# Transitions to Community Local Barriers Committee Training: Vaya Learn Portal

A Transition to Community Living (TCL) Local Barriers Committee training is now available on 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](mailto:TCLBarriers@vayahealth.com).

# APPLIED SUICIDE INTERVENTION SKILLS TRAINING (ASIST)

- Applied Suicide Intervention Skills Training (ASIST) July 29-30, 2024, 8 a.m.-5 p.m.
- [LivingWorks](#) Applied Suicide Intervention Skills Training (ASIST) is a two-day, in-person workshop featuring powerful videos, discussions, and simulations to teach you how to support someone experiencing a mental health or substance use concern or crisis.
- You will also learn how to help prevent suicide by recognizing the signs, providing skilled interventions, and developing a safety plan.
- The workshop will be held at Vaya's Alamance County regional office, 2929 Crouse Lane, Suite B, Burlington, NC 27215. [Register online](#) by July 2, 2024. Attendance is capped at 25 participants.
- For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

# ADEPT Vaccine Trial Invitation for Prenatal Care: Duke and Emory University

Researchers from Duke University and Emory University are conducting a study to understand the benefits of proactively connecting first-time pregnant individuals with information about vaccines recommended during pregnancy and for their child after birth. The study involves an intervention comprising an education website, consultations with an external vaccine navigator for pregnant individuals, and trainings for prenatal providers on vaccine conversations. It is funded by a cooperative agreement with the U.S. Centers for Disease Control and Prevention.

# ADEPT Vaccine Trial Invitation for Prenatal Care: Duke and Emory University

## Eligibility Criteria

- We invite practices meeting the following criteria to participate in the study:
  - Provide routine prenatal care
  - Be located in North Carolina
  - Do not currently offer information about childhood vaccines to pregnant patients
  - Agree to be randomly selected to either deliver the intervention or not deliver it

## Potential Benefits

- The intervention being tested could benefit first-time pregnant individuals who are seeking vaccination information or need support making vaccination decisions.



# ADEPT Vaccine Trial Invitation for Prenatal Care: Duke and Emory University

## Activities

- *If selected to deliver the intervention, your practice will be asked to:*
  - Designate a representative to attend up to four study advisory board meetings remotely.
  - Allow providers and staff to attend four training sessions (CME credits provided).
  - Recommend maternal and childhood vaccines to pregnant individuals and distribute a “Dear Parent” letter summarizing vaccine recommendations.
  - Distribute and collect a paper-based screening survey to pregnant individuals. The study team will collect and process the survey data and connect pregnant individuals with the educational website and/or the external vaccine navigator.
  - Provide a list of all first-time pregnant individuals at your practice during the study period to a study-designated honest broker who will assess vaccination data.

# ADEPT Vaccine Trial Invitation for Prenatal Care: Duke and Emory University

*If selected for the control group, your practice will be asked to:*

- Provide vaccine information to pregnant patients as usual.
- Provide a list of all first-time pregnant individuals at your practice during the study period to a study-designated honest broker who will assess vaccination data.

## Interested?

- For more information about the study, contact Dr. Beverly Gray at [obresearch@dm.duke.edu](mailto:obresearch@dm.duke.edu) or 919-613-9630. If you are interested in participating, complete an [ADEPT Practice Interest Survey](#). If you have questions about research participant rights; wish to discuss problems, concerns, or suggestions related to the research; or would like to obtain information or offer input about the research, contact the Duke University Health System Institutional Review Board at 919-668-5111.

# Child and Family Teams Training

- **Aug. 21-22, 2024, 9 a.m.-4 p.m.** free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.
- To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register.

Get more information and [register online](#) on or before Aug. 14, 2024. Attendance is capped at 28 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

# NC Child Treatment Program Fall 2024 Learning Collaborative Applications

The NC Child Treatment Program recently released applications for their next training cohorts of [Trauma-Focused Cognitive Behavioral Therapy](#) (TF-CBT) and [Cognitive Processing Therapy](#) (CPT).

- *[TF-CBT Learning Collaborative](#)*: If you work with youth (ages 3-18) who have experienced trauma, you can apply to the upcoming TF-CBT Learning Collaborative. The NC Child Treatment Program recently streamlined their training platform to include fewer days of training, while maintaining the benefits of individualized and group support and coaching. The 2-day in-person portion of the training will take place in Charlotte, NC, on Oct. 16-17, 2024. Please visit the [NC Child Treatment Program](#) website to learn more about this TF-CBT Learning Collaborative and to access the application links. Applications are due by **Aug. 9, 2024**.

For questions or more information about this training opportunity, please email Tiffany Singleton at [Tiffany.singleton@duke.edu](mailto:Tiffany.singleton@duke.edu).

# NC Child Treatment Program Fall 2024 Learning Collaborative Applications

CPT Learning Collaborative: If you work with adolescents and adults (ages 14+) with posttraumatic stress disorder (PTSD), you can consider training in Cognitive Processing Therapy (CPT).

The CPT Learning Collaborative is a 9-month training program that includes 5 virtual training days and group support and coaching.

Please visit the [NC Child Treatment Program](#) website to learn more about this Learning Collaborative and to access the application links. Applications are due by **Aug. 2, 2024**.

For questions or more information about this training opportunity, please email Beverly Glienke at [Beverly.glienke@duke.edu](mailto:Beverly.glienke@duke.edu).

# Initial Local Certified Forensic Evaluator Registration Application

- 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 [\[LINK\]](#) in electronic MS Word format to [provider.training@vayahealth.com](mailto: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](mailto:provider.training@vayahealth.com).
- **Please note:** Certified forensic evaluators who did not a required annual training in June 2024 should apply to attend this initial training to reestablish their certification status.



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**\*\* Friday, Aug. 2, 2024, 11 a.m.-12 p.m. \*\***



VAYAHEALTH