



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Scheduled Provider Portal Downtime

Vaya Health's [Provider Portal](#) will be unavailable from 9:30 p.m. tomorrow, Aug. 2, 2024, through 4:30 a.m. Saturday, Aug. 3, 2024, for planned system maintenance. Users will not be able to log into the portal during this time.

Provider Touchpoint Webinars

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

Friday, Aug. 9, 2024, 11 a.m.-12 p.m.: Physical Health 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: BEHAVIORAL HEALTH, I/DD, AND TBI - AUG. 2, 2024

PROVIDER TOUCHPOINT: PHYSICAL HEALTH - AUG. 9, 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.

Updated: Tailored Plan Member Copay Reminder

Medicaid members may be required to pay a \$4 copay for certain physical health services and prescriptions. **There are NO copays for the following members or services:**

- Behavioral health, I/DD, and TBI services
- Services related to pregnancy, childbirth, postpartum care (including prenatal care), and family planning
- Services covered by Medicare and Medicaid
- Adult vaccines and vaccine administration
- HIV antiretroviral medications
- Members who are pregnant
- Members under age 21
- Children in foster care
- NC Innovations Waiver participants
- Members enrolled in the Community Alternatives Programs for Children (CAP/C) or for Disabled Adults (CAP/DA)
- Members receiving Long-Term Supports and Services (LTSS)
- Federally recognized tribal members or members receiving services through the Indian Health Service (IHS)
- 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

Vaya's [Tailored Plan Member Handbook](#) has more information about copays (starting on page 49), including services that may require a copay.

PHYSICAL HEALTH PROVIDERS

New F Codes: Capturing Prenatal and Postpartum Care (PPC) Services

Timely and adequate prenatal and postpartum care is important for ensuring the long-term health and well-being of pregnant individuals and their infants. Access to these services is a top priority for the Centers for Medicare & Medicaid Services and NC Medicaid.

NCDHHS recently published a new [PPC F Code Fact Sheet](#) and [FAQ Document](#) on its [Quality Management and Improvement](#) webpage. These documents serve as resources for providers who want to learn more about using these codes.

Additionally, NC Medicaid and AHEC will host a webinar Aug. 6, 2024, to provide more information about updated Clinical Coverage Policy 1E-5: Obstetrical Services. [Register online.](#)

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 from 10-11 a.m. on the following dates in August 2024: 6, 7, 8, 13, 14, 15, 20, 21, 22, 27, 28, and 29. [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.

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:

- Aug. 2, 2024, 1-3 p.m.: Provider Portal: Claims Submission and Management. [Join online](#).
- Aug. 5, 2024, 1-3 p.m.-: Provider Portal: Portal Overview and Navigation. [Join online](#).
- Aug. 6, 2024, 1-3 p.m.: Provider Portal: Claims Submission and Management. [Join online](#).
- Aug. 8, 2024, 11 a.m.-1 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).

Webinar: Division of MHDDSUS Crisis Prevention and Intervention Plan

Aug. 15, 2024, 2-3:30 p.m.

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) [Person-Centered Planning Guidance Document](#) focuses on personal preferences and choices as core features of the person-centered planning process. The Division’s [Crisis Prevention and Intervention Plan Template](#) is a tool for maximizing person-centeredness in the process of collaborative crisis planning.

The Division of MHDDSUS will offer a crisis planning webinar designed for providers of services that require person-centered planning per the guidance document. Participants will receive a certificate of completion for continuing education credit through the National Board for Certified Counselors.

[Learn more](#) and [register online](#). If you have questions, email Robin Soderena, Human Services Program Consultant II, at robin.soderena@dhhs.nc.gov.

Normalcy and Prudent Parenting for Youth in Foster Care Trainings

[Rapid Resource for Families](#) will offer two 90-minute virtual training sessions in prudent parenting and normalcy for youth in foster care. Prudent parenting and normalcy are not only a standard of practice – they are legally required and help ensure children and adolescents in

foster care can thrive in environments where they can experience typical youth experiences.

Participants in this 90-minute virtual training will learn about:

- The [reasonable and prudent parenting standard](#)
- Normalcy activities for youth in foster care
- Tips for encouraging prudent parenting and normalcy

Register online for one of the following training dates:

- [Aug. 23, 2024, 10-11:30 a.m.](#)
- [Aug. 27, 2024, 5:30-7 p.m.](#)

For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com.

Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised) Dec. 2-3, 2024, 9 a.m.-4 p.m.

This 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](#) by Nov. 25, 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.

Division of MHDDSUS Community Mental Health Grant Opportunity

As part of its commitment to addressing mental health disparities and promoting equity in access to mental health services, the Division of MHDDSUS has issued a [request for applications](#) (RFA) for projects supporting mental health initiatives in underserved communities. Currently, the RFA prioritizes four major populations: individuals who identify as LGBTQAI+, older adults (65+), individuals whose primary language is not English, and individuals served by faith communities.

Nonprofit organizations in good standing with the NC Secretary of State's office are eligible to apply. **Applications are due Sept. 6, 2024.** Project budgets up to \$500,000 will be considered. The funding period is Dec. 1, 2024-June 30, 2027. Funding for subsequent years may be available and will be based upon performance and availability of funds.

Questions should be directed to CMHRFAresponses@dhhs.nc.gov and james.miller@dhhs.nc.gov by Aug. 19, 2024.

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providers.vayahealth.com



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