



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

Aug. 9, 2024, 11 a.m.-12 p.m.: Physical Health Providers

Aug. 16, 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: PHYSICAL HEALTH - AUG. 9, 2024

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, AND TBI - AUG. 16, 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.

NC Medicaid Temporary Flexibilities Due to Tropical Storm Debby

Gov. Roy Cooper has [declared a State of Emergency](#) in anticipation of severe weather caused by Tropical Storm Debby. To facilitate faster, easier access to care during this time, NC Medicaid

Provider Portal: Sites and Services Report

Providers should use the new Sites and Services Report feature, a self-service tool in the [Provider Portal](#), to confirm any site/service inaccuracies before submitting a ticket to Vaya's [ServiceDesk](#). The report contains a list of all sites and services associated with the provider's contract and is available to review at any time.

To access the report from the portal homepage, select "Report Downloads" in the menu to the left. Select "Provider Sites and Services" and download the report as a CSV file.

Enrollment Initiation Form: Network Providers Adding New Practitioners

When a practitioner joins a provider organization in Vaya's network, the organization must submit an [Enrollment Initiation Form](#) to begin the process of adding the practitioner to our claims payment system. Even if the new practitioner is associated with the organization in NCTracks, Vaya must review and process the form.

Vaya's Provider Enrollment Services Team will add the new practitioner to our system within five business days of receiving the form. For more information, contact the team at 1-855-432-9139 or ProviderEnrollment@vayahealth.com.

Clarification on Member-Specific Out-of-Network Agreement Limitations

As outlined on Vaya's [Provider Enrollment](#) webpage, non-hospital out-of-network (OON) providers must execute a [Member-Specific OON Agreement](#) if the member/recipient requires the following managed behavioral health, I/DD, or traumatic brain injury (TBI) services and a network provider is unavailable:

- NC Innovations Waiver services
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
- Enhanced mental health and substance use services
- State-funded (non-Medicaid) services
- Services funded under the Transitions to Community Living (TCL) program

For all physical health and other behavioral health services, Vaya encourages enrollment as an OON provider, which allows access to our [Provider Portal](#) to submit authorization requests, review claims, and more. For details about the OON enrollment process and the use of member-specific OON agreements, visit the [Provider Enrollment](#) page of our Provider Central website.

PHYSICAL HEALTH PROVIDERS

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: 13, 14, 15, 20, 21, 22, 27, 28, and 29. [Join on Microsoft Teams.](#)

Please note: Vaya is aware some providers have experienced issues joining our office hours. We apologize for any confusion. Please use the correct meeting link below rather than links from previous Provider Communication Bulletins. If you continue to have trouble joining, please email provider.training@vayahealth.com.

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

Memo: Incident Reporting: Reminders and New Requirement

Vaya's Grievance Resolution and Incident Team (GRIT) is sharing reminders and updates about the NC Incident Response Improvement System (IRIS) to help providers meet reporting requirements. This information applies to providers of behavioral health, I/DD, and TBI services. Please see the memo linked below for more information.

Memo: [Incident Reporting: Reminders and New Requirement](#)

Coming Soon: National Core Indicators for Aging and Disabilities Survey

The National Core Indicators – Aging and Disabilities (NCI-AD) initiative is a voluntary effort by state Medicaid, aging, and disability agencies to measure and track their performance in improving services for older adults and individuals with physical disabilities. The program helps address gaps in assessing outcomes in Long-term Services and Supports (LTSS) service systems that go beyond measures of health and safety to address important social, community, and person-centered goals, as well as quality of life.

NCI-AD annual surveys are completed by adults ages 65 and older and individuals with physical disabilities who receive LTSS. The process includes gathering background information and an interview. In North Carolina, UNC's Carolina Institute for Developmental Disabilities (CIDDD) will conduct interviews.

Providers may be asked to help obtain selected participants' consent, complete a background information form, and provide pre-survey information. If one or more individual(s) you serve are selected to participate, you will receive a secure email from vaya.surveys@vayahealth.com between Aug. 15 and Nov. 1, 2024, with a list of selected participants and copies of the consent, background, and pre-survey forms. The email will include instructions and due dates.

Thank you in advance for your time and effort to help improve services for the people we mutually serve.

LEARNING AND PARTICIPATION OPPORTUNITIES

Person-Centered Thinking Workshop Sept. 5 and 6, 2024, 9 a.m.-4 p.m.

This two-day, 12-hour training will be held in person in Avery County and introduces the principles and use of person-centered thinking. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.

Participants must attend and participate on both days to receive a certificate of completion. Each day will include a lunch break.

[RSVP online](#) by Aug. 29, 2024. If you RSVP on your staff's behalf, include each person's full name and email address. There is a 22-person cap on this training.

This event will be held at the Crossnore Communities for Children campus at 100 DAR Drive, Newland, NC 28657. For more information, email provider.training@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. For more information, email provider.training@vayahealth.com.

Telehealth Infrastructure Grant Program: NC Office of Rural Health

The [NC Office of Rural Health](#) is accepting grant applications through Sept. 29, 2024, from eligible rural health care providers for telehealth-related items, including:

- Equipment
- High-speed internet access
- Telehealth-related training for staff and patients
- Technology equipment for patients
- Internet service support for patients to help facility telehealth access
- Other infrastructure needed to establish telehealth services

The grant program aims to support the development and improvement of the technological infrastructure required for remote delivery of health care services, such as broadband connectivity, video conferencing systems, electronic medical records, and secure communication tools. It prioritizes independent primary care practices and OB-GYN practices.

The maximum grant amount per recipient is \$250,000. The grant term will be 12 months with the option to renew for up to two additional 12-month terms. [Learn more](#).

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





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