



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

**Aug. 23, 2024, 11 a.m.-12 p.m.: Physical Health**

**Aug. 30, 2024, 11 a.m.-12 p.m.: Behavioral Health, I/DD, TBI**

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required.

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH - AUG. 23, 2024**

**PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI - AUG. 30, 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.

Please use the link above for tomorrow's Provider Touchpoint Webinar for Physical Health Providers. A meeting link published in a previous Provider Communication Bulletin has been disabled. We apologize for any inconvenience.

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## Provider Portal: Weekend Maintenance to Impact Authorization Functions

We strongly discourage providers from searching for or submitting authorizations in Vaya's [Provider Portal](#) between 11 p.m. tomorrow, Aug. 23, through 4 a.m. Saturday, Aug. 24, 2024, as scheduled system updates may affect these functions. Providers may be able to access the

portal's authorizations feature during this time but should avoid using it until the update is complete.

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## NC Medicaid Pharmacy Newsletters

Vaya encourages providers to review NC Medicaid's 2024 [Pharmacy Newsletters](#). The August 2024 newsletter includes the updates below.

### Coverage of OTC Condoms, Spermicides Begins Sept. 1

Effective Sept. 1, 2024, NC Medicaid will cover condoms and spermicides as over-the-counter (OTC) products through the pharmacy benefit. Coverage supports reproductive health care for beneficiaries, including prevention of unintended pregnancy and sexually transmitted infections. Beneficiaries will be able to obtain condoms and spermicides from pharmacies enrolled in Medicaid with a prescription from a Medicaid-enrolled provider, with no cost sharing responsibility. [Read more.](#)

### Obesity Management Medications Now Covered

Effective Aug. 1, 2024, NC Medicaid covers U.S. Food and Drug Administration-approved obesity management medications for beneficiaries ages 12 and older. For clinical coverage information, download the [Outpatient Pharmacy Prior Approval Criteria](#) from the NCDHHS website or call Vaya's Pharmacy Service Line at 1-800-540-6083.

### No Copays for Medications for Opioid Use Disorder, Nicotine Replacement Therapy

Effective Aug. 1, 2024, NC Medicaid has removed copay requirements for opioid antagonists, nicotine replacement therapy, and medications used to treat opioid use disorder for beneficiaries covered under the outpatient pharmacy benefit. [Read more.](#)

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## Bilingual TCM Communication Tools

Tailored Care Management (TCM) is available to eligible Tailored Plan Medicaid members and beneficiaries in NC Medicaid Direct. NCDHHS has released a bilingual toolkit to help providers share information about TCM services and eligibility and how to access TCM. The tools are available on the [Tailored Care Management Toolkit](#) page of the NCDHHS website and include the following materials in [English](#) and [Spanish](#):

- [PowerPoint: Tailored Care Management Essentials](#)
- [Flyers](#)
- [Social media copy and graphics](#)
- [Email newsletter templates and content](#)
- [Tailored Care Management eligibility information](#)
- [Tailored Care Management Questions and Answers](#)

To receive printed copies at no cost, complete the NCDHHS [TCM Materials Order Form](#). For more information, visit the NCDHHS [Tailored Care Management](#) webpage.

## 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 questions. No prior registration is required.

**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

We will hold sessions from 10-11 a.m. Aug. 27, 28, and 29, 2024. [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.*

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## EviCore Provider Portal Guidance

[EviCore](#) is Vaya's delegated subcontractor for radiology, cardiology, durable medical equipment, and outpatient physical, occupational, and speech therapies covered under the Behavioral Health and I/DD Tailored Plan. **Please note prior authorization is not required for these services, or any physical health services, until Oct. 1, 2024.**

On Aug. 19, 2024, EviCore made updates to its provider portal. The update did not affect case-building questions.

If you encounter technical issues after the update, please clear your browser's cache by navigating to that option on the browser menu or hard-refresh the portal home page by pressing **CTRL+F5**, which will reload the page and bypass caching. **Do not perform these actions while building a case, as it may interrupt the session or log you out.**

For EviCore technical support, email [portal.support@evicore.com](mailto:portal.support@evicore.com). For other assistance, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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

### Updated Guidelines for Transition from 1915(b)(3) to 1915(i) Services

As a reminder, Tailored Plan members receiving 1915(b)(3) services should have transitioned to 1915(i) services as of July 1, 2024. At this time, any Tailored Plan member whose income is less than 150% of the Federal Poverty Level (FPL) who has not yet been assessed for 1915(i) services may transition to 1915(i) services under the "presumptive eligibility" option previously announced by NCDHHS.

Care managers/care coordinators for members who are presumed eligible must submit a completed 1915(i) independent assessment to Carelon, the Department's vendor, before Aug. 30, 2024. ***Vaya's Utilization Management (UM) Team is no longer approving any new (initial) authorization requests for 1915(b)(3) services for Tailored Plan members.***

Please note Tailored Plan members whose income is more than 150% of the FPL are not eligible for 1915(i) services at this time and may continue to receive 1915(b)(3) services until Sept. 30, 2024. NCDHHS has submitted a revised Medicaid State Plan Amendment to the federal Centers for Medicare & Medicaid Services that would change the income requirements for members receiving 1915(i) services to include those with incomes greater than 150% of the FPL.

#### NC Medicaid Direct

Members enrolled in NC Medicaid Direct may continue to access 1915(b)(3) services through Nov. 30, 2024, at which time they are expected to transition to 1915(i) services or another clinically appropriate service. **1915(b)(3) services will sunset Dec. 31, 2024.**

**Please remember that once a member has been approved for 1915(i) services, the provider must stop billing 1915(b)(3) service codes and begin using the appropriate 1915(i) service codes.** For more information, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## UM Updates for State-Funded Services

Please note the target population on claims submitted to Vaya must match the target population on the service authorization, or the claim will deny or pend for further review. To process claims more efficiently, Vaya has created three codes that link State-funded services to all available target populations as follows:

- Facility-based Crisis: **S9484 state – FB – adult – all avail Target Pops**
- Community Support Team: **H2015 HT state – Comm Support Team – all avail Target Pops**
- Assertive Community Treatment: **H0040 state – ACTT – all avail Target Pops**

**Providers of State-funded services should begin using these service codes effective immediately.** Vaya UM staff are updating current authorizations to resolve issues due to mismatched target populations, and providers do not need to take any action regarding previously submitted authorization requests or claims. For more information, contact the UM Team at 1-800-962-9003, ext. 1513, or [UM@vayahealth.com](mailto:UM@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Division of MHDDSUS Grant Opportunities

In recognition of the important role peers and families play in the lives of individuals with behavioral health and/or I/DD needs, the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) has issued two requests for application (RFAs) for projects aiding peer support programs and family and caregivers.

The [Peer Respite Services: Peer Living Room Models RFA](#) seeks established organizations with the ability to create and/or maintain peer respite programs and peer living room models. Nonprofit organizations in good standing with the NC Secretary of State are eligible to apply. Applications are due Sept. 20, 2024. Project budgets up to \$1.3 million 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.

The [Family and Caregiver Support Services RFA](#) seeks established organizations with the ability to develop, expand, or maintain sibling and family support programs to ensure siblings and families are provided with supports and services when necessary. Nonprofit organizations in good standing with the NC Secretary of State are eligible to apply. Applications are due Sept. 20, 2024. Project budgets up to \$300,000 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.

For more information, email [CMHRFAresponses@dhhs.nc.gov](mailto:CMHRFAresponses@dhhs.nc.gov) and [letoria.brown@dhhs.nc.gov](mailto:letoria.brown@dhhs.nc.gov) by Aug. 29, 2024.

**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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