



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Vaya Health Holiday Closing

In observance of Labor Day, Vaya Health offices will be closed on Monday, Sept. 2, 2024.

Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) will continue to operate from 7 a.m. to 6 p.m., every day except Sundays, including on holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.

Provider Touchpoint Webinars

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

Sept. 6, 2024, 11 a.m.-12 p.m.: Physical Health

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, TBI - AUG. 30, 2024

PROVIDER TOUCHPOINT: PHYSICAL HEALTH - SEPT. 6, 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.

Vaya Consumer and Family Advisory Committee

Vaya's Consumer and Family Advisory Committee (CFAC) is an independent, volunteer committee of individuals and family members who have life experience with mental health concerns, substance use disorders, I/DD, or traumatic brain injuries. The group is a powerful voice that advocates for the interests of residents, families, and communities.

For more information, see our [Consumer and Family Advisory Committee](#) webpage. If you have questions, call 1-800-893-6246 and ask to speak to a CFAC liaison or email cfac@vayahealth.com.

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.

We will hold sessions from 10-11 a.m. every Wednesday in September (Sept. 4, 11, 18, and 25). [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.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Transition from 1915(b)(3) to 1915(i) Service Code Crosswalk

Vaya's [Provider Communication Bulletin 2024-25, Issue 14](#) (Aug. 22, 2024) contained updated guidelines for the transition from 1915(b)(3) services to 1915(i) services, including a reminder that Behavioral Health and I/DD Tailored Plan members receiving 1915(b)(3) services should have transitioned to 1915(i) services as of July 1, 2024.

Please review the [Medicaid 1915\(b\)\(3\) to 1915\(i\) Transition: Service Codes Crosswalk](#) for appropriate service codes when submitting claims. These codes and descriptions went into effect Nov. 1, 2023.

For more information on service codes, visit the [Authorization Guidelines](#) page of our Provider Central website. For more information on the transition to 1915(i) services, see the NC Medicaid Bulletin [1915\(i\) Updates for Providers](#) (Aug. 26, 2024). If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Vaya to Sponsor Up to Five Provider Staff for CWCN Cohort Participation

Vaya's [Children with Complex Needs](#) (CWCN) Workforce Development Plan allocates funding from NCDHHS for a cohort of up to five network provider staff interested in growing their expertise related to individuals who are dually diagnosed (mental health and I/DD) and

connecting with others for support.

Participation in the cohort includes virtual monthly meetings over the next 11 months and one of the following options:

- Obtaining a [Dual Diagnosis Specialist](#) (DDS) Certification through the [National Association for the Dually Diagnosed](#) (NADD)
- Participating in the [NADD 41st Annual Conference](#) (Oct. 7-9, 2024) in Tempe, Arizona. *Please note providers must pay for conference-related transportation and any hotel and meal costs above the September 2024 federal government per diem rate.*
- Participating in the National Center for START Services' [Course for Care Coordinators & Case Managers](#) (Oct. 7-Nov. 18, 2024, or Feb. 10-March 17, 2025)
- Participating in the [START National Online Training Series on the Mental Health Aspects of IDD](#)

To be considered, providers must serve Medicaid-eligible individuals ages 5-20 with both I/DD and mental health diagnoses who are at risk of not being able to return to or maintain placement in a community setting.

Interested provider staff should complete the [CWCN Workforce Development Plan Cohort, 2024-25 Form](#) by Sept. 6, 2024.

Webinar: DSP Recruitment and Retention Provider Grant Initiative

Sept. 11, 2024, 1-2 p.m.

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) will host an informational webinar about the Direct Support Professional (DSP) Recruitment and Retention Provider Grant Initiative. This session will provide a technical assistance overview of the grant application, process timeline, and scoring criteria. There will also be an opportunity to ask questions. [Register online](#) or [learn more](#).

Substance Use Workforce Continuing Education Scholarship Program

The [Governor's Institute](#), through the Division of MHDDSUS, will fund select requests for continuing education to enhance knowledge, skills, and abilities of substance use disorder treatment providers. This scholarship program is available to individuals working to complete graduate-level education and obtain their Licensed Clinical Addiction Specialist (LCAS) Certification, in addition to another licensure. [Apply 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](#).

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