

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

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Friday, Aug. 16, 2024



VAYAHEALTH

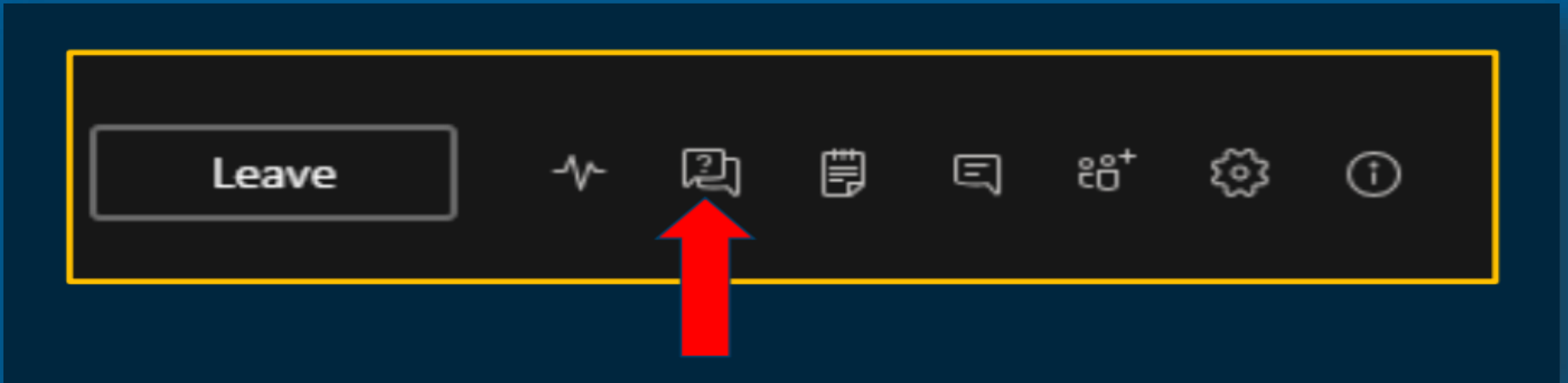
# How does the Q&A work?

- 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

**Ashley Parks**, Child and Family Treatment Continuum Director

**Colleen Finnegan**, Claims Specialist

**Deana Doby**, BH & IDD PN Contract Manager

**Detra Friley-Clark**, Provider Enrollment Director, PH Network Operations

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

**Jeanne Variano**, Quality Management Coordinator, Quality Management

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

**Kate Glance**, Regulatory Reporting Director

**Monae Davis**, Customer Service Quality Manager, Quality Management

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

# Today's Production Team

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

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

**Monica Thomas**, Administrative Support Professional (Co-producer)

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

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# National Nonprofit Day

National Nonprofit Day is a holiday that is observed on August 17th annually and is used to draw attention to the nonprofit organizations that are doing great community work.

- There are many different types of nonprofit organizations helping children read, drawing attention to the problem of global warming, feeding the hungry, and many nonprofit providers directly or indirectly serve the healthcare needs of individuals and families.
- Let's use this day to highlight the contributions of these organizations and others that are putting in good work, and to say thank you for this service.



# National Nonprofit Day



There are 1.97 Million nonprofits in the USA

- National Nonprofit Day was created by Sherita J. Herring in 2017 to bring attention to all the organizations putting in good work as nonprofits.
- She chose this date because that's when the *Tariff Act of 1894* was signed into law.
- Just over one-fourth of the U.S. population volunteers at some point during the year.
- December is the month when people donate the most to nonprofit organizations.

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# On Your Radar

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# NCDHHS Awards Children and Families Specialty Plan Contract

- NCDHHS announced it has selected *Blue Cross Blue Shield NC* to operate the planned Children and Families Specialty Plan (CFSP).
- The CFSP will be a single, statewide NC Medicaid Managed Care plan that will serve youth and families involved in the child welfare system. [Read more in an NCDHHS news release.](#)
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- Although Vaya believes this population would be best served by Tailored Plans, we will continue to support future CFSP members until the transition to the new plan is complete. We also plan to continue provider contracts and specialty service arrangements with network providers to ensure children and families who will continue to be served by Vaya have access to all services and supports currently offered.
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- Although NCDHHS has not yet announced the CFSP launch date, Vaya believes it is unlikely changes will occur before mid-2025. Review future [Provider Communication Bulletins](#) for more information.

# NC Medicaid Temporary Flexibilities Due to Tropical Storm Debby

Governor Roy Cooper declared a State of Emergency due to severe weather caused by the approach of Tropical Storm Debby.

To facilitate faster, easier access to care, NC Medicaid announced flexibilities effective *Aug. 6-20, 2024*.

[See NC Medicaid's announcement](#) for more information.

# Stakeholder Input: Medicaid Services for Children in Foster Care Concept Paper

To improve delivery of and access to behavioral health services for children and youth in NC, the General Assembly allocated \$22 million (recurring funding) to enhance Medicaid services available to individuals in foster care. To determine how to allocate funding, NCDHHS is seeking stakeholder input to identify:

- Critical service gaps for children and youth in foster care
- Innovative NC Medicaid services that can help address these gaps
- To offer input, complete the [Innovative Medicaid Service for Children in Foster Care: Concept Paper Solicitation Survey](#) by **Sept. 6, 2024**.
- For more information, email [Medicaid.NCEngagement@dhhd.nc.gov](mailto:Medicaid.NCEngagement@dhhd.nc.gov) with “Foster Care service Gaps” in the subject line.

# Current Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
<b>Adolescent Substance Use Services</b>	<b>All counties</b>
<b>Emergency Respite (child and adolescent)</b>	<b>All counties</b>
<b>Emergency Respite (adult I/DD overnight)</b>	<b>All counties</b>
Financial Support Agency	All counties

# Current Network Needs

SERVICE	REGION
Child and Adolescent Day Treatment	School system based
Psychosocial Rehabilitation (PSR)	Rural counties
Research Based – Behavioral Health Treatment	Rural counties
<b>Child Residential Treatment Services</b>	<b>All counties</b>



# 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.
- *Questions:* email Vaya's *Provider Enrollment Services* team at [ProviderEnrollment@vayahealth.com](mailto:ProviderEnrollment@vayahealth.com) or call **1-855-432-9139**.

# Clarification on Member Specific OON Agreements 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

# Clarification on Member Specific OON Agreements Limitations

- 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 under the Provider Central section of the Vaya Health website.

# 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 LGBTQIA+, 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](mailto:CMHRFAresponses@dhhs.nc.gov) and [james.miller@dhhs.nc.gov](mailto:james.miller@dhhs.nc.gov) by **Aug. 19, 2024**.

# Alcohol/Drug Council of North Carolina: NC Recovery Helpline

The nonprofit [Alcohol/Drug Council of North Carolina](#) (ADCNC) has announced its Information and Referral Hotline is now called the **NC Recovery Helpline**. This service provides a lifeline for North Carolinians seeking help for behavioral health disorders. By simplifying the name, ADCNC aims to enhance public understanding and awareness of the helpline.

ADCNC also announced the new website domains [ncrecoveryhelpline.org](#) and [help4recovery.org](#), which provide information about ADCNC programs, services, and resources. To connect with ADCNC, individuals can call the NC Recovery Helpline at **1-800-688-4232**, submit a request for help online, or access the website chat feature.



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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.
- 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: Sites and Services Report Temporarily Unavailable

Vaya has temporarily disabled the Sites and Services Report self-service tool in the [Provider Portal](#) to perform system maintenance.

We apologize for any inconvenience.

To obtain a sites and services report, please contact your assigned provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).



# Provider Portal Trainings

- To learn more about our Provider Portal, refer to the job aids and recorded trainings posted on the [Resources](#) page of the [Provider Central](#) website.
- Future training opportunities will be announced in our Provider Communication Bulletin.
  - [Sign up for Communication Bulletins.](#)
- For questions, 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

- 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 Benefits

### 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 Benefits

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* at **1-800-540-6083** 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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# Online Claims Inquiry Option and Claims Assistance

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 claim's specialist within three business days.

For more information, contact *Vaya's Claims Department* at **1-800-893-6246, ext. 2455** (*Behavioral Health, I/DD, and Traumatic Brain Injury services*) and **ext. 2456** (*Physical Health*).

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# Quality Management Updates

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# 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 traumatic brain injury (TBI) services.
- Link here for more information: [Memo: Incident Reporting: reminders and New Requirements.](#)



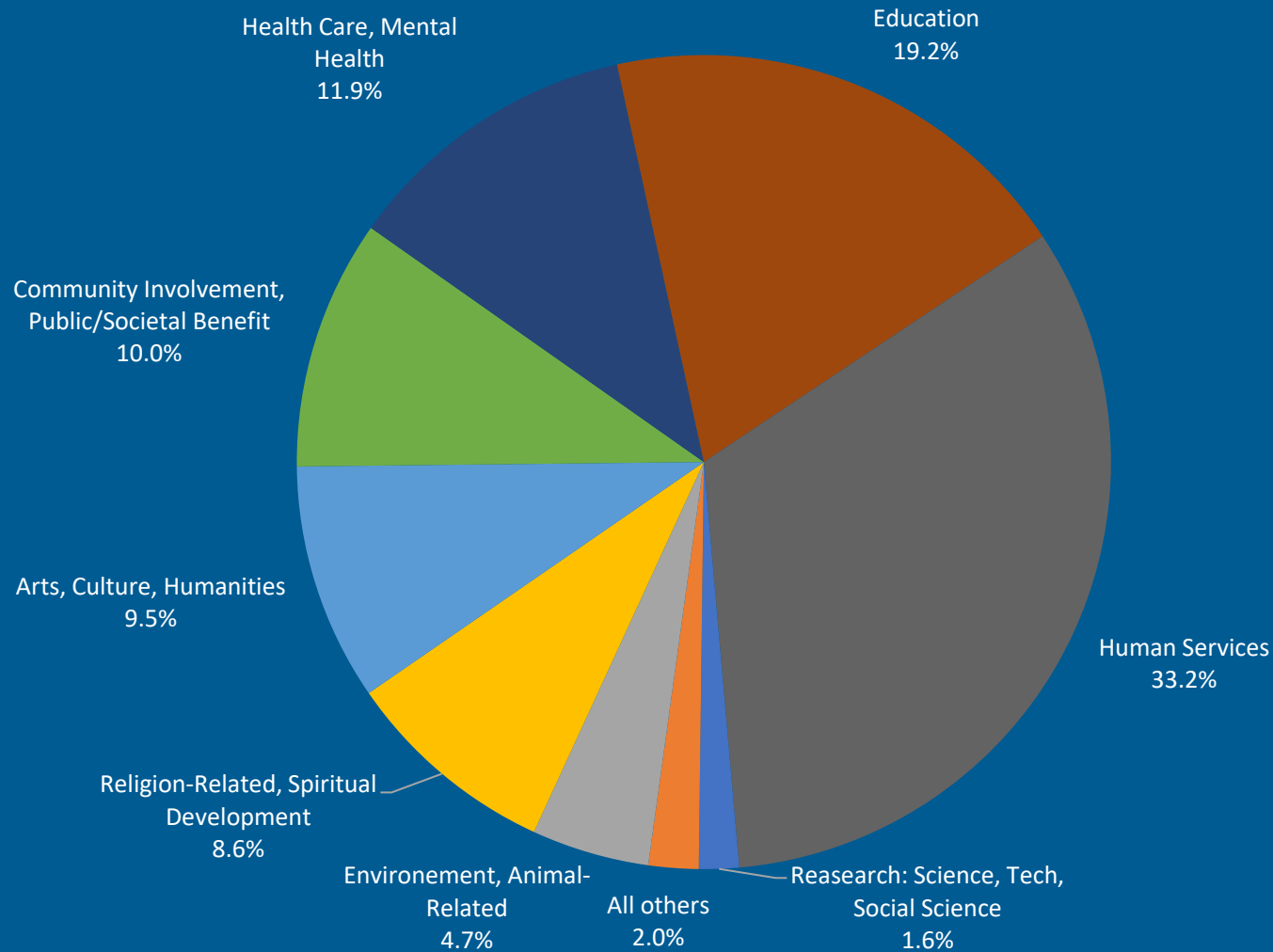
# Coming Soon: National Core Indicators for Aging and Disabilities Survey

- 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.
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# Coming Soon: National Core Indicators for Aging and Disabilities Survey

- In North Carolina, UNC's Carolina Institute for Developmental Disabilities (CIDD) 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](mailto: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.

# North Carolina Nonprofits



**Total Number of 501(c)(3) Nonprofits in Vaya's Catchment**

2,113

**Total Nonprofit Expenditures**

\$4,675,464,561

**Total Nonprofit Employment**

55,438

**Average Nonprofit Employment as a % of Total Employment**

10.29%

**Average Annual Wages for Nonprofit Employees**

\$32,070

# Nonprofits in Vaya's Catchment

County	Number of 501(c)(3) Nonprofits	Total Nonprofit Expenditures	Total Nonprofit Employment	Nonprofit Employment as % of Total Employment	Average Annual Wages for Nonprofit Employees
Alamance	141	\$571,283,829	5,385	9.38%	\$38,170
Alexander	21	\$5,741,418	253	2.85%	\$22,711
Alleghany	19	\$16,635,686	496	41.59%	\$24,247
Ashe	40	\$45,299,175	730	10.34%	\$32,642
Avery	46	\$83,412,654	974	14.45%	\$28,802
Buncombe	449	\$1,781,530,053	16,196	13.83%	\$35,274
Caldwell	81	\$150,744,664	1,702	7.35%	\$34,678
Caswell	11	\$4,452,182	157	5.04%	\$34,058
Chatham	83	\$91,897,110	1,681	11.72%	\$28,869
Cherokee	32	\$77,387,596	969	12.35%	\$31,847
Clay	14	\$7,947,680	66	3.46%	\$25,990
Franklin	38	\$21,264,925	1,594	14.06%	\$36,300
Graham	11	\$1,398,146	37	1.69%	\$18,806
Granville	34	\$22,979,108	194	0.95%	\$44,238
Haywood	65	\$71,489,731	1,117	6.77%	\$27,247
Henderson	126	\$247,729,555	4,336	12.34%	\$37,216

County	Number of 501(c)(3) Nonprofits	Total Nonprofit Expenditures	Total Nonprofit Employment	Nonprofit Employment as % of Total Employment	Average Annual Wages for Nonprofit Employees
Jackson	67	\$171,087,867	1,514	11.95%	\$36,304
Macon	79	\$52,465,468	1,383	12.99%	\$37,381
Madison	29	\$56,279,560	735	19.44%	\$29,290
McDowell	32	\$14,015,296	782	5.21%	\$28,505
Mitchell	30	\$19,388,347	680	13.50%	\$33,808
Person	35	\$14,708,898	367	3.82%	\$32,260
Polk	53	\$79,226,721	883	17.65%	\$31,399
Rockingham	74	\$141,223,948	2,201	8.43%	\$32,161
Rowan	129	\$228,334,143	3,574	8.02%	\$34,807
Stokes	41	\$8,078,949	337	4.99%	\$20,799
Swain	30	\$34,358,724	771	8.72%	\$36,576
Transylvania	71	\$56,301,291	1,364	16.05%	\$36,581
Vance	39	\$40,669,842	562	3.90%	\$35,349
Watauga	79	\$521,321,882	2,602	12.32%	\$38,664
Wilkes	82	\$28,110,507	1,540	7.42%	\$29,692
Yancey	32	\$8,699,606	256	6.85%	\$31,579

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# Learning and Participation Opportunities

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

# Open Office Hours for Providers

- 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 [Join on Microsoft Teams](#) rather than links from previous Provider Communication Bulletins.
  - If you continue to have trouble joining, please email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).
- *Remember: 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.*

# 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



# Telehealth Infrastructure Grant Program: NC Office of Rural Health

- 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](#).

# 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.

# Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised)

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



**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. 30, 2024, 11 a.m.-12 p.m. \*\***



VAYAHEALTH