

Provider Touchpoint for Physical Health Network Providers

Friday, August 23, 2024



VAYAHEALTH

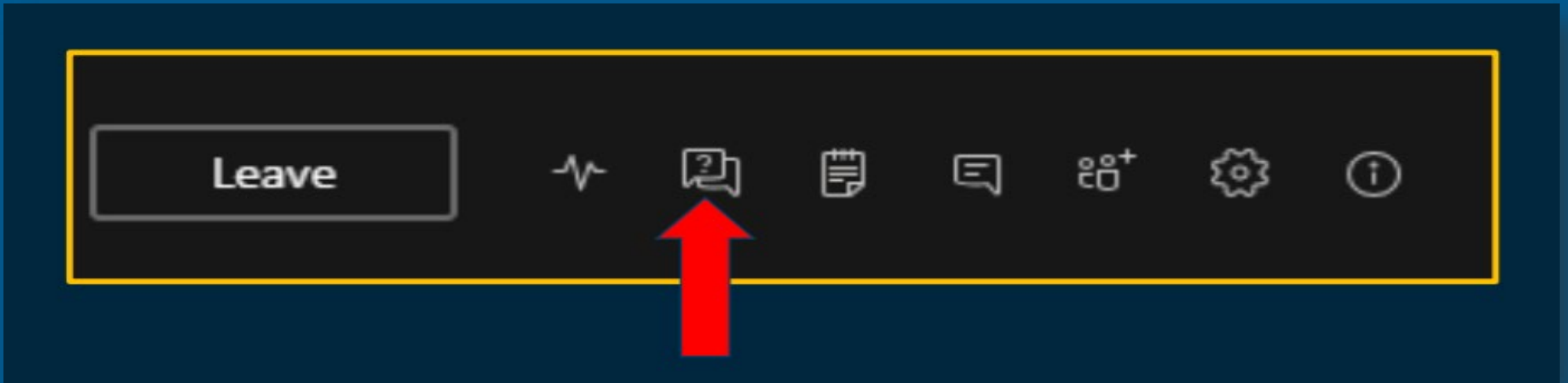
How does the Q&A work?

- 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.

- 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

Detra Friley-Clark, Provider Enrollment Director

George Ingram, VP of PH Provider Network Operations and Value Based Contracting (**Host**)

Jill Queen, Provider Quality Operations Director

Kate Glance, Regulatory Reporting Director

Kisha Price, Interim VP Claims Administration

Kurt Boldt, Assistant VP PH Provider Network Operations

Monae Davis, Customer Service Quality Manager

Missy Briones, Utilization Management PH Clinical Director

Utilization Management, Claims, and Provider Enrollment

Today's Production Team

Breonna Martin, Provider Educator (Co-producer and Q&A)

Cryss McMillan, Provider Educator (Producer)

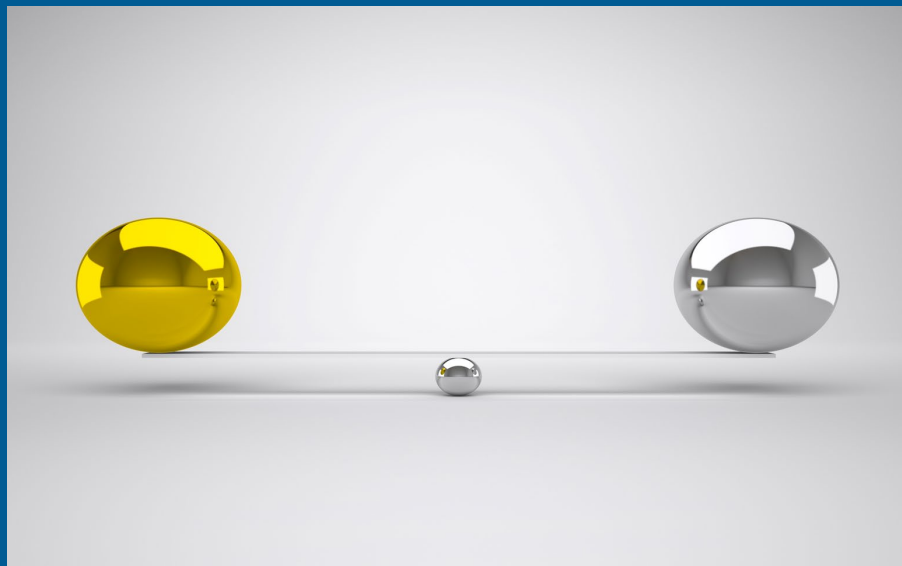
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WELCOME
Vaya Health Providers

”

National Women's Equality Day: August 26th

Women's Equality Day, *celebrated every August 26th*, commemorates the passage of women's suffrage in the U.S., reminding us of the hurdles overcome by the heroic women who faced violence and discrimination to propel the women's movement forward.



In the early 19th century, American women, who generally could not inherit property and made half of a man's wages in any available jobs, began organizing to demand political rights and representation.

National Women's Equality Day: August 26th

Seneca Falls Convention: July 19-20, 1848

- The first women's rights convention organized by women, including suffragists Elizabeth Cady Stanton and Lucretia Mott, was held at Seneca Falls, New York, sparking the movement that led to the passage of the 19th Amendment.

American Women Gained the Right to Vote: August 26, 1920

- The U.S. Congress adopts the 19th Amendment, also known as the 'Susan B. Anthony Amendment,' giving women the right to vote.

On Your Radar

Provider Enrollment

- Providers requesting enrollment into Vaya's open network for physical health and/or closed network for behavioral health must complete the following steps:
 - Access the Vaya Health website [Home Page | Vaya Health](#).
 - Select Provider Central to access [Provider Enrollment | Vaya Providers \(vayahealth.com\)](#).
 - Complete the Provider Contract Request Form [Vaya Health Provider Contract Request Form](#).
- For *enrollment* with one of the following vendors, see contact information below:
 - **Modivcare** (NEMT): Email ncnetwork@modivcare.com.
 - **Navitus Health Solutions** (PBM): Email providerrelations@navitus.com or call **866-333-2757**.
 - **Avesis** (vision services): Email providervisionrecruitment@avesis.com.

Provider Enrollment

- To request an out of network agreement to provide care to a Vaya member or recipient who is unable to be served by a network provider, submit a completed [Out-of-Network Agreement Request](#).
 - For hospitals/health systems, call Vaya's Utilization Management team at **1-800-893-6246, ext. 1513**.
- Please note that all providers delivering NC Medicaid and/or State-funded services to Vaya plan members and/or recipients must be fully screened and enrolled with NCTracks as a pre-requisite for contract participation in Vaya's provider network.
 - For more information, visit [NC Tracks](#).

Out of Network Process

- Good Faith Outreach initiated May 2024
 - Network Contract vs Out-of-Network Enrollment
 - Vaya Portal access
 - Electronic authorizations and claims
- Limited Use of Member-Specific Out of Network Agreements
 - NC Innovations Waiver Services
 - Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-ID)
 - Enhanced Mental Health and Substance Use Services
 - State-Funded (non-Medicaid) Services
 - Services funded under the Transition to Community Living (TCL) program

Out of Network Process

- Special Payment Support
 - 100% of Medicaid Rate reimbursement Year 1 of Tailored Plan (TP).
- What does this mean for you?
 - Complete a Provider Network Contract or Out of Network Enrollment Packet as soon as possible by contacting providerinfo@vayahealth.com.
 - Spread the word to specialists and colleagues.
 - Expect quarterly outreach from Vaya to contract or enroll.

County Assignments: Provider Network Contract Managers

- Christine Gillenkirk: Alleghany, Ashe, Chatham, Franklin
- Davan Wildcatt: Cherokee, Clay, Graham, Jackson, Macon, Swain
- Jeanette “Michelle” Daniels: Alamance, Alexander, Avery, Caldwell, Mitchell, Vance, Wilkes, Watauga, Yancey
- Tiffany Nelson: Caswell, Granville, Rockingham, Stokes
- Lawrence “Deon” Lytle: Buncombe, Haywood, Henderson, Madison, McDowell, Person, Polk, Rowan, Transylvania
 - Please note: *these assignments are subject to change* based on staffing needs & availability.
 - Providers outside of Vaya’s catchment will be assigned on an “Ad Hoc” basis.



Claims Updates

Updated Claims Assistance Contacts

- For help with claims submission or related issues, use our online [Claims Inquiry Form](#) or contact your assigned claims specialist.
- Providers may also call our Claims Department directly at **1-800-893-6246 (see extensions below)**:
 - For inquiries related to behavioral health, I/DD, and traumatic brain injury (TBI) services, dial **ext. 2455**.
 - For inquiries related to physical health services, dial **ext. 2456**.



Provider Portal Updates

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.
- If you have questions about Provider Portal access, email ServiceDesk@vayahealth.com or call **1-800-893-6246, ext. 1500**.

Overview of Provider Portal



Provider Portal

Logged in as: Tommy.Duncan@vayahealth.com | VAYA HEALTH

Home

Members

Claims

Authorizations

Documents

Grievances and Complaints

Fraud, Waste or Abuse

Resources

Appeals

Report Downloads

Contact Us

Log Out



Welcome

Welcome to the Vaya Health Provider Portal. In this portal, you can access information and resources related to Vaya Health members, recipients, beneficiaries, and your organization.

Announcements

View our latest announcements about our health plans, portal updates, and more below. To view recent Provider Communication Bulletins, [visit Provider Central](#).

There are no current announcements.

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.

Provider Portal: Weekend Maintenance to Impact Authorization Functions

Please do not search or submit authorizations in Vaya's [Provider Portal](#) between 11 p.m. today, 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.

Provider Portal Trainings

- To learn more about our Provider Portal, refer to the job aids and recorded training 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.

Service and Authorization Updates

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.

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.

Third Party Vendors: EviCore Update

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.

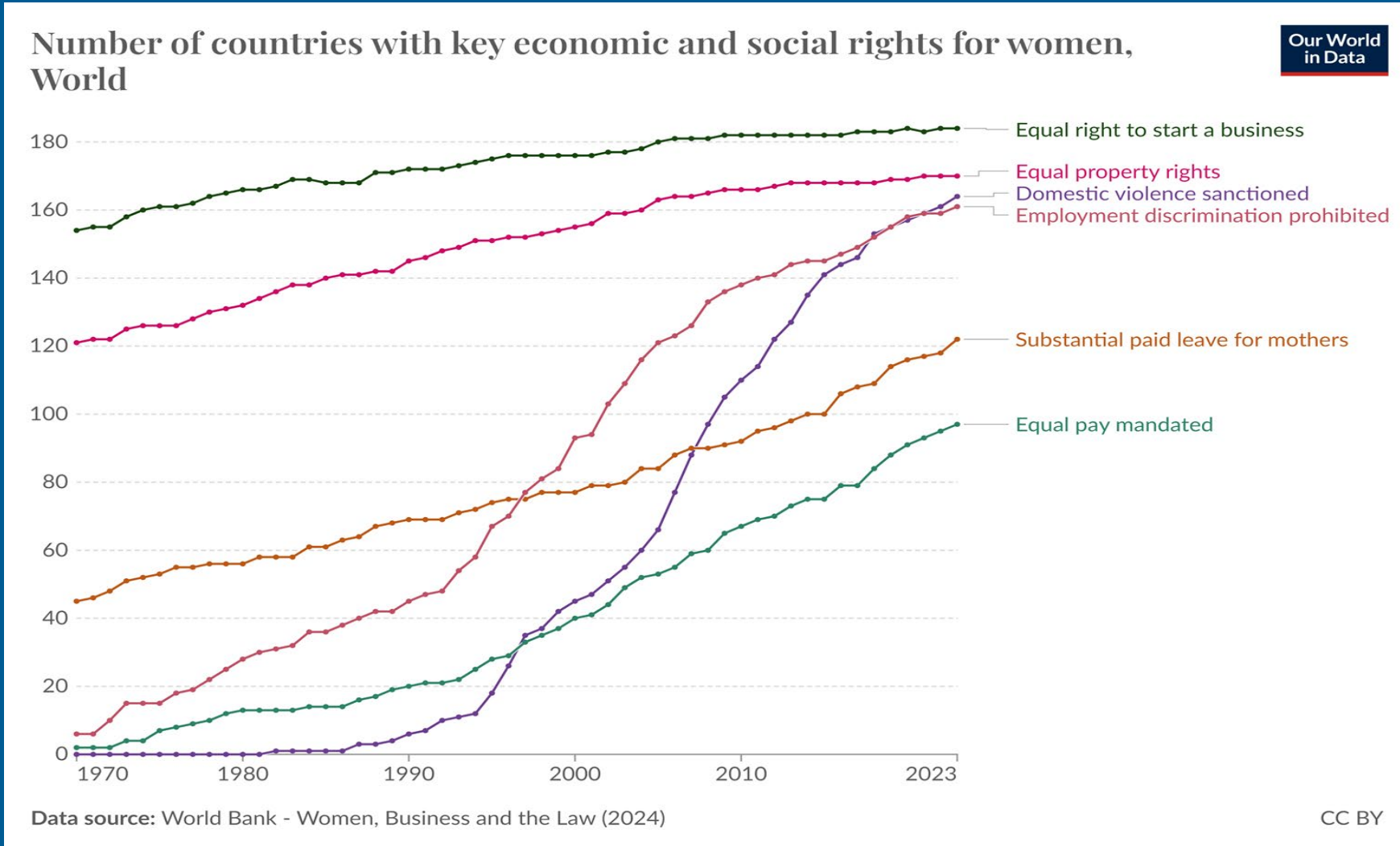
On Aug. 19, 2024, EviCore made updates to its provider portal. The update did not affect case-building questions.

EviCore Provider Portal Guidance

- 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.
- For other assistance, contact your provider network contract manager or email provider.info@vayahealth.com.

Quality Management Updates

Women's Rights Worldwide



Appeals

- Vaya handles provider appeals of adverse determinations promptly, consistently, fairly, and in compliance with state and federal law, NCDHHS requirements, and accrediting body guidelines. Vaya strictly prohibits discrimination or retaliation against any network provider based on submission of an appeal.
- Administrative actions, including claim denials, payment withholdings, suspensions of payment, and overpayment notifications
- Provider sanctions, which are decisions, actions, or inactions against a network provider based on professional competence or conduct or resulting in a change to the provider's status within the network
- To file an appeal and for more information, visit our online [Provider Portal](#).

Grievances

- You have the right to report concerns about our Tailored Plan and file grievances through a distinct provider process. Submit a grievance or complaint in any of the following ways:
 - **Online:** [Provider EthicsPoint Portal](#)
 - **Phone:**
 - Provider Support Service Line, [1-866-990-9712](tel:1-866-990-9712) Monday-Saturday, 7 a.m.-6 p.m., including holidays
 - Grievance Resolution & Incident Team (GRIT), [1-800-893-6246](tel:1-800-893-6246), ext. 1600
 - Vaya Compliance Hotline, [1-866-916-4255](tel:1-866-916-4255) (allows for anonymous reporting)
 - **Email:** ResolutionTeam@vayahealth.com
 - **Mail:** Vaya Health
Attn: Grievance Resolution & Incident Team
200 Ridgely Court, Suite 218
Asheville, NC 28806

Learning and Participation Opportunities

Open Office Hours for Providers

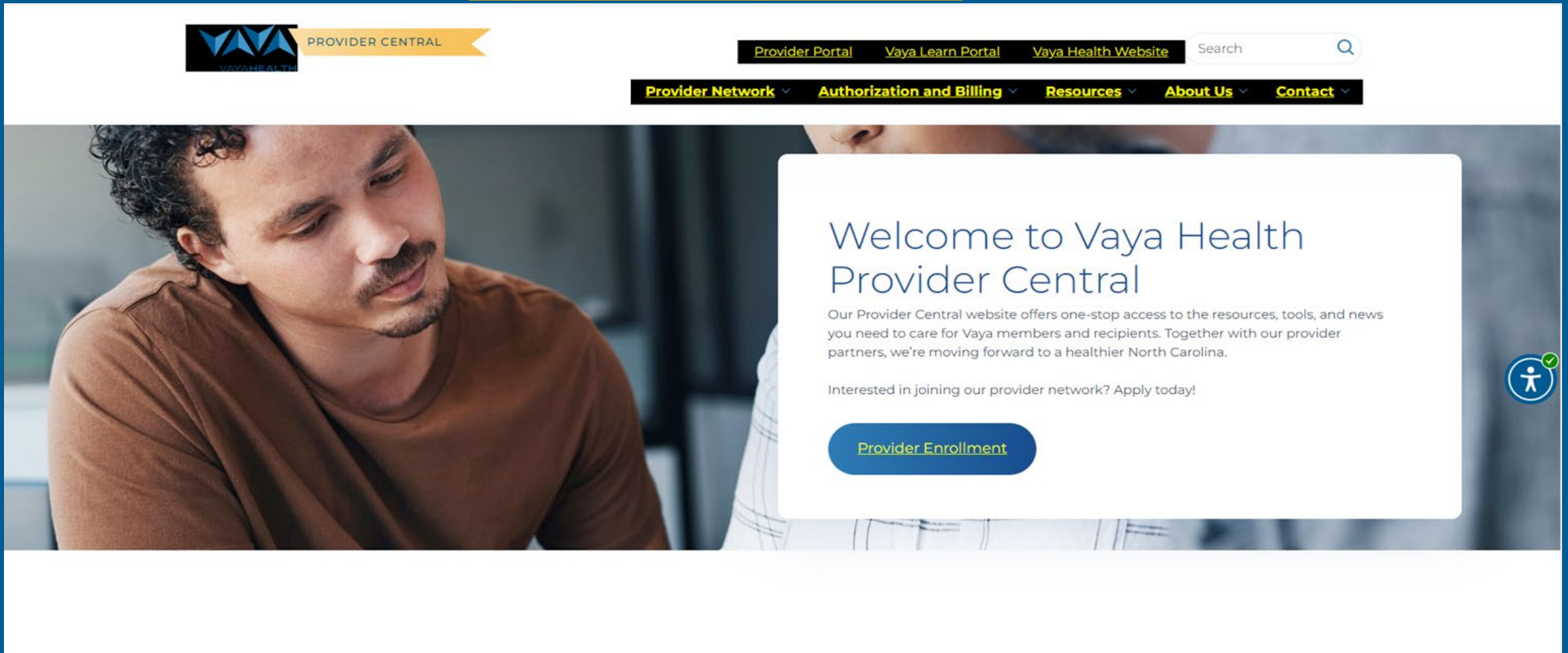
- Vaya is hosting virtual office hours for providers. Providers are invited to drop-in to ask questions related to doing business with Vaya or stay for the full session. Subject matter experts on multiple topics will be available each session to answer your questions. *No prior registration is required.*
- We will hold sessions from 10-11 a.m. on the following dates in **August 2024**: 27, 28, and 29 (*be sure to use this link and no previously shared links*): [Join all Sessions via this Teams link.](#)
- *Questions*: 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.*

Resources



Overview of Provider Central

Where to find Provider Central: <https://providers.vayahealth.com/>



Provider Central

Provider Portal

- The [Provider Portal](#) page on [Provider Central](#) is a one-stop shop for Vaya's Provider Portal as well as the portals for all our third-party vendors.

Resources Page

- Get information and materials to help you care for Vaya Health members and recipients on the [Resources](#) page of Provider Central.
- For additional resources, visit our [Forms](#) webpage, our [Provider Operations Manual](#), and our [Policies](#) webpage.

Provider Central: Resources Page

Resources Page: Provider Portal Job Aids

- Claims Job Aid
- Enrollment, Update, and Discharge Job Aid
- Grievances, Appeals, Resources, and Documents
- Main Job Aid (General Navigation)
- Service Authorizations Job Aid
- Systems Access Administrator Job Aid

Resources Page: Provider Portal Videos

- Authorization Training Video
- Claims Training Video
- Enrollment, Discharges, and Updates Training
- General Training Video

For more information: link to the [Resources](#) page of Provider Central.

Provider Communication Bulletins

- We distribute our Provider Communication Bulletin (PCB) every Thursday and as needed to provide urgent information.
- The PCB sign-up and archive are available here: <https://providers.vayahealth.com/bulletins/>.
- **Please note: Providers are contractually required to receive the PCB and are responsible to adhere to any information contained within the PCB.**

Provider Touchpoint Webinars

- Vaya hosts a biweekly Provider Touchpoint Webinar for Physical Health Providers.
- Like today's webinar, presenters share helpful information about doing business with Vaya, including available resources, prior authorizations, and claims submissions.
- *Registration is not required.*
- The link to each webinar is published both the week prior to and the week of the event in the [Provider Communication Bulletin](#), so please be sure to sign up to receive those.
- For recordings of past webinars and links to related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website. Today's recording will be posted by the close of business. For questions, email provider.training@vayahealth.com.

Contact Us

- The general email box (that all the provider network contract managers, and leadership) can access for any questions, concerns, or needs you have is: Provider.info@vayahealth.com
- For assistance with claims, Vaya has a new way for providers to submit claims denial, billing, and payment questions through our online [Claims Inquiry Form](#).
 - Providers can expect a response from a claims specialist within three business days.
 - For more information, call our Claims Department directly at: **1-800-893-6246** (behavioral health, I/DD, and traumatic brain injury services) dial **ext. 2455** and Physical health services dial **ext. 2456**.

Contact Us

- For assistance with authorization requests, contact Vaya's *Utilization Manager (UM)* Team at: **1-800-893-6246, ext. 1513**, or email UM@vayahealth.com.
- For questions about Provider Portal job aids and training, email provider.training@vayahealth.com.
- To learn more about and/or to join future Provider Advisory Council meetings, email provideradvisorycouncil@vayahealth.com.

Vaya Service Lines

Provider Support Service Line: 1-866-990-9712. This line is available *Monday-Saturday, 7 a.m.- 6 p.m.*, including holidays, for providers who have general questions, need technical assistance, or would like to request to add a site or service.

Pharmacy Service Line: 1-800-540-6083. This line is available *Monday-Saturday, 7 a.m.-6 p.m.*, including holidays.

Member and Recipient Service Line: 1-800-962-9003. This line is available *Monday-Saturday, 7 a.m.-6 p.m.*, including holidays, to help Vaya members/recipients and the public with non-emergency issues and questions.

Behavioral Health Crisis Line: 1-800-849-6127. This line is available *24 hours a day, seven days a week*, to all members, recipients, and residents of Vaya's region experiencing a mental health or substance use disorder crisis.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Physical Health Providers
Friday, September 6, 2024, 11 a.m.-12 p.m.



VAYAHEALTH