

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, Sept. 13, 2024



VAYAHEALTH

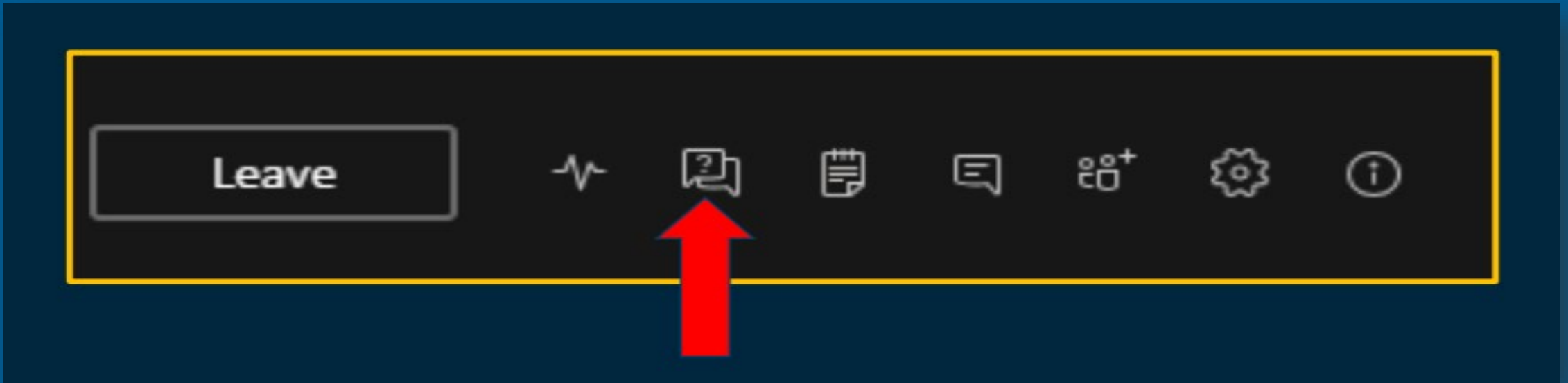
How does the Q&A work?

- 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

Christy Pruess, Care Management Director

Colleen Finnegan, Claims Supervisor

David Boyd, BH Provider Network Director

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

Drew Elliot, VP of Public Affairs

Jennifer Jennings, Substance Use (SU) Network Development Director

Jenny Carson, BH and IDD Network Operations

Kate Glance, Regulatory Reporting Director

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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Hispanic Heritage Month



- **Hispanic Heritage Month** is an annual celebration of the history and culture of the U.S. Latino and Hispanic communities.
- **Hispanic Heritage Month 2024** will last from Sunday, *September 15, 2024*, through Tuesday, *October 15, 2024*.
- The event commemorates how these communities have influenced and contributed to American society at large.
- **Hispanic Heritage Month** began as a commemorative week when it was first introduced in June of 1968 by California Congressman George E. Brown.

Direct Support Professional Recognition Week

- This week is Direct Support Professional (DSP) Recognition Week, an observance dedicated to celebrating the invaluable contributions of DSPs to the individuals they serve.
- DSPs are the cornerstone of support for people with I/DD, playing a pivotal role in day-to-day lives and ensuring health, safety, and self-directed happiness.

Direct Support Professional Recognition Week

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use (Division of MHDDDSUS) encourages you to take this opportunity to express gratitude to DSPs for their dedication and commitment by:
 - Sharing stories of outstanding DSPs
 - Organizing small events or gatherings to honor their hard work
 - Offering gestures of appreciation like thank-you cards

Guest Presentation

Terry Bedford

Director of Communications

tbedford@umhs.net



UNIVERSAL

M H / D D / S A S

“Caring People, Caring for People”

Direct Support Professionals



Direct Support Professional (DSP) week is Sept. 8-14 providing us with an opportunity to highlight and acknowledge our dedicated Direct Support workforce

DSPs are on the frontline and therefore the key to the success of the members we serve

Universal is a family-owned business started in 2003. We recognize that DSPs are the backbone of our Universal family

Recognition

Feature staff on our social media and newsletter for their outstanding achievements

Use KUDOs in our newsletters to brag on each other

Use employee surveys to better understand the challenges of our DSPs

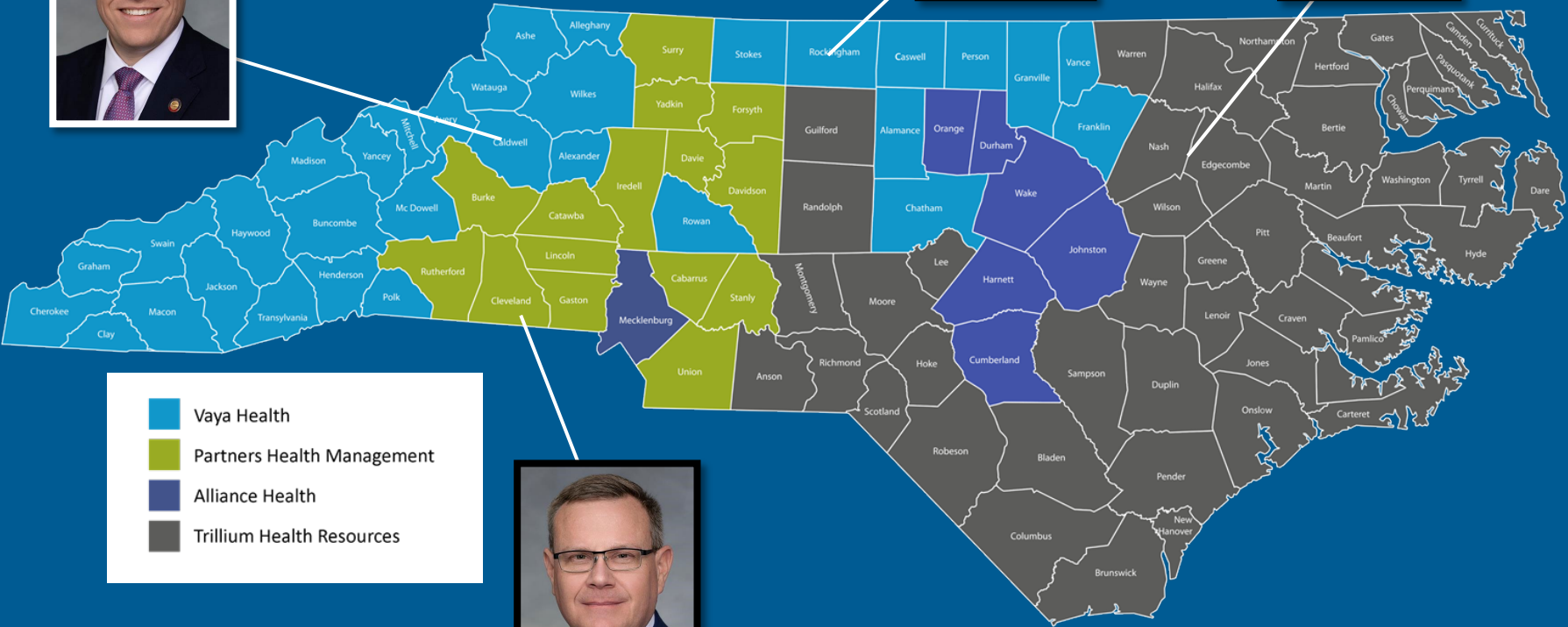
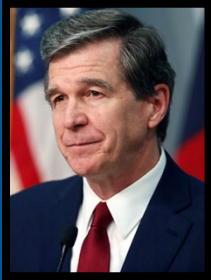
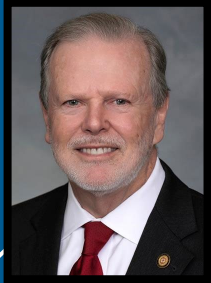
2 Staff Appreciation days per year

Recognize staff that turn in documentation on time

Recognize DSPs for longevity
Approx. 200 between 5 – 10 years
Approx 80 between 11 -15 years

On Your Radar

Legislative Update



- Vaya Health
- Partners Health Management
- Alliance Health
- Trillium Health Resources



NC Innovations Provider Self-Review of Member Record Submission Deadline

- The NC Innovations Provider Self-Review of Member Record is due on the 10th of each month following the end of the quarter. Before submitting your form, please ensure you:
 - Use the [current form](#), available on our [Forms](#) page of our Provider Central website.
 - Include your signature and the date.
 - Include the member's correct birthdate.
 - Note the coverage quarter.
 - Select all checkboxes (or mark "Not applicable").
 - Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).
- For help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your provider network contract manager, or email provider.info@vayahealth.com.

Value-based Incentive for Tobacco Cessation Assessments

- Effective July 1, 2024, Vaya offers providers value-based incentive payments for every Comprehensive Clinical Assessment (CCA) that identifies a Medicaid member's active tobacco use.
- To receive a 5% rate increase, bill Vaya using the service code and modifier **90791 YG** when submitting claims for eligible CCAs.
- No specific template or assessment tool is required, only the documentation on the standard CCA and appropriate code/modifier.

Value-based Incentive for Tobacco Cessation Assessments

- Vaya has updated all Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct contracts for providers contracted to conduct CCAs to reflect the new code/modifier, and no additional provider action is needed.
- We will use information to inform future value-based incentive programs that help members access tobacco cessation support.
- For more information, visit the [Rate and Checkwrite Schedules page](#) of our Provider Central website, contact your provider network contract manager, or email provider.info@vayahealth.com.

Reminder: (b)(3) Services Sunsetting

- 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.
 - **Reminder: (b)(3) services are sunsetting Dec. 31, 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 contract manager or email provider.info@vayahealth.com.

Current Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
Adolescent Substance Use Services	All counties
Emergency Respite (child and adolescent)	All counties
Emergency Respite (adult I/DD overnight)	All counties
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
Child Residential Treatment Services	All counties

Provider Advisory Council Monthly Meeting

Sept. 18, 2024, 10 a.m.-12 p.m.

- The Vaya Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers.
- The PAC operates pursuant to a set of bylaws and is a self-governing committee.
- All Vaya providers are encouraged to participate in monthly PAC meetings.
- To receive PAC communications or for more information about upcoming meetings, email ProviderAdvisoryCouncil@vayahealth.com.



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**.

Provider Portal Authorization Trainings

- For help using Vaya's [Provider Portal](#), review job aids, and to review trainings available on the [Resources](#) page of the Provider Central website.
- Vaya will offer virtual trainings in October and November to help providers navigate the Authorizations section of our [Provider Portal](#). Registration is not required.
- Trainings will cover completing an authorization, adding a note, adding an authorization attachment, completing discharge types, and saving an authorization in the portal.

Provider Portal Authorization Trainings

- Review the training scheduled below:
 - Oct. 10, 2024, 1-3:30 p.m. [Join here.](#)
 - Oct. 15, 2024, 10 a.m.-12:30 p.m. [Join here.](#)
 - Oct. 17, 2024, 1-3:30 p.m. [Join here.](#)
 - Oct. 22, 2024, 10 a.m.-12:30 p.m. [Join here.](#)
 - Oct. 24, 2024, 1-3:30 p.m. [Join here.](#)
 - Oct. 29, 2024, 10 a.m.-12:30 p.m. [Join here.](#)
 - Oct. 31, 2024, 1-3:30 p.m. [Join here.](#)
 - Nov. 4, 2024, 1-3:30 p.m. [Join here.](#)

- For more information, email provider.training@vayahealth.com.

Provider Portal: Notification of Vendor Name Changes

Vaya is updating vendor names across our platforms to align with organization names as they appear in NCTracks.

This change will affect features in Vaya's [Provider Portal](#), *including the vendor dropdown menus in the Authorizations and Claims sections, and will improve the process of identifying vendors in the portal.*

We currently expect the update to be complete by Sunday, Sept. 15, 2024

Claims Updates

Claims Submission Taxonomy Guidance

- *When submitting claims for payments to Vaya, providers must select a taxonomy that is based on their license and scope of practice and matches their Medicaid enrollment in NCTracks.*
- Effective **Sept. 3, 2024**, Vaya updated our claims system to validate the taxonomy code submitted on a claim to the provider's enrolled taxonomy information in the NC Medicaid Provider Enrollment File (PEF), which comes from NCTracks, to determine which services the provider is eligible to deliver.
- **Please note and share the guidance included on the next slide with the appropriate “claims submission team” for your organization.**

Claims Submission Taxonomy Guidance

For Claims Submitted After Sept. 3, 2024 (regardless of date of service)

- Claims with any of the following issues will deny:
 - Claims submitted with an enrolled billing and/or rendering provider taxonomy code that the provider does not have enrolled with NC Medicaid through NCTracks
 - Claims submitted without an enrolled billing and/or rendering provider taxonomy code
 - Claims submitted with a suspended or inactive billing and/or rendering provider taxonomy on the date of service

Claims Submission Taxonomy Guidance

If the claim denies, the denial will be identified on your remittance advice (RA). Below are the taxonomy denials that may populate on your RA:

- Billing provider taxonomy is not associated with billing provider NPI on claim
- Billing provider taxonomy is not active and effective for the date of service
- Billing provider taxonomy code is missing
- Attending/rendering taxonomy is not active or effective for the date of service
- Attending/rendering taxonomy code is missing
- Attending/rendering taxonomy code is not associated with the attending/rendering provider NPI on the claim
- Billing, rendering, or attending provider taxonomy is suspended for the date of service

Claims Submission Taxonomy Guidance

For Claims Submitted Between July 1 and Sept. 3, 2024 (regardless of date of service)

Vaya has identified paid claims during this timeframe with various taxonomy issues that will need to be corrected and resubmitted:

- Vaya will allow a minimum of 60 days to resolve taxonomy-related issues.
- Vaya will send letters to each impacted provider, followed by personal outreach, with details about affected claims.
- Approximately 84% of taxonomy issues reside with 33 providers. Vaya will prioritize direct outreach to these providers to help resolve claim issues.
- Vaya will share updates at the *Provider Advisory Council* meeting on **Sept. 18, 2024**.

Claims Submission Taxonomy Guidance

- If you have questions or need assistance, contact Vaya's Claims Department through Vaya's online [Claims Inquiry Form](#).
- You may also contact your assigned claims specialist or call **1-800-893-6246, ext. 2456** (physical health services) or **ext. 2455** (behavioral health, I/DD, and traumatic brain injury services).

Billing Changes: IPS-SE Mental Health/Substance Use Disorder

- Effective **Oct. 1, 2024**, *Individual Placement and Support – Supported Employment (IPS-SE)* providers serving members who receive 1915(i) or 1915(b)(3) services should no longer bill for NC CORE Milestones using Z modifiers.
- Link here to [Read more](#) about NC CORE Milestone Billing Guidance.

Quality Management Updates

National Core Indicators for Aging and Disability Survey

- Vaya Provider Communication Bulletin 2024-25, Issue 13 (Aug. 15, 2024) provided the incorrect eligibility age for older adults participating in the National Core Indicators – Aging and Disabilities (NCI-AD) Adult Consumer Survey.
 - *The survey is completed by adults ages **60 and older**, as well as individuals with physical disabilities who receive Long-term Supports and Services (LTSS).*
- The 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.

National Core Indicators for Aging and Disability Survey

- The program helps address gaps in assessing outcomes in 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.
- The survey process includes gathering background information and an interview. In North Carolina, UNC's Carolina Institute for Developmental Disabilities (CIDD) will conduct interviews.

National Core Indicators for Aging and Disability Survey

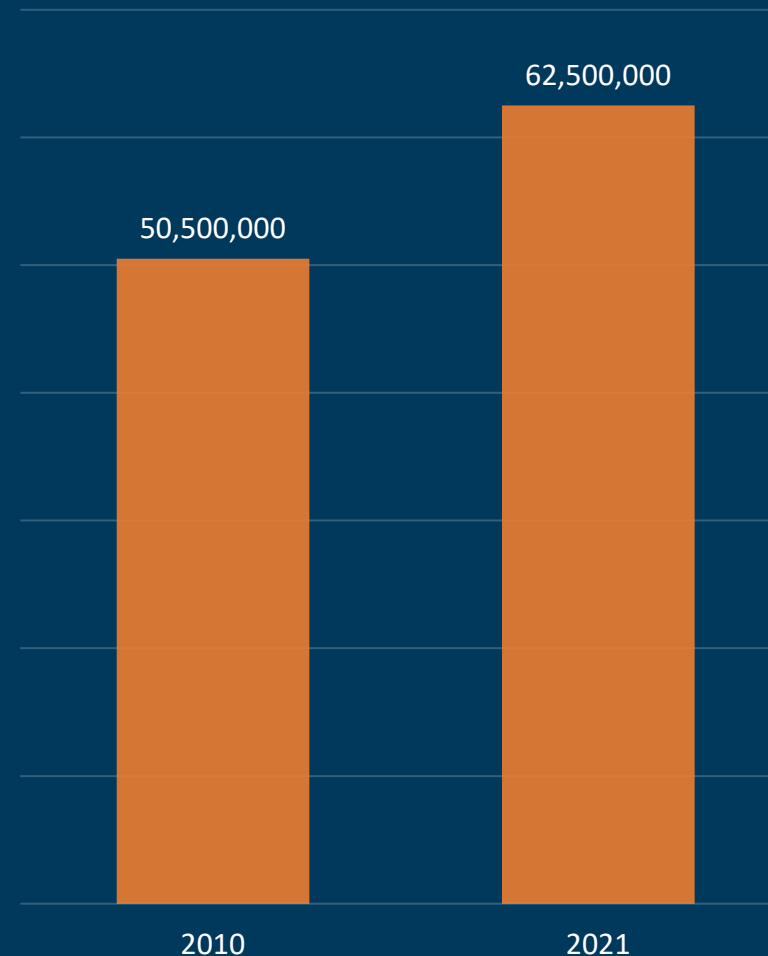
- Providers may be asked to help obtain selected participants' consent, complete a background information form, and provide pre-survey information.
- If one or more individual(s) you serve are selected to participate, you will receive a secure email from vaya.surveys@vayahealth.com before Nov. 1, 2024, with a list of selected participants and copies of the consent, background, and pre-survey forms. The email will include instructions and due dates.
 - **The first due date for packets is today, Sept. 13, 2024.**
- *Thank you* for your time and effort to help improve services for the people we mutually serve.

A Few Facts for Hispanic Heritage Month 2024



The US population grew by 23.1 million from 2010 to 2021, and Hispanics accounted for 52% of this increase.

US Hispanic Population



- By 2030, one out of five US workers will be Hispanic.
- The labor force participation rate of Latinos, 65.6%, is among the highest of any race or ethnicity.
- Over the past decade, the number of Hispanic business owners grew 34% compared to 1% of all business owners in the United States

Learning and Participation Opportunities

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.
- **September Schedule:**
 - We will hold sessions from **10-11 a.m. Sept. 18 and 25, 2024.** [Join on Microsoft Teams](#)
- *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.*

Fetal Alcohol Spectrum Disorder: Recognizing the Red Flags

- In Recognition of Fetal Alcohol Spectrum Disorder (FASD) Awareness Month, the Division of MHDDSUS will host a webinar to raise awareness of the disorder, on **Sept. 25, 2024, 2-3 p.m.**
- Participants will learn to recognize behavioral symptoms associated with FASD to ensure timely evaluation and diagnosis.

[Learn more](#) or [register online](#).

Residential Roundtable

- **Sept. 27, 2024, 2-3:30 p.m.**
 - Vaya hosts a quarterly residential roundtable for child residential providers.
 - This collaborative effort aims to build connections and strong working relationships between Vaya and providers.
 - We encourage providers of child Residential Services and Therapeutic Foster Care (TFC) to participate in this collaborative effort. [Join on Microsoft Teams.](#)
 - For more information or to suggest agenda items, email provider.training@vayahealth.com.

Early Winter 2024 CCC Medical Interpreter Series

- MAHEC will offer a series of five in-person classes (starts **Nov. 7, 2024**), plus a related Medical Terminology class (for any language pairing), based on the Cross-Cultural Communication (CCC) curriculum.
- The classes are open to both individuals new to the field of medical interpretation and those looking to improve their skills. CCC manuals are included in the class fees.
- Classes will be held at:
 - **MAHEC Education Building**
Balsam Room
121 Henderson Rd.
Asheville, NC 28803

Early Winter 2024 CCC Medical Interpreter Series

- Those interested in Modules 1 and 2 or in the entire series must be registered by **Oct. 24, 2024**.
- Only individuals who have completed Modules 1 and 2 may attend Modules 3-5.
- Those interested in the Medical Terminology class must register by **Nov. 8, 2024**.
 - Individuals with health care provider and/or medical interpreter backgrounds can take this as a standalone class.
- Those interested in professional medical interpretation are encouraged to take the entire series (Modules 1-5 and the Medical Terminology class) to earn 42 credit hours. At least 40 hours of medical interpreter education are required to take either of the two national medical interpreter certification exams.

Early Winter 2024 CCC Medical Interpreter Series

Trainings are *8:30 a.m.-4 p.m.* on the following dates:

- **Nov. 7-8, 2024: Modules 1 and 2** – Introduction to Professional Medical Interpretation, Ethics & Standards, and Interpreting Protocols and Skills
 - **Nov. 14-15, 2024: Modules 3 and 4** – Medical Interpretation: Cultural Awareness, Unconscious Bias, Strategic Mediation, Professional Identity, and Medical-Legal Interpretation
 - **Nov. 21, 2024: Module 5** – Medical Interpretation: Standards of Practice, Advocacy, Professional Development and Self-care, and Final Series Participant Assessment
 - **Nov. 22, 2024: Medical Terminology** – Medical Interpretation and Medical Terminology (any language pairing), Participant Assessment
- Link here to [Learn more](#) or [register online](#).

The Mediation Center: Upcoming Trainings

[The Mediation Center](#), a 501(c)(3) nonprofit that has provided conflict resolution services in Buncombe, Henderson, Polk, and Transylvania counties since 1984, offers family visitation, mediation, youth conflict resolution, and other related training services. Review the center's upcoming training events below:

- **Sept. 27, 2024, 9-10:30 a.m.**, *Now What? When You've Been Subpoenaed into Family Court*
- **Oct. 3, 2024, 9:30 a.m.-12 p.m.**, *Workplace Conflict Resolution*
- **Oct. 11, 2024, 9-11 a.m.**, *How to Be a Better Witness*
- **Oct. 21-25, 2024, 8 a.m.-5 p.m.**, *Mediated Settlement Conference-NC Superior Court*
- **Nov. 22, 2024, 9-11 a.m.**, *Becoming a Court-Aware Therapist: Treating court-involved cases with care*

[Learn more online](#) about upcoming trainings and workshops at The Mediation Center.

Substance Use Workforce Continuing Education Scholarship Program

- The [Governor's Institute](#), through the Division of MHDDDSUS, 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.](#)

DSP Recruitment and Retention Provider Grant Initiative

- The Division of MHDDSUS is accepting grant applications through 12 p.m. Nov. 8, 2024, for DSP workforce recruitment and retention projects.
- This initiative is designed to provide financial support for DSPs to receive continuing education, training, and professional development to further enhance their ability to provide exceptional care.

[Learn more and apply online](#)



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**** Friday, Sept. 27, 2024, 11 a.m.-12 p.m. ****



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