



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinar: Hurricane Helene Recovery – All Network Providers Oct. 11, 2024, 11 a.m.-12 p.m.

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. **Tomorrow's Provider Touchpoint webinar will include important information about Hurricane Helene disaster recovery, resources, and updates.**

PROVIDER TOUCHPOINT WEBINAR: ALL NETWORK PROVIDERS – OCT. 11, 2024

The link to each webinar is published prior to 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.

Helene Recovery Webpage and Financial Assistance for Providers

Visit the [Hurricane Helene Recovery](#) page of Vaya's Provider Central website for the latest resources and information. This page will include details about financial assistance for Vaya network providers.

Provider Portal: Authorization Requests Currently Require

Manual Entry of Number of Days

Please be advised of a known issue with Vaya's [Provider Portal](#) that impacts the calculation of days for the following prior authorization types: Inpatient, Outpatient, and Home- and Community-Based Services (HCBS).

Issue Details

Currently, the system is performing a date difference calculation that results in losing one day when calculating the total number of days between the effective date and the expiration date. This miscalculation is affecting the number of days reflected in the service authorization request (SAR).

Temporary Workaround

While Vaya works to resolve this issue, we ask providers to manually adjust the number of days when creating SARs by following the steps below:

- **Review the effective and expiration dates** of your SAR.
- **Manually enter the correct number of days** in the "Requested Units" field to ensure the total number of days between the effective and expiration dates is accurate. For example, if the effective date is Oct. 1, 2024, and the expiration date is Oct. 3, 2024, the system may calculate the effective period as two days; however, it should be three days. In this case, please manually enter three days.

Ongoing Resolution

We anticipate the issue will be resolved by Oct. 17, 2024. Please check the portal Announcements page for confirmation the update is complete. Until then, we appreciate your cooperation in using this workaround to ensure accurate day counts on SARs.

Provider Advisory Council Monthly Meeting Oct. 16, 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.

Hurricane Recovery Food Distribution Resources

NCDHHS has shared the following information about food distribution resources:

Fixed-Site Mass Feeding Locations

- **Buncombe County:** Biltmore Baptist Church
- **Watauga County:** First Baptist Church

Mobile Food Distribution Sites

- **Buncombe County:** Asheville-Buncombe Technical Community College (Conference Center and Ferguson Building), WNC Agriculture Center, The Greens at Weaverville, Big Ivy Community Center, Swannanoa Church of Christ, Fletcher Nursing and Rehabilitation Center, Asheville (two roaming sites), First Baptist Church of Swannanoa, St. James AME Church, The Verge Asheville, Weaverville Ingles
- **Burke County:** Oak Hill Methodist Church
- **Caldwell County:** Hudson Shelter
- **Haywood County:** Waynesville (two roaming sites), Haywood County Armory
- **Henderson County:** Mills River Town Hall, Etowah Elementary School, Lincoln Circle neighborhood (roaming), Henderson County Social Services, Bat Cave (roaming)
- **Madison County:** Madison County Early College Wellness Center

- **Mitchell County:** Spruce Pine First Baptist Church, Mitchell High School
- **Rutherford County:** Rutherfordton Presbyterian Church
- **Transylvania County:** Rosman Town Hall, Transylvania County Parks and Recreation
- **Watauga County:** Pleasant Grove Baptist Church, Meat Camp Baptist Church, Foscoe Christian Church, Watauga County Emergency Operations Center, Holmes Convocation Center
- **Yancey County:** Blue Ridge Elementary School, Cane River Middle School, Burnsville Ingles

Henderson County Distribution Center Update

Henderson County asks that organizations needing food, water, and other supplies to operate contact the county distribution center, located at 118 McAbee Court in Flat Rock, by completing the [Henderson County Donation Request Form](#). **Please do not arrive to the warehouse unannounced.** If you do not have internet, call 828-753-3781 to place your order.

Items are subject to availability and not guaranteed. Requestors will be called when orders are ready for pick-up.

Hurricane Helene: Helpful Resources

General Resources

- Call 911 for emergency assistance
- Call 211 for local resources
- [ReadyNC.gov](#): Emergency Information, including [open shelters](#)
- NCDHHS: [Hurricane Helene Recovery Resources](#)
- American Red Cross: [Finding Friends and Family After Hurricanes Helene and Milton](#)
- [FEMA Disaster Assistance](#) (FEMA Helpline: 1-800-621-3362)
- [SAMHSA Disaster Distress Helpline](#)
- NC Department of Environmental Quality: [Storm Response](#)
- NC Medicaid Resource Newsletter ([English](#)) ([Español](#))
- NC Board of Pharmacy: [Operating Pharmacies in Counties Affected by Hurricane Helene](#)

Behavioral Health, I/DD, and TBI Resources

- Call or text [988](#) for mental health support from a trained mental health professional.
- Call North Carolina's [Peer Warmline](#) (1-855-PEERS NC) to speak to a peer living in recovery from mental health or substance use issues.
- First responders and volunteers can call the [Hope4NC Helpline](#) (1-855-587-3463) for support.
- The [Disability Disaster Hotline](#) provides information, referrals, and guidance to people with disabilities and their families during disasters.
- The [Connections App](#) provides evidence-based support for mental health and substance use recovery.

NC Department of Public Safety (DPS) Resources:

- [Hurricane Helene](#)
- [County Emergency Management Agencies](#)
- If you are seeking a representative from the North Carolina Joint Information Center, email ncempio@ncdps.gov or call 919-825-2599.
- [Best Ways to Donate in the Wake of Hurricane Helene](#)
- For recovery resources for a resident impacted by the storm, email IArecovery@ncdps.gov.

LEARNING AND PARTICIPATION OPPORTUNITIES

Provider Portal Authorization Trainings

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.

Review the training schedule below:

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

For more information, email provider.training@vayahealth.com. Provider Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

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



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