



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Hurricane Helene Recovery Webpage

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

Financial Assistance Available for Network Providers

Please read below for important information about financial assistance that may be available to Vaya network providers. For help, visit our [Hurricane Helene Recovery](#) webpage or call the Provider Support Service Line at 1-866-990-9712.

Hardship Payments

As a standard business process, Vaya allows providers to request hardship payments if they encounter difficulties billing or getting paid by Vaya. The hardship payment is an advance payment from Vaya to address a situation in which the provider is experiencing a significant drop in claims payments due to issues beyond their control. A hardship payment is a loan that is offset by future claim payments to the provider.

The recoupment process begins once the root causes of the disruption to claim payments are resolved and claims have paid correctly for 30 days without issue. Vaya's customary process is to recoup 20% of each checkwrite until the hardship payment is repaid in full, leaving 80% of each checkwrite for the provider to maintain adequate cash flow.

A hardship request should be considered when:

- You are not able to file claims due to circumstances you cannot control.
- You need payment in advance (a loan) until claims for work completed can be submitted.
- The hardship would be recouped once billing is submitted at a later date.

If you believe you qualify for hardship assistance, complete the **Provider Hardship Request Form** on the [Hurricane Helene Recovery](#) webpage and email it to provider.info@vayahealth.com.

Stabilization Payments

This form of assistance is fundamentally different than hardship assistance. Providers may view it as a grant and do not have to repay back for this type of financial support.

A stabilization request should be considered when:

- Your inability to see members has created an irreplaceable volume gap.
- You incur additional expenses for the same services due to extenuating circumstances.

If you believe you qualify for stabilization payments, complete the **Provider Stabilization Request Form** on the [Hurricane Helene Recovery](#) webpage and email it to provider.info@vayahealth.com.

New Flexibilities for NC Medicaid, State-funded Services

NCDHHS has announced updated flexibilities for both Medicaid and State-funded services.

Medicaid Services

For full information, review the NC Medicaid Bulletin [Hurricane Helene Policy Flexibilities to Support Providers and Members - Oct. 11, 2024](#). The flexibilities in the bulletin are effective from Sept. 26, 2024, through Dec. 31, 2024, unless otherwise communicated by NCDHHS, and are intended to benefit members and providers directly impacted by Hurricane Helene.

These dates and flexibilities may be adjusted based on the declaration of the State of Emergency for North Carolina and ongoing recovery efforts. NC Medicaid recommends providers only leverage the flexibilities to support impacted beneficiaries or while impacted facilities and staff are recovering from the hurricane. Providers should return to normal business operations as soon as possible to be compliant with NC Medicaid clinical coverage policies.

Please note the following Vaya-specific utilization management guidance for Innovations Waiver and non-Innovations Waiver services:

- [Helene Medicaid Benefits Flexibility Guidance: Behavioral Health, I/DD \(Non-Innovations\) and TBI Services](#)
- [Helene Medicaid Benefits Flexibility Guidance: NC Innovation Waiver Services](#)

State-funded Services

For full information, review the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) Bulletin [State-Funded Hurricane Helene Response Flexibilities \(Oct. 11, 2024\)](#). Providers should return to normal business operations as soon as possible to be compliant with the Division of MHDDSUS State-funded service definitions.

Hospital Updates

Vaya continues to coordinate with western North Carolina health systems on response protocols, sites, and resources to support hospital staff in accessing help for patients. For current information, we encourage providers to visit the hospital websites below:

- UNC Health System: [Hurricane Helene Resources and Updates](#)
 - Mission Health: [Helene](#)
 - Atrium Health: [Location Closings and Updated Hours of Operation](#)
 - Rutherford Regional Health System: [Hurricane Helene Update](#)
 - Harris Regional Hospital: [Hurricane Helene Update](#)
 - Haywood Regional Medical Center: [Hurricane Helene Update](#)
 - Advent Health (Hendersonville): [Community Resources](#)
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Watch Friday's Provider Touchpoint

Find the recording and slide deck for Friday's Provider Touchpoint on Hurricane Helene

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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