

Provider Touchpoint Webinar for Physical Health Providers

Friday, September 20, 2024



VAYAHEALTH

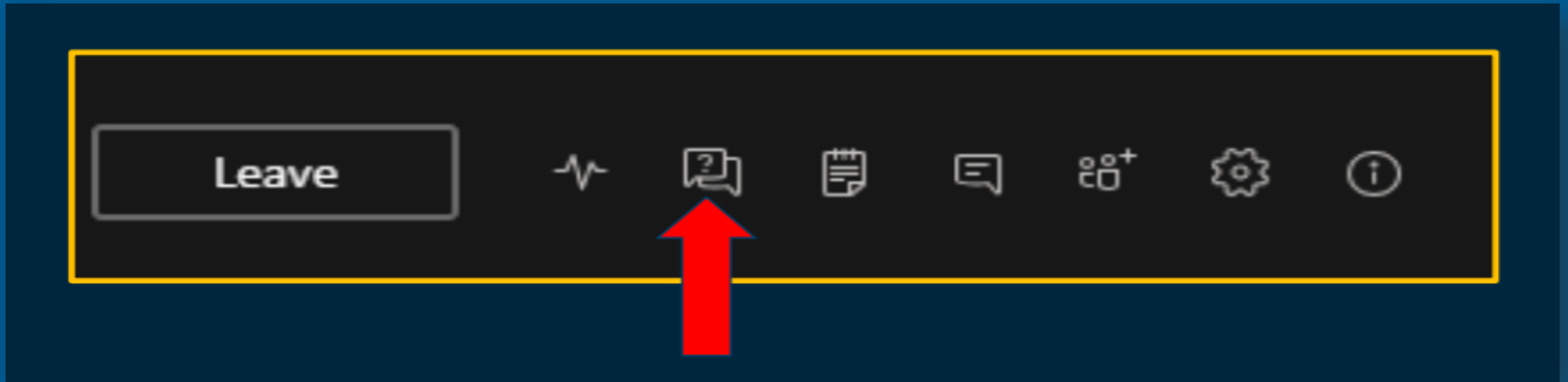
How does the Q&A work?

- 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

Christine Gillenkirk, PH Provider Network Contract Manager (**Host**)

Davan Wildcatt, Tribal Network Contract Manager

Drew Elliott, VP of Public Affairs

Dr. Jay Vora, Pharmacy Director of NC Medicaid Management

Kate Glance, Regulatory Reporting Director

Kisha Price, Interim VP Claims Administration

Kimberly Johnston, Provider Enrollment Manager

Utilization Management, Claims, and Care Management teams

Today's Production Team

Cryss McMillan, Provider Educator (Co-producer and Q&A Moderator)

Monica Thomas, Administrative Support Professional (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.

On Your Radar

NC Medicaid Pharmacy Newsletters

Vaya encourages providers to review NC Medicaid's 2024 [Pharmacy Newsletters](#).

The August 2024 newsletter includes the updates as follows:

Coverage of OTC Condoms, Spermicides Begins Sept. 1

- Effective Sept. 1, 2024, NC Medicaid will cover condoms and spermicides as over-the-counter (OTC) products through the pharmacy benefit. Coverage supports reproductive health care for beneficiaries, including prevention of unintended pregnancy and sexually transmitted infections.
- Beneficiaries will be able to obtain condoms and spermicides from pharmacies enrolled in Medicaid with a prescription from a Medicaid-enrolled provider, with no cost sharing responsibility. [Read more.](#)

NC Medicaid Pharmacy Newsletters

Obesity Management Medications Now Covered

- Effective Aug. 1, 2024, NC Medicaid covers U.S. Food and Drug Administration-approved obesity management medications for beneficiaries ages 12 and older.
- For clinical coverage information, download the [Outpatient Pharmacy Prior Approval Criteria](#) from the NCDHHS website or call Vaya's Pharmacy Service Line at **1-800-540-6083**.

NC Medicaid Pharmacy Newsletters

No Copays for Medications for Opioid Use Disorder, Nicotine Replacement Therapy

- Effective Aug. 1, 2024, NC Medicaid has removed copay requirements for opioid antagonists, nicotine replacement therapy, and medications used to treat opioid use disorder for beneficiaries covered under the outpatient pharmacy benefit. [Read more.](#)

Inhaler change effective 09/1/2024

- Effective Sept. 1, 2024, NC Medicaid has moved Alvesco Inhaler, Arnuity Elipta Inhaler, Asmanex HFA Inhaler/Twisthaler, and QVAR Redihaler to preferred for patient access due to discontinuation of Flovent

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](#)

Provider Enrollment

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 **1-866-333-2757**.
- **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-IDD)
 - 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.

Current Network Needs

- Vaya's Network is currently in need of the following provider types across all 100 counties:
 - Primary Care Physicians
 - Specialists i.e., pediatrics, urology, ENT, OBGYNs, neurology
 - Personal Care Services Providers
 - Durable Medical Equipment (DME) providers
 - Skilled Nursing Facilities
- For more information contact provider.info@vayahealth.com

Claims Updates

Claims Submission Taxonomy Guidance

- When submitting claims for payments to Vaya Health, providers must select a taxonomy that is based on their license and scope of practice and matches their Medicaid enrollment in NCTracks.
- As communicated in the **Sept. 12** Provider Communication Bulletin, Vaya recently updated our claims system on 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 an 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

Claims Submission Taxonomy Guidance

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

Claims which were submitted and should have been denied for taxonomy issues between July 1 – Sept 3 were processed, and now need to be resubmitted for correction.

Vaya has identified paid claims during this timeframe with various taxonomy issues:

- 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 an inactive billing and/or rendering provider taxonomy on the date of service

Claims Submission Taxonomy Guidance

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

These claims that were paid during this timeframe with various taxonomy issues 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.

Claims Submission Taxonomy Guidance

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

What happens when the new claims are submitted?

- The new claim with corrected taxonomy will need to be submitted and processed as a “replacement claim” with the previous related claim being recouped and replaced with the new claim. This could result in the same, more, or less payment than the original claim.
- Vaya will allow a minimum of **60** days to resolve taxonomy-related issues.
- Failure to resubmit claims within the allotted time limit will result in a denial and recoupment of the original submitted claims.

Claims Submission Taxonomy Guidance

NEXT STEPS:

- *A member of Vaya's Provider Network Team will be reaching out for personalized contact to ensure understanding of this process, a listing of the claims which need to be replaced, and to answer any questions.*
 - *No action is required until contacted by Vaya.*

Claims Submission Reminder

- Vaya adjudicates both Physical and Behavioral Health claims in the Vaya's claim system. Vaya does not require providers to split these claims.
- Vaya follows NC Medicaid Managed Care Billing Guidance for Health Plans to support claims adjudication. Please visit [Claims and Billing | NC Medicaid \(ncdhhs.gov\)](https://ncdhhs.gov/claims-and-billing) for guidance.
- If you have claims questions or need assistance, contact Vaya's Claims Department through the 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).



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 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.

Quality Management Updates

National Core Indicators for Aging and Disability 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.
- Indicators address key areas of concern including service planning, rights, community inclusion, choice, health and care coordination, safety, and relationships.

National Core Indicators for Aging and Disability Survey

- The NCI-AD Consumer Survey is completed (either in person, virtually or by phone) with adults 60 years and older, and with those with physical disabilities who receive long-term services and supports. First, consent is obtained, then background information is gathered concerning the person receiving services.
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- The survey is then scheduled and conducted with the person receiving services and may include a proxy respondent who knows the person well. Interviews are only completed with people who have provided consent.
- The organization conducting the interviews is UNC-Chapel Hill, Carolina Institute for Development Disabilities (CIDD).
- Provider Communication Bulletin 2024-25 Issue 13, (Aug. 15, 2024), in error stated that the survey was administered with adults 65 years and older, but the correct age range is 60 years and older.

National Core Indicators for Aging and Disability Survey

- As a provider of services, you may have been asked to help obtain consent and to complete the background information form and pre-survey information for your selected members.
- You may have received a secure email from the Vaya Survey inbox in the past month which included a list of members you are providing services for, along with a copy of the consent form, the Background and Pre-survey forms and a due date for this information to be returned to the Vaya Survey inbox.
- The email contained detailed directions and due dates for the survey documents. The first due date for packets was Friday, September 13th, 2024.
- ***Thank you*** in advance for your time and effort to help improve services and supports locally and throughout North Carolina for our valued members.

Provider Guide: Follow-up After Emergency Department Visit for Mental Health

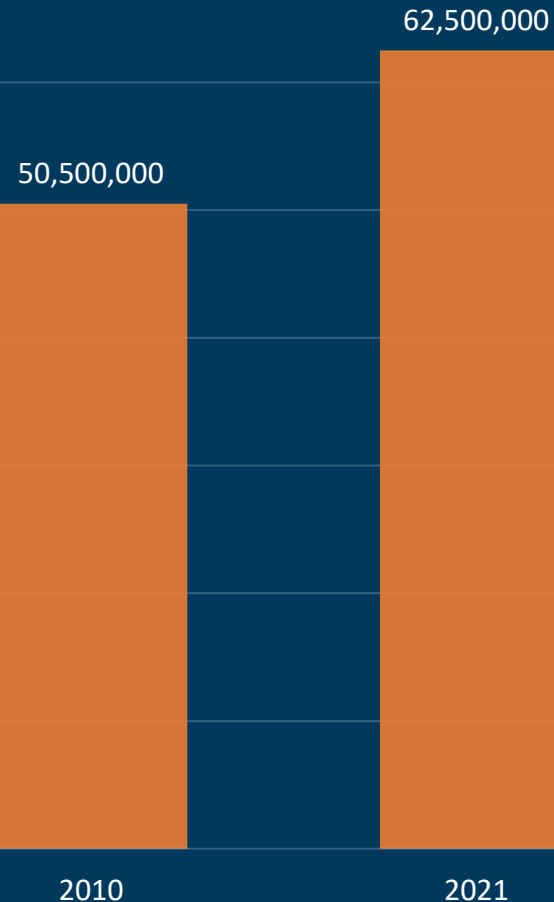
- Vaya collects quality data from our providers to measure and improve the care the individuals we serve receive.
- The Healthcare Effectiveness Data Information Set (HEDIS) measure “Follow-up after Emergency Department Visit for Mental Illness” is one aspect of care we review to drive these efforts.
- For more information, see the [Provider Guide: Follow-up After Emergency Department Visit for Mental Health](#) on our Provider Central website.
- If you have questions, contact Vaya Quality Management at QualityManagement@vayahealth.com.

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.*
- **Sept. 25, 2024, 10-11 a.m.**
 - [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.*

WCU Career FairPlus-Fall '24

[Western Carolina University](#) will host an in-person, all-industries, all majors [Career FairPlus- Fall '24](#) on Tuesday, **Sept. 24, 2024, 11 a.m.-2 p.m.**

Registration for employees includes fair attendance for two representatives, lunch, load-in assistance, and free limited parking.

The fair is in the Liston B. Ramsey Center on the WCU campus. [Download directions](#).

For more information, email careerservices@wcu.edu or call **828-227-7133**.

Person Centered Thinking Training

Nov. 6-7, 2024, 9 a.m.-4 p.m.

- This free virtual Person-Centered Thinking training opportunity is a two-day, 12-hour workshop that introduces the principles and use of person-centered thinking.
- Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.
- Participants must attend and participate on both days, with audio and video, to receive a certificate of completion. Each day will include a 30-minute lunch break.

Person Centered Thinking Training

Nov. 6-7, 2024, 9 a.m.-4 p.m.

- Participants will receive the Microsoft Teams link and training handouts one week prior to the event. [RSVP on Vaya's website](#) by Oct. 30, 2024.
- Registration is *required*. Attendance is capped at 28 participants.
- If you RSVP on your staff's behalf, include each person's full name and email address.
- For more information, email provider.training@vayahealth.com.

UNC Institute for Best Practices Trainings

The [UNC Institute for Best Practices](#), part of the UNC Center for Excellence in Community Mental Health within the UNC-Chapel Hill Department of Psychiatry, will host the upcoming training opportunities below.

Individual Placement and Support (IPS)

[Career Profile for IPS Teams and ACT Employment Specialists](#) – Sep. 24, 2024, 9:30 a.m.-1 p.m.

[Follow Along Supports Training for IPS Teams and ACT Employment Specialists](#) – Oct. 1, 2024, 9:30 a.m.-1 p.m.

[IPS 101](#) – Oct. 15-16, 2024, 9:30 a.m.-3:30 p.m.

[Job Development Training](#) – Oct. 29, 2024, 9:30 a.m.-1 p.m.

[IPS Documentation Training](#) – Nov. 5, 2024, 9:30 a.m.-1 p.m.

[Employment Peer Mentor Training](#) – Save the Date: Nov. 6-8, 2024

[IPS Disclosure Training](#) – Nov. 19, 2024, 9:30 a.m.-1 p.m.

[Person-Centered Employment Planning Training \(Career Profile\)](#) – Dec. 17, 2024, 9:30 a.m.-1 p.m.

UNC Institute for Best Practices Trainings

Assertive Community Treatment (ACT) and Community Support Team (CST)

[The Role of Peer Support Within ACT Services](#) – Sept. 23 and 24, 2024 9:30 a.m.-1 p.m.

[Permanent Supportive Housing for CST and ACT Teams](#) – Sept. 25, 26, and 27, 2024, 9:30 a.m.-4 p.m.

For more information and to explore additional training opportunities, visit the [Institute for Best Practices webpage](#).

DSP Recruitment and Retention Provider Grant Initiative

The Division of MHDDSUS is **accepting grant applications through 12 p.m. Nov. 8, 2024**, for Direct Support Professional (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.](#)

The Mediation Center Upcoming Trainings

The Mediation Center is a 501(c)(3) nonprofit organization providing conflict resolution services to Buncombe, Henderson, Transylvania and Polk Counties since 1984. The Mediation Center offers family visitation, mediation, youth conflict resolution, and other related training services.

For information about the following upcoming training events, [link here](#):

- **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*

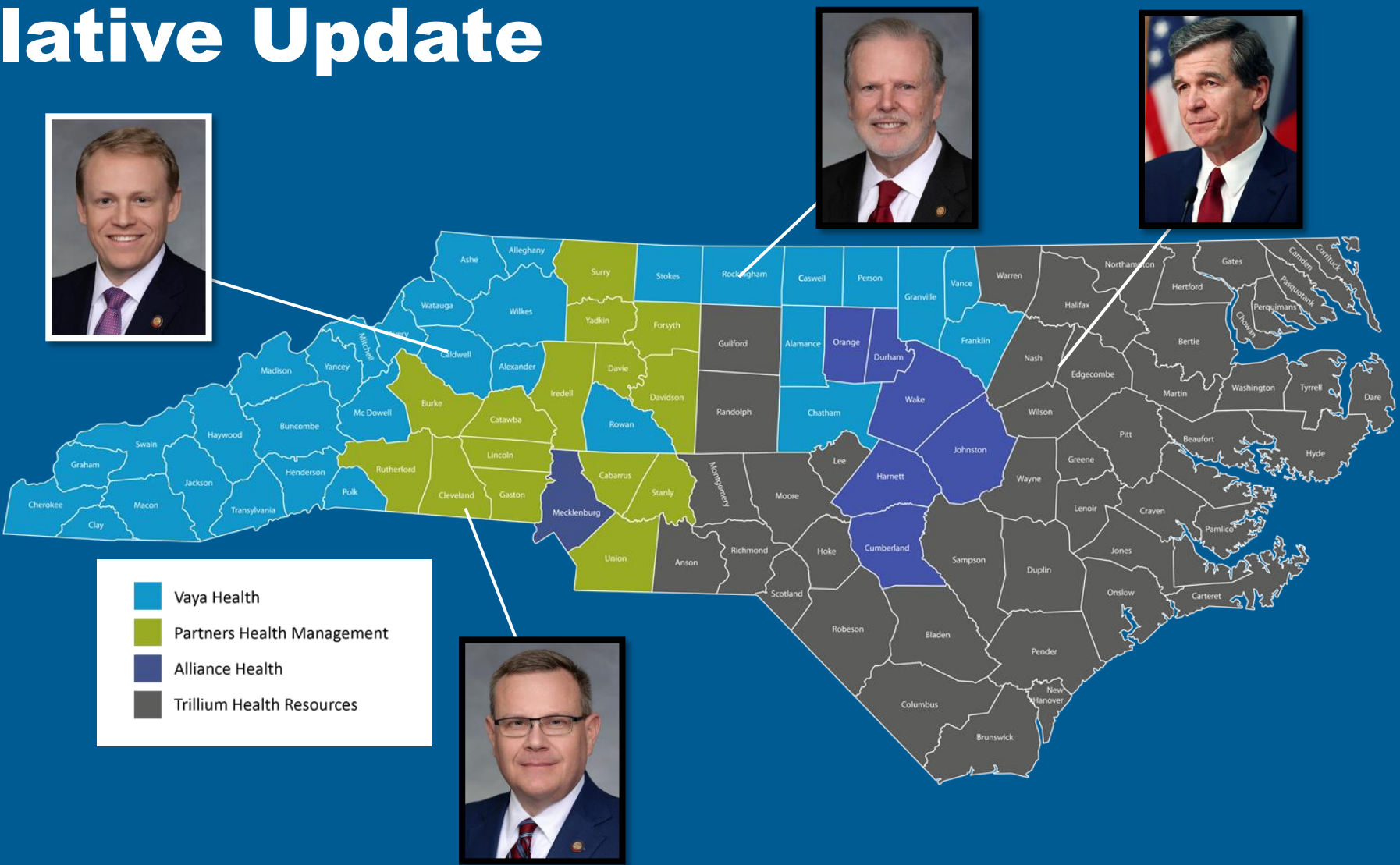
Provider Advisory Council

- The Vaya Health 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.
- We encourage all Vaya network providers to participate in monthly PAC meetings.
- To receive PAC communications or for more information about upcoming meetings, email provideradvisorycouncil@vayahealth.com.



Legislative Update

Legislative Update



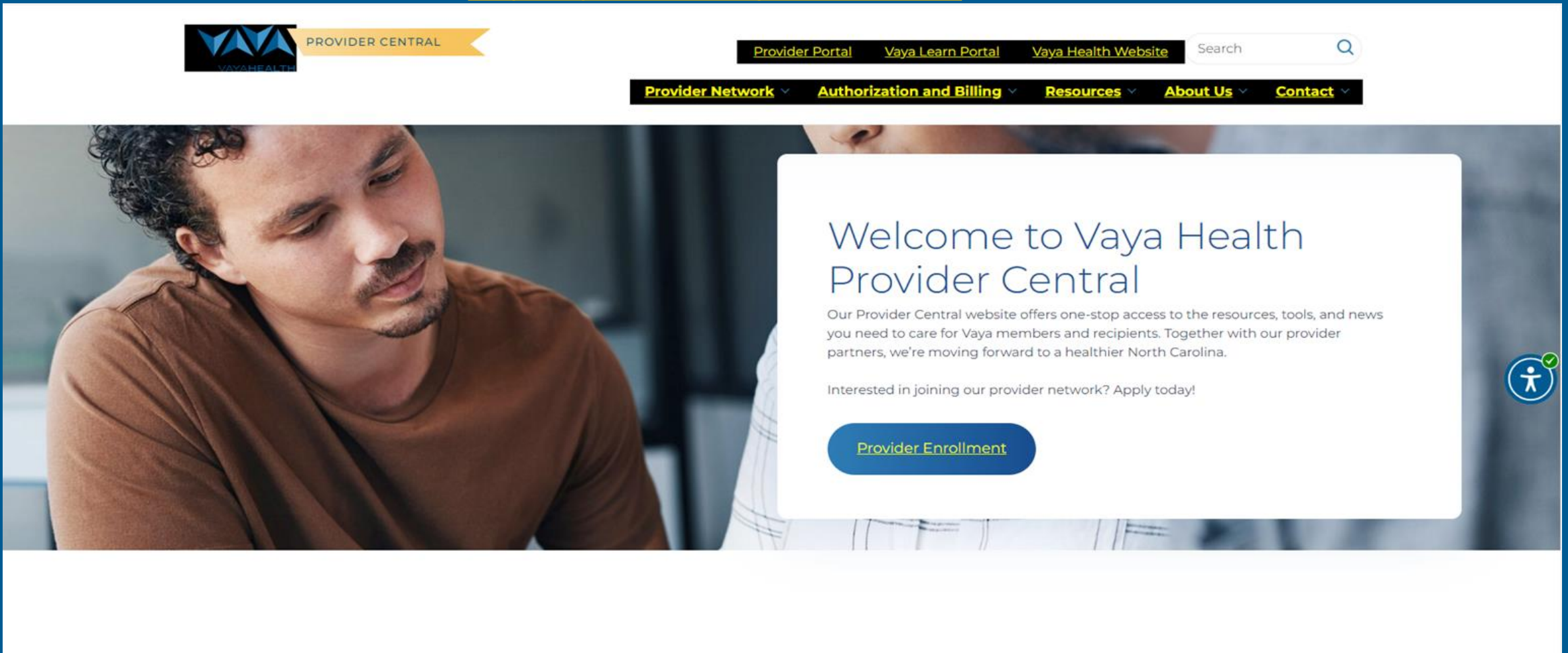
Resources



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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 soon. 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 your questions, concerns, or needs 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 claim's 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 Management (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 webinar for **Physical Health** Providers

**** Friday, October 4, 2024, 11 a.m.-12 p.m. ****



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