

Hurricane Helene Disaster Recovery Touchpoint Webinar for All Providers

Friday, October 18, 2024



VAYAHEALTH

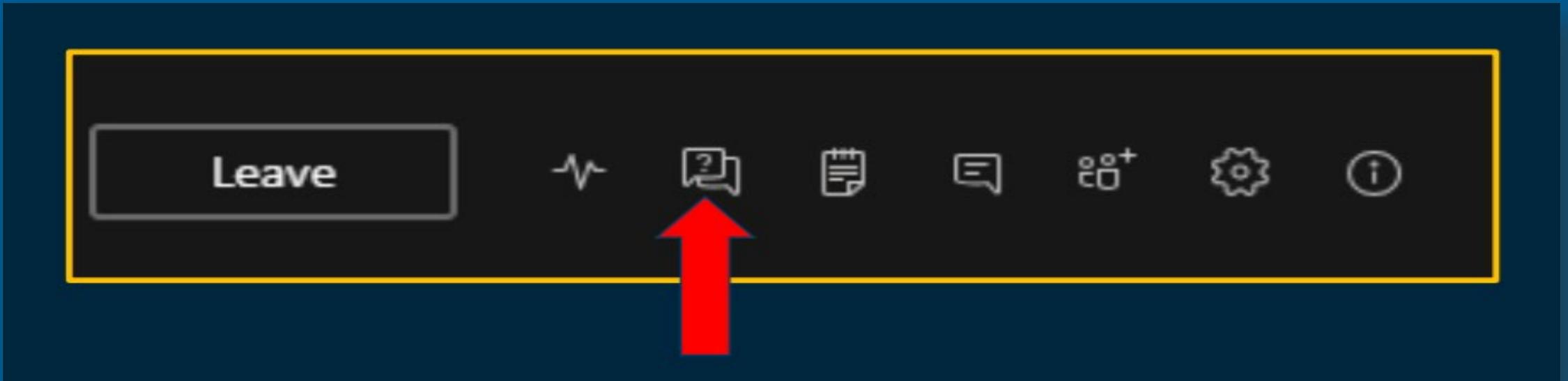
How does the Q&A work?

- 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

Donald Reuss, VP of Behavioral Health Provider Network (**Host**)

George Ingram, VP of Physical Health Provider Network & Value Based Contracting (**Host**)

Kurt Boldt, Assistant VP of PH Provider Network

Utilization Management, Claims, and Care Management teams

Production Team

Justine Tullos, Administrative Support Professional (Q & A Moderator)

Monica Thomas, Administrative Support Professional (*Producer*)

Shamika Howard, Provider Educator (*Co-producer and Q&A Moderator*)

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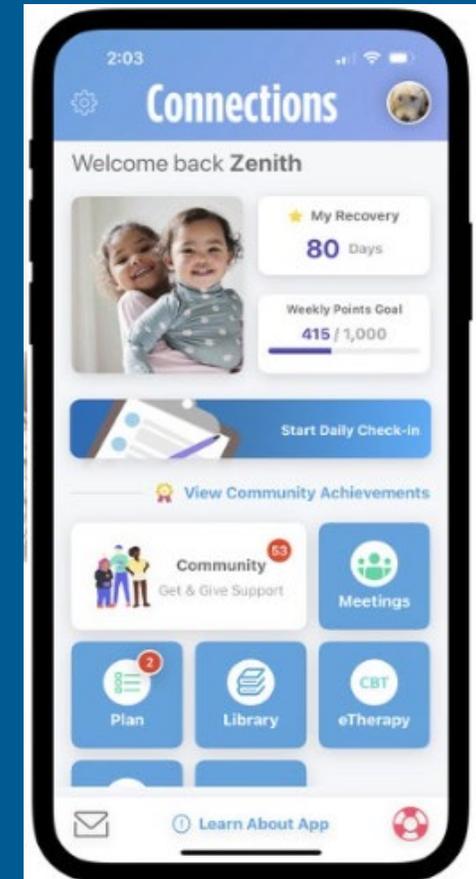
WELCOME
Vaya Health Providers

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Global Peer Support Celebration Day

Vaya is honoring the work of North Carolina's more than 5,300 certified peer support specialists today on Global Peer Support Celebration Day.

As the state continues to recover from Hurricane Helene, Vaya and NCDHHS encourage residents to explore using the **Connections App**, which is a free and anonymous recovery support app provided by NCDHHS and offers 24/7 peer support, to make recovery support available to anyone in the region at no cost. [Sign up online](#)



On Your Radar

Hurricane-Related Financial & Operational News

Resources for Providers and Those Served by Providers

Provider Portal Updates

Reminder: Visit Vaya Online for Hurricane Recovery Information

- Vaya continues to update our [Hurricane Helene Recovery](#) page with the latest information and resources for providers.
- Providers are encouraged to bookmark the page and visit regularly.

The screenshot displays the Vaya Health Provider Central website. The header includes the Vaya Health logo, navigation links for 'Vaya Learn Portal', 'Vaya Health', and 'Provider Portal', and a search bar. The main content area is titled 'Hurricane Helene Recovery' and contains several sections of text and links. A 'Need Help?' box on the right provides contact information for technical assistance. Social media icons for Facebook, Twitter, and LinkedIn are also visible.

Hurricane Helene Recovery

Vaya Health is here to support providers affected by Hurricane Helene. We serve 20 western North Carolina counties included in President Joe Biden's disaster declaration and subsequent addition of counties affected by the storm: Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Clay, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, Watauga, Wilkes, and Yancey.

Vaya staff live and work in the communities we serve, including all counties in the disaster area in North Carolina. We have successfully activated our business continuity and disaster recovery plans and continue to respond to the evolving situation.

Read below for helpful resource information for impacted providers. For updates as they happen, read or subscribe to our [Provider Communication Bulletin](#) or join our [Provider Touchpoint webinars](#).

For general disaster information for network providers, visit our [Emergency and Disaster](#) webpage.

For information to share with members and recipients, visit our [Helene Recovery](#) page on [vayahealth.com](#).

Financial Assistance for Vaya Health Providers

We recognize that you may be experiencing infrastructure challenges due to Hurricane Helene, and billable services may have been impacted. Please call our **Provider Support Service Line at 1-866-990-9712** if you have any questions about how to apply for assistance.

Hardship: As a standard business process, Vaya Health (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 been 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 Advance Request Form](#) and email it to provider.info@vayahealth.com.

Stabilization: This form of assistance is fundamentally different than Hardship assistance. Providers may view it as a grant since they do not have to pay Vaya back for this type of financial support. See the [Provider Stabilization Payment Request Form](#) for more details.

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

Financial Assistance Available for Network Providers

For help or additional information on financial assistance available to Network Providers, visit our [Hurricane Helene Recovery](#) webpage or call the Provider Support Service Line at **(1-866-990-9712)**.

- **Hardship Payments**
- **Stabilization Payments**

Financial Assistance: Hardship Payments

What is a Hardship Payment?

- A Standard business process: Providers can request payments if encountering difficulty billing or getting paid.
- An advance payment: Addresses drops in claims payments due to issues beyond a provider's control.
- A loan: Offset by future claim payments to provider.
- Recoupment: Process begins once the root causes are resolved, and claims have paid correctly for 30 days without issue. Vaya will 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.

When to consider a Hardship Payment:

- 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.

Financial Assistance: Stabilization Payments

What is a Stabilization Payment?

- A form of assistance that is fundamentally different than hardship assistance.
- May be viewed as a grant – providers do not have to repay this type of financial support.

When to Consider a Stabilization Payment:

- You are unable to see members and this has created an irreplaceable volume gap.
- You are incurring 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. For help or additional information, visit our [Hurricane Helene Recovery](#) webpage.

- Medicaid Services
- State-Funded Services

NC Medicaid Service Flexibilities

- Full information available in NC Medicaid Bulletin [Hurricane Helene Policy Flexibilities to Support Providers and Members - Oct. 11, 2024.](#)
- Effective Sept. 26, 2024, through Dec. 31, 2024, unless otherwise communicated by NCDHHS. Dates and flexibilities may be adjusted based on the declaration of the State of Emergency for North Carolina and ongoing recovery efforts.
- Intended to benefit members and providers directly impacted by Hurricane Helene
- 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.

NC Medicaid Service Flexibilities

(Vaya-Specific Medicaid Service Flexibilities)

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 Service Flexibilities

- For full information, review NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDDSUS) 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 MHDDDSUS State-funded service definitions.

Vaya will continue to monitor all service flexibilities and update the [Hurricane Helene Recovery](#) webpage.

Temporary DHSR Waiver/Modification of Enforcement for Certain Facilities

The NC Division of Health Service Regulation (DHSR) is accepting requests for waivers or modifications for enforcement of behavioral health and I/DD facility regulatory requirements to protect individual health, safety, and welfare and help providers affected by Hurricane Helene. [Learn more.](#)

On Your Radar

Hurricane-Related Financial & Operational News

Resources for Providers and Those Served by Providers

Provider Portal Updates

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](#)

Hurricane Helene Resources: Vaya Health Service Lines

Vaya Health is in close communication with NCDHHS and other state and local partners to respond to the impact of Hurricane Helene in western North Carolina, ensure members and recipients are safe, and triage urgent service needs.

- Although our offices remain closed, Vaya's service lines are available for members/recipients, providers, and the public (see numbers next slide).
- We are here to support you and are operational; some of our office facilities do not have water and staff to open at this time.



Hurricane Helene Resources: Vaya Health Service Lines

- Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003) and Pharmacy Service Line (1-800-540-6083) continue to operate from 7 a.m. to 6 p.m., Monday-Saturday, including holidays.
- Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.
- To stay informed on the state's response and resources, visit [ReadyNC.gov](https://www.ReadyNC.gov). The site includes information about open shelters with availability. Currently, 19 general population shelters are open, plus two state medical support shelters for people who need specialized care.

Hurricane Helene Resources: Vaya Health Service Lines

Disasters are a time when mental health requires additional care. Anyone who needs someone to contact for support can reach out to the following resources shared by the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS):

- Call **911** for emergency assistance.
- Call **211** for local resources (non-emergency).
- Call or text [988](#) for mental health support from a trained mental health professional.
- Call NC's [Peer Warmline](#) (**1-855-PEERS NC**) to speak to a peer living in recovery from behavioral health issues.

12 Additional NC Counties Eligible for FEMA

- Homeowners and renters in counties who had uninsured damage or losses caused by Tropical Storm Helene are now eligible to apply for FEMA disaster assistance.
- FEMA may be able to help with serious needs, displacement, temporary lodging, basic home repair costs, personal property loss or other disaster-caused needs.
- Counties previously authorized for assistance to households: Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, and Yancey.

Counties:

- Cabarrus
- Cherokee
- Forsyth
- Graham
- Iredell
- Lee
- Nash
- Rowan
- Stanly
- Surry
- Union
- Yadkin

12 Additional NC Counties Eligible for FEMA

How to apply:

- DisasterAssistance.gov (quickest)
 - [FEMA App](#) for mobile devices
 - **800-621-3362 (toll-free)**
- Telephone line is open daily and help is available in most languages.
- If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service.

[Three Ways to Apply for FEMA Disaster Assistance - YouTube](#)

What you will need:

- Phone number where you can be contacted.
- Your address at time of the disaster and the address where you are now staying.
- Your Social Security number.
- A general list of damage and losses.
- Banking information (if using direct deposit).
- If insured, the policy number or the agent and/or the company name.

12 Additional NC Counties Eligible for FEMA

- If you have homeowners, renters' or flood insurance, you should file a claim as soon as possible.
- FEMA cannot duplicate benefits for losses covered by insurance.
- If your policy does not cover all your disaster expenses, you may be eligible for federal assistance.
- For the latest information about North Carolina recovery, visit [Hurricane Helene | NC DPS](#) or [fema.gov/disaster/4827](https://www.fema.gov/disaster/4827).
- Follow FEMA on X at [FEMA Region 4](#) or on Facebook at [facebook.com/fema](https://www.facebook.com/fema).

Brief Application Period Open for Disaster SNAP (D-SNAP) Benefits

Certain individuals can now apply for help buying food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP):

- Application period Oct. 18-24, 2024
- Must live in 25 western North Carolina counties, or be a member of the Eastern Band of the Cherokee Indians residing in zip code 28719
- Open to individuals and households not currently receiving Food and Nutrition Services benefits who were affected by the hurricane

[Learn more](#) and download a flyer in [English](#) and [Spanish](#)

D-SNAP Details

- Eligible households receive a one-time benefit on a debit-like card (called an Electronic Benefits Transfer, or EBT card) to help buy food.
- Exact amount depends on household size, income and estimated losses.
- Benefits are good for up to nine months.
- **Application window is narrow:** Begins on Friday, October 18 and closes on Thursday, October 24.
- To apply: Call D-SNAP Virtual Call Center at **(1-844-453-1117)** or complete a pre-registration online using the [ePASS Pre-Registration Tool](#), which will be opened on Oct. 15 (pre-registration) and closes on Oct. 24.
- Residents will be notified if they have been approved within three days of their application and will be able to pick up their EBT card in person at any of the [D-SNAP locations](#) or have their card mailed to them overnight at the address they list in the application.

United Way NC Disaster Relief Fund for Non-Profits

The North Carolina Disaster Relief Fund will help provide for immediate unmet needs through reimbursements to nonprofits working with hurricane disaster survivors.

Eligible groups include 501(c)(3) organizations with a valid charitable solicitation license assisting Hurricane Helene-impacted communities with immediate needs. [Learn more from the United Way of NC.](#)

Resources for Resilience: Daily Listening Circle

- [Resources for Resilience](#) is providing free daily [Listening Circles](#) for all western North Carolina residents affected by Hurricane Helene.
- Listening Circles offer an opportunity for community members to connect, lean on one another, and highlight what is getting them through this difficult time.

Helping Kids Cope With the Trauma of Hurricane Helene

- Oct. 21, 2024, 3 – 4:30 p.m.
- Benchmarks' corporate partner, [Creating a Family](#), will host live webinars on helping children cope with the trauma of Hurricane Helene.
- The Oct. 21 webinar, “Understanding & Responding to Children After Disasters,” is for professionals. [Register online](#).

Disaster Unemployment Assistance

- NC Division of Employment Security (DES) issued a news release about the availability of Disaster Unemployment Assistance (DUA) to eligible residents of 25 counties and the Eastern Band of Cherokee Indians (EBCI).

[Read more.](#)

- DUA benefits are available for residents of the following counties: Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancey, as well as Eastern Band of Cherokee Indians (EBCI) members.
- For more information, email laura.leonard@commerce.nc.gov or call **984-236-5641**.

Additional resources include:

- [How to File a Disaster-Related Claim brochure](#)
- [DUA flyer](#)
- [Hurricane Helene DUA webpage](#)
- [DUA FAQs](#)

Open Shelters & Disaster Relief Services

- The American Red Cross is offering emergency shelter and other services to western North Carolinians affected by Hurricane Helene.
- [Find shelter locations and learn about other services](#) for individuals who were forced to evacuate their home or lack access to essential services.

Donations

- We will be accepting cases of bottled water at our *Vaya Health Ridgefield office* if any providers want to drop off supplies:

Vaya Health
200 Ridgefield Court
Suite 218
Asheville, NC 28806

Additional Helpful Resources are Located on Hurricane Helene Recovery Page

- ReadyNC.gov: [Emergency Information](#)
- NCDHHS: [Hurricane Helene Recovery Resources](#)
- NC Department of Environmental Quality: [Storm Response](#)
- American Red Cross - [Reunification After Hurricane Helene](#)
- [FEMA Disaster Assistance](#)
- [Hurricane Helene State Press Release #4](#)
- NC Medicaid Resource Newsletter ([English](#)) ([Español](#))
- [Hurricane Helene](#)
- [County Emergency Management Agencies](#)
- Representatives from the North Carolina Joint Information Center: ncempio@ncdps.gov or call **919-825-2599**
- IArecovery@ncdps.gov: Recovery resources for residents impacted

Hurricane Helene Recovery

The screenshot shows the Vaya Health Provider Central website page for Hurricane Helene Recovery. The page is titled "Hurricane Helene Recovery" and features a navigation bar with "Vaya Learn Portal", "Vaya Health", "Search", and "Provider Portal". The main content area includes a "Need Help?" section with a phone number (1-866-990-9712) and a "Hurricane Helene Recovery" button. Below this, there are sections for "Financial Assistance for Vaya Health Providers" and "Hardship" requests, detailing the process for providers impacted by the hurricane. The page also includes social media icons for Facebook, X, and LinkedIn.

On Your Radar

Hurricane-Related Financial & Operational News

Resources for Providers and Those Served by Providers

Provider Portal Updates

Provider Portal Downtime

Vaya's [Provider Portal](#) will be unavailable from 11 p.m. Saturday, Oct. 19, to 12 a.m. Sunday, Oct. 20, 2024, due to system maintenance.

Please do not attempt to use the portal during this time.

Provider Portal: Authorization Submission and Management Training

- 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 Submission and Management Training

- Review the training schedule below:
 - 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.

#VayaStrong

At Vaya Health, *we believe working together* makes us stronger. **We are committed to the wellness, fitness and overall health** of our staff and the community.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint webinar for **Physical Health Providers**

**** Friday, November 1, 2024, 11 a.m.-12 p.m. ****



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