

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, October 25, 2024



VAYAHEALTH

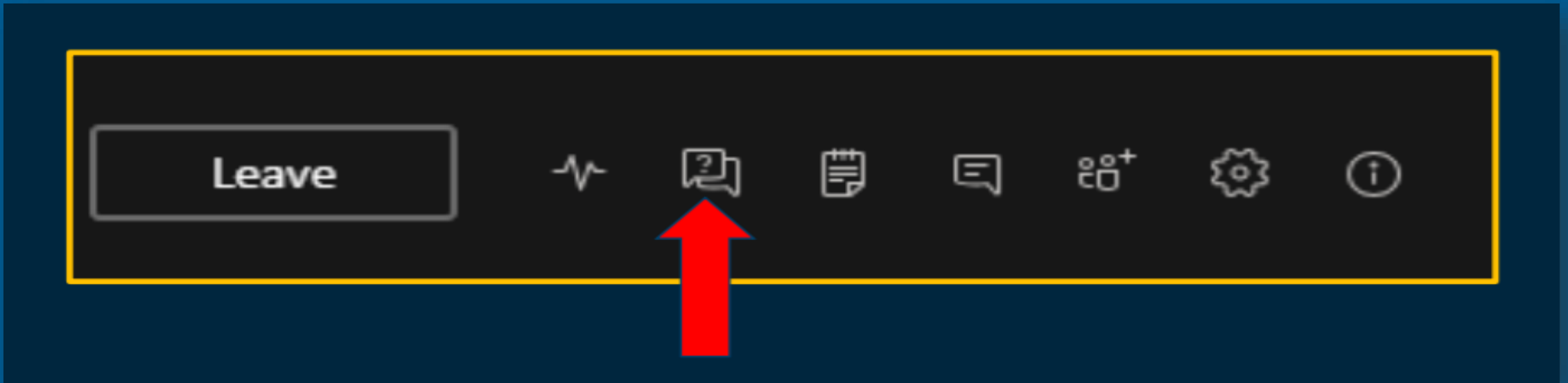
How does the Q&A work?

- 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

David Boyd, BH Provider Network Director

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

George Ingram, VP of PH Network Operations & Value Base Contracting

Jenny Carson, BH & IDD PN Contract Manager

Jennifer Jennings, Substance Use (SU) Network Development Director

Kate Glance, Regulatory Reporting Director

Kelly Watkins, BH & IDD PN Contract Manager

Monae Davis, Customer Service Quality Manager

Sheree Estrada, BH & IDD PN Contract Manager

Tashia Shamwell, Quality Management Specialist

Utilization Management, Claims, and Care Management Teams

Today's Production Team

Breonna Martin, Provider Educator (Producer)

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

Shamika Howard, Provider Educator (Co-producer)

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WELCOME
Vaya Health Providers

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American Diabetes Month

- **Prevalence:** 1 in 10 Americans has diabetes, with over 84 million more at risk for type 2 diabetes.
- **Lifestyle and Behavioral Interventions:**
 - Evidence supports that **lifestyle changes** (diet, exercise) can delay or prevent type 2 diabetes by up to 58%, emphasizing the importance of coordinated care in implementing behavior modification programs.



- **Managing Diabetes:**
 - Close monitoring and individualized goals for A1C, blood pressure, and cholesterol are essential for reducing microvascular and macrovascular complications.
 - Managing diabetes involves more than glycemic control. Studies show that addressing depression and anxiety in diabetes patients improves adherence & outcomes.



On Your Radar

NCDHHS Opens Family Resource Center in Asheville

- NCDHHS has opened a [Family Resource Center](#) in Asheville to help connect families who lost a loved one during Hurricane Helene with bereavement and family support.
- On-site staff will provide grief and bereavement services, connection to FEMA Funeral Assistance for burial and cremation support, assistance with the provision and replacement of vital records such as birth and death certificates, and help navigating insurance processes.
- To learn more or schedule an appointment, call [211](#).

NC Rural Center: Hurricane Helene Update

- NC Rural Center updates focus on elements of the Hurricane Helene recovery most closely tied to rural economic development, including small business, health care, and infrastructure.
- Visit the center's [Hurricane Helene Recovery Resources and Ways to Help](#) page to learn more, including ways to volunteer or donate.

SBTDC Develops Business Recovery Portal

North Carolina SBTDC now offers a [Business Recovery Portal](#) with resources for small businesses damaged by Hurricane Helene, including:

- one-on-one business counseling and links to organizations offering loans and other funding
- tax assistance
- unemployment insurance guidance
- key agencies.

The portal was developed in partnership with the NC Business Recovery Collaborative.

NC MedAssist: New Products for Western NC Relief

- The [Diaper Bank of North Carolina](#) is making multiple products available through the [NC MedAssist WNC Relief OTC Request Form](#), including baby diapers, wipes, formula, bottles, menstrual pads, tampons, adult incontinence supplies, and adult liquid nutrition.
- There is no limit on the number of orders that can be placed.
- The Diaper Bank has offered to ship adult incontinence and children's diapers to anyone in need in western North Carolina.
- [Learn more](#) about NC MedAssist efforts, including the Free Pharmacy Program for uninsured individuals.

Free Mental Health Support for Teens Across North Carolina

- NCDHHS is partnering with Alliance Health and Somethings to offer mental health support via text and video to teens impacted by Hurricane Helene.
- [Somethings](#) is a mental health platform that connects teens and young adults with certified peer support specialist mentors and can provide referrals to licensed therapists. [Learn more.](#)

NC-PAL Psychiatry Access Line for Healthcare Providers

- NC-PAL's Psychiatry Access Line **919-681-2909** offers free, non-emergency behavioral health consultations and education for providers serving pediatric or perinatal patients.
- To learn more, visit the [NC-PAL website](#) or download the [Phone Line Hand Card](#).
- NC-PAL is a collaboration among NCDHHS and the Duke University and UNC Chapel Hill Schools of Medicine.

NCDHHS Receives Federal Funding to Expand Hope4NC Helping People to Rebuild and Recover

- The North Carolina Department of Health and Human Services has announced \$2.9 million in federal funding to help increase crisis counseling services for people impacted by Hurricane Helene.
- The funding is part of the [Crisis Counseling Assistance and Training Program](#) administered by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA), which is available to states to address behavioral health care needs and support relief for people in disaster-impacted communities.
- The funding will be used to expand the Hope4NC initiative to recruit, hire and train crisis counselors, behavioral health therapists and certified peer support specialists in the 25 counties [declared major disaster areas](#) following Hurricane Helene.

NCDHHS Receives Federal Funding to Expand Hope4NC Helping People to Rebuild and Recover

- Approximately 1.8 million people living in these areas were impacted by the storm that brought catastrophic damage on Sept. 26, 2024, and in the days following.
- Currently, first responders and volunteers experiencing stress or mental health crisis can call the [Hope4NC Helpline](#) at **1-855-587-3463** 24/7.
- Crisis counseling through Hope4NC is a free and anonymous resource for people impacted by Hurricane Helene.
- The additional funding will expand the crisis response workforce to increase access to more people who are impacted by Hurricane Helene.



Provider Portal Updates

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.

The following trainings will cover completing an authorization, adding a note, adding an authorization attachment, completing discharge types, and saving an authorization in the portal:

- 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 job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

1915(i) Updates

NC Medicaid Care Provider Playbook Fact Sheet: FAQs for 1915(i) Services

- NC Medicaid has released a fact sheet on [Processes and Frequently Asked Questions for 1915\(i\) Services](#).
- This resource includes health plan-specific information on 1915(i) processes for Tailored Care Management and 1915(i) services providers.

Third Party Vendors: EviCore Update

Evicore Training Schedule

Vaya partners with [EviCore healthcare](#) for utilization management of certain specialty physical health services, including radiology, cardiology, and physical, occupational, and speech therapy (PT/OT/ST).

To learn more, join an online training session

Vaya Radiology and Cardiology Provider Orientation

DATE	TIME
November 6, 2024	11:00 A.M.
November 13, 2024	10:00 A.M.
December 3, 2024	11:00 A.M.
December 9, 2024	10:00 A.M.
January 7, 2025	10:00 A.M.
January 16, 2025	1:00 P.M.

Vaya PT/OT/ST Provider Orientation

DATE	TIME
November 14, 2024	2:00 P.M.
November 21, 2024	2:00 P.M.
December 12, 2024	2:00 P.M.
December 19, 2024	2:00 P.M.
January 10, 2025	10:00 A.M.
January 17, 2025	10:00 A.M.

Evicore Training Schedule

- Sessions last about one hour. Registration is required. To register, visit <http://EviCore.webex.com> and select “Webex Training” on the left. Select the “Upcoming” tab and choose the session you wish to attend.
- Registrants will receive an email with the phone and meeting numbers, conference password, and link to the web portion of the session.
- If you are unable to participate, you can obtain a copy of the presentation and other important documents on [EviCore’s Vaya Health Provider Resources](#) page.
- For help using the EviCore web portal, email portal.support@EviCore.com or call **1-800-646-0418** (Option 2).
- For more information, email provider.training@vayahealth.com.

BH I/DD Tailored Plan Updates

Julian F. Keith ADATC Closure Update

- Due to Hurricane Helene, the Julian F. Keith ADATC campus in Black Mountain will remain closed until further notice.
- However, a temporary, 24-bed detox/withdrawal management unit will open at Broughton Hospital starting this week.
- Providers may make referrals for “detox only” using the typical procedures and contacts (phone: **828-257-6230**/fax: **1-828-257-6231**).
- Please note the unit is not able to accept residential referrals. Individuals needing residential treatment may be referred to Walter B. Jones ADATC (phone: **252-707-5009**/fax: **252-707-5279**).
- For more information, email provider.info@vayahealth.com.

Attention IPS-SE Providers: NC CORE Code Changes Postponed

- NCDHHS has postponed implementation of Phase 2 of the NC CORE code changes (adding Milestones 3A, 3B, 3C, 5A, 5B, and 5C) until Nov. 15, 2024.
- To review the initial notification, please see [Provider Communication Bulletin 2024-25, Issue 20 \(Sept. 23, 2024\)](#).
- For more information, contact your provider network contract manager or email provider.info@vayahealth.com.

Quality Management Updates

QM Grievance Resolution and Incident Team (GRIT)

- Medicaid ID Numbers & NC IRIS
- Incident Timeliness
- Incidents Prior to Services
- Incidents of Allegations of Abuse, Neglect or Exploitation
- Allegations Against Facility and/or Staff
- Unlicensed Alternative Family Living (AFL)

QM: Grievance Resolution and Incident Team (GRIT)

- Incidents

IncidentReporting@vayahealth.com

- Grievances/Complaints

ResolutionTeam@vayahealth.com

- Unlicensed AFL

AFL.Info@vayahealth.com

- NC Topps

NCTOPPS@vayahealth.com

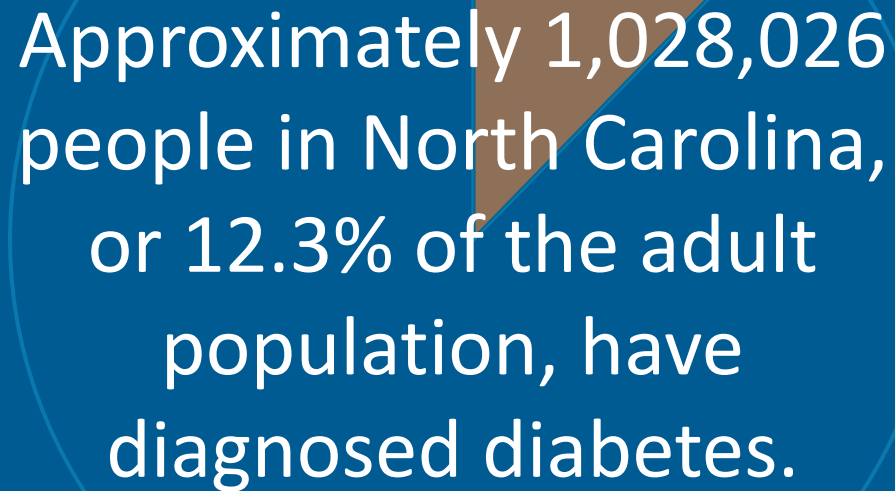
- HCBS

HCBS@vayahealth.com

(Home & Community Based Services)



Diabetes in North Carolina



Approximately 1,028,026 people in North Carolina, or 12.3% of the adult population, have diagnosed diabetes.

- An additional 244,000 people in North Carolina have diabetes but don't know it
- There are 2,765,000 people in North Carolina (34.6% of the adult population) who have prediabetes with blood glucose levels that are higher than normal but not yet high enough to be diagnosed in diabetes.
- Every year an estimated 63,124 people in North Carolina are diagnosed with diabetes.
- Total direct medical expenses for diagnosed diabetes in North Carolina were estimated at \$7.7 billion in 2017.
- In addition, another \$2.9 billion was spent on indirect costs from lost productivity due to diabetes.

Learning and Participation Opportunities

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 should have registered by yesterday **Oct. 24, 2024**.
- 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

The Mediation Center: Upcoming Training

[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:

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.

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](#)

Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised) Dec. 2-3, 2024, 9 a.m.-4 p.m.

- This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.
- To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register.
- Get more information and [register online](#) by Nov. 25, 2024. Attendance is capped at 28 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email Provider.Training@vayahealth.com.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**** Friday, Nov. 8, 2024, 11 a.m.-12 p.m. ****



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