

Hurricane Helene Disaster Recovery Touchpoint Webinar for All Providers

Friday, October 4, 2024



VAYAHEALTH

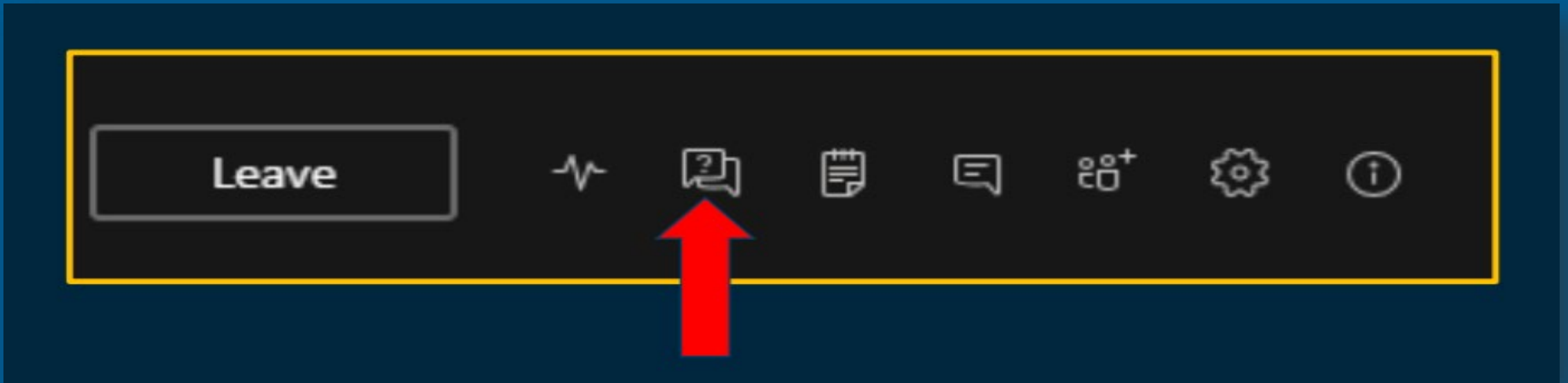
How does the Q&A work?

- 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 BH Provider Network

George Ingram, VP of PH Provider Network & Value Based Contracting

Kurt Boldt, AVP of PH Provider Network

Utilization Management, Claims, and Care Management teams

Production Team

Breonna Martin, 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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On Your Radar

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.

Operating Pharmacies in Counties Affected by Hurricane Helene

- North Carolina Board of Pharmacy staff have received notice of pharmacies in western North Carolina that are operating and serving patients. Staff will continue posting updates as they receive them.
- **Learn more:** [Operating Pharmacies in Counties Affected by Hurricane Helene](#)

NC Medicaid Hurricane Helene Flexibilities

- NC Medicaid announced temporary flexibilities last week for both NC Medicaid Direct and NC Medicaid Managed Care in connection with the [State of Emergency](#) due to Hurricane Helene. NC Medicaid will reimburse providers for medically necessary drugs, services, equipment, and supplies provided during the emergency without prior authorization through Oct. 2, 2024 (unless otherwise communicated by NCDHHS).
- Medical documentation must support medical necessity. Review the [NC Medicaid Bulletin](#) for full details.
- For helpful information and resources, visit the [Emergency and Disaster](#) page of our Provider Central website

Legal Deadline Flexibilities

- On Sept. 29, 2024, the Chief Justice of the Supreme Court of North Carolina issued an amended order extending all legal deadlines, criminal and civil, in the counties impacted by the hurricane.
- To support people with legal deadlines in impacted counties: [Read more](#)

Hurricane Helene Recovery Regional Resources

- The following resources are available in Alleghany, Ashe, Avery, Mitchell, Watauga (outside of Boone), and Yancey counties:
 - **Resources for Individuals who are Blind, Hard of Hearing, or Deaf:** If an individual needs a mobile phone or assistive technology to replace a device damaged or lost in flooding or relocation, email becky.rosenthal@dhhs.nc.gov or call the Recovery Information Line at **919-605-8105**.
 - **Resources for Medically Complex/Fragile Children:** Advocates for Medically Fragile Kids – North Carolina is coordinating medical supply delivery individual medically complex/fragile children. Complete the [WNC Medically Fragile Kids Needs](#) form to make a request.

Helpful Resources

- 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](#))

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**.
- For recovery resources for a resident impacted from the storm, email IArecovery@ncdps.gov

EVV Flexibilities due to Hurricane Helene

Please note that NC Medicaid does not have authority to suspend Electronic Visit Verification (EVV) requirements.

If you are a provider who is experiencing issues capturing visits electronically due to Hurricane Helene's impact on internet and telephone service, please use the current manual entry process and document the reason for manual entry in your records.

Provider Portal Downtime

- Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Oct. 5, to 6 a.m. Sunday, Oct. 6, 2024, due to system maintenance.
- Please do not attempt to use the portal during this time.

NC Innovations Waiver DCW Expense Reporting Form

- Vaya notified providers in [Provider Communication Bulletin 2023-24 Issue 30](#) (Jan. 11, 2024) that select Medicaid 1915(c) (Innovations Waiver) service code and rate changes would apply retroactively to July 1, 2023, and that we would pay the supplement as an adjustment on all previously paid claims eligible for the rate increase.
- At that time, we provided guidance that to receive Direct Care Worker (DCW) supplemental rate payments, NC Medicaid required providers and LME/MCOs to execute an attestation form prior to receiving these funds.
- As part of the entire attestation process, NC Medicaid is now requiring providers to report on the actual utilization of funds by accounting that they were in fact passed through to the DCWs targeted for the increases.

NC Innovations Waiver DCW Expense Reporting Form

- Vaya is sharing a [Sample Innovations DCW Expense Reporting Form](#). Per legislation, the form was due to Vaya by Sept. 30, 2024. To give providers ample time to accurately complete forms, Vaya will extend the due date to Oct. 25, 2024.
- If you have already submitted this information for State Fiscal Year 2023-24 to Vaya, no further action is required. If you have questions, please email provider.info@vayahealth.com

Hospital Impact 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 most current and evolving updates, we encourage providers to visit the hospitals emergency websites:

- **UNC Health System:** [Hurricane Helene Resources and Updates](#)
- **Mission Health:** [Helene | Mission Health](#)
- **Atrium:** [Location Closings and Updated Hours of Operation | Atrium Health](#)

Hospital Impact Updates cont.

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 most current and evolving updates, we encourage providers to visit the hospitals emergency websites:

- **DLP Rutherford:** [Hurricane Helene Update | Rutherford Regional Health System](#)
[\(myrutherfordregional.com\)](#)
- **DLP Harris:** [Hurricane Helene Update | Harris Regional Hospital \(myharrisregional.com\)](#)
- **DLP Haywood:** [Hurricane Helene Update | Haywood Regional Medical Center](#)
[\(myhaywoodregional.com\)](#)
- **Advent Health (Hendersonville):** [Hurricane Impact](#) and [Community Resource](#)

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.

State Emergency Operations Center Update

- North Carolina's State Emergency Operations Center has shared the following updates related to the aftermath of Hurricane Helene:
 - Please continue to use **211** for information, to report lost friends and relatives, or to request welfare checks.
 - Western North Carolina residents should turn their cell phones on and off occasionally to reconnect to the cellular network.
 - NC National Guard ground forces, currently at 800 and growing, are pushing into the more heavily damaged and remote counties; and should be in every county now.

State Emergency Operations Center Update

- Transportation assets, including temporary bridge materials, are coming into the region; the NC Department of Transportation (NCDOT) is setting up a long-term headquarters in Flat Rock.
- [NCDrive.gov](https://ncdrive.gov) is the best resource for road closures.
- Travel for non-emergency personnel is hindering response efforts.
- All acute care hospitals in the region have had their power restored, although many hospitals are still on temporary water - and many long term care facilities are also on temporary power and water.
- Federal emergency medical teams are in place at Mission and Blue Ridge hospitals.

State Emergency Operations Center Update

- There is a significant need for oxygen—three large shipments are on the way.
- NCDHHS is working on a program to help with private water system testing; trust only bottled, boiled, or treated water for drinking, cooking, and bathing.
- Supplemental Nutritional Assistance Program (SNAP) benefit flexibilities and NC Medicaid flexibilities are in effect.
- Price gouging laws are in effect due to emergency declaration. Call 1-877-5-NO-SCAM to report.

State Emergency Operations Center Update

- Longer-term recovery is easier if people can remain in their communities, getting resources in is more effective than evacuating people out.
- Search-and-rescue teams continue to work throughout the impacted areas.
- Commodity lift operations out of Asheville are also surveying areas for search and rescue efforts.

For more information, please refer to the Department of Public Safety (DPS) website: [Rescue, Relief and Recovery Operations Continue in Western North Carolina](#)

Hurricane Helene & Healthy Opportunities Pilot (HOP) Services

- Due to the aftermath of Hurricane Helene, HOP Human Service Organizations (HSOs) in the Vaya region are currently unable to accept new service referrals and will likely pause HOP services for an undetermined period.
- Per NCDHHS, Vaya's Network Lead, Impact Health, is prioritizing the capacity of HSOs that provide food services to help coordinate ongoing food services for members where possible.
- NCDHHS and Impact Health remain in communication with Vaya and will provide us with a list of HSOs that are available to provide HOP services as soon as they are able.

Hurricane Helene & Healthy Opportunities Pilot (HOP) Services

- Until HOP network adequacy is re-established, please route newly identified unmet health-related resource needs to **NC 211**, unless otherwise communicated by NCDHHS and Impact Health.
- For more information, email SDOH Network Development Director Sarah Frei at sarah.frei@vayahealth.com.

Disaster Unemployment Assistance

The 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.](#)

Additional resources include:

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

Disaster Unemployment Assistance

- 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**.

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

#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, October 18, 2024, 11 a.m.-12 p.m. ****



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