

Provider Touchpoint Webinar for Physical Health Providers

Friday, November 1, 2024



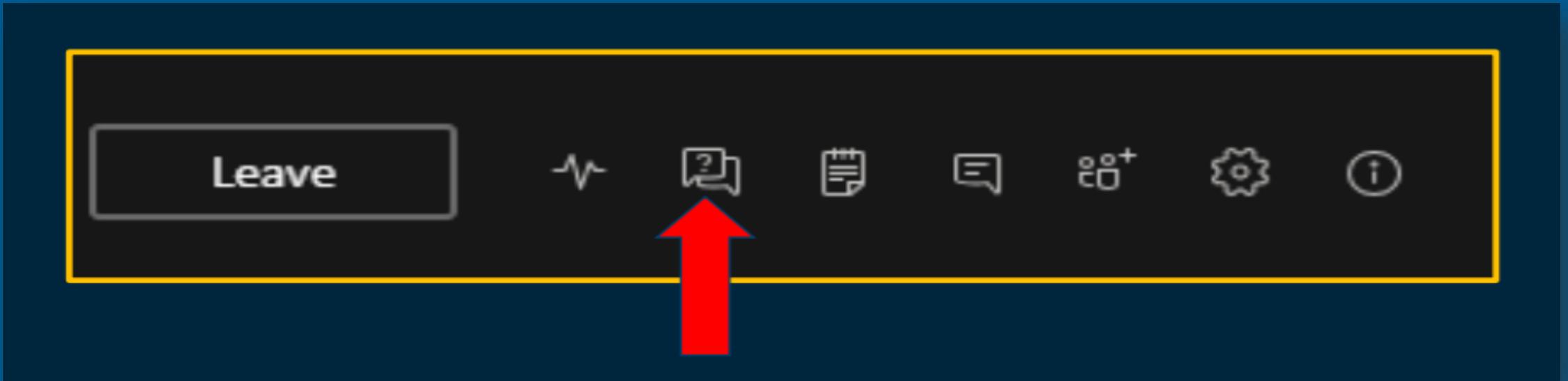
How does the Q&A work?

- 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

Davan Wildcatt, Tribal Provider Network Contract Manager

David Boyd, BH Provider Network Director

Dr. Jay Vora, Pharmacy Director of NC Medicaid Managed Care Program

George Ingram, VP PH Provider Network & Valued Based Contracting (Host)

Kate Glance, Regulatory Reporting Director

Kim Abram, PH Network Contract Manager

Kurt Boldt, Assistant VP of PH Provider Network

Monae Davis, Customer Service Quality Manager

Sarah Frei, Social Determinants of Health Network Development Director

Tiffany Nelson, PH Provider Network Contract Manager

Utilization Management, Claims, and Care Management teams

Today's Production Team

Kendra Chapman, Provider Educator (Co-producer and Q&A Moderator)

Monica Thomas, Administrative Support Professional (Producer)

“

WELCOME
Vaya Health Providers

”

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.



Guest Presentation

Liz Griffin, MSW, LCSW Manager BH
Practice Support

Chris Weathington, MHA, Director,
Practice Support



NC AHEC

**RECRUIT
TRAIN
RETAIN**

NC AHEC Practice Support Overview

**Chris Weathington, MHA
Director, Practice Support, NC AHEC**

About NC AHEC

The North Carolina Area Health Education Centers Program was established in 1972 to recruit, train and retain the state's health workforce needs.

NC AHEC's Program Office, nine regional centers, and the Duke AHEC Program provide educational programs and services that bridge academic institutions and communities to improve the health of the people of North Carolina with a focus on underserved populations.

Health Careers & Workforce Diversity

Student & Preceptor Services

Graduate Medical Education Services

Continuing Professional Development

Practice Support

Library Services

AHEC Practice Support

- **The aim is to help practices thrive with value-based care across their entire patient panel including Medicaid, Medicare and all other payors.**
- **This service is offered at no cost via a team of 42 practice support coaches located at 9 regional AHEC centers across North Carolina.**
- **Our coaches work 1:1 with independent primary care practices and specialists, FQHCs, rural health centers, health departments with primary care services, behavioral health providers and some health system primary care/specialist practices.**

NORTH CAROLINA AHEC REGIONAL PRACTICE SUPPORT CONTACTS

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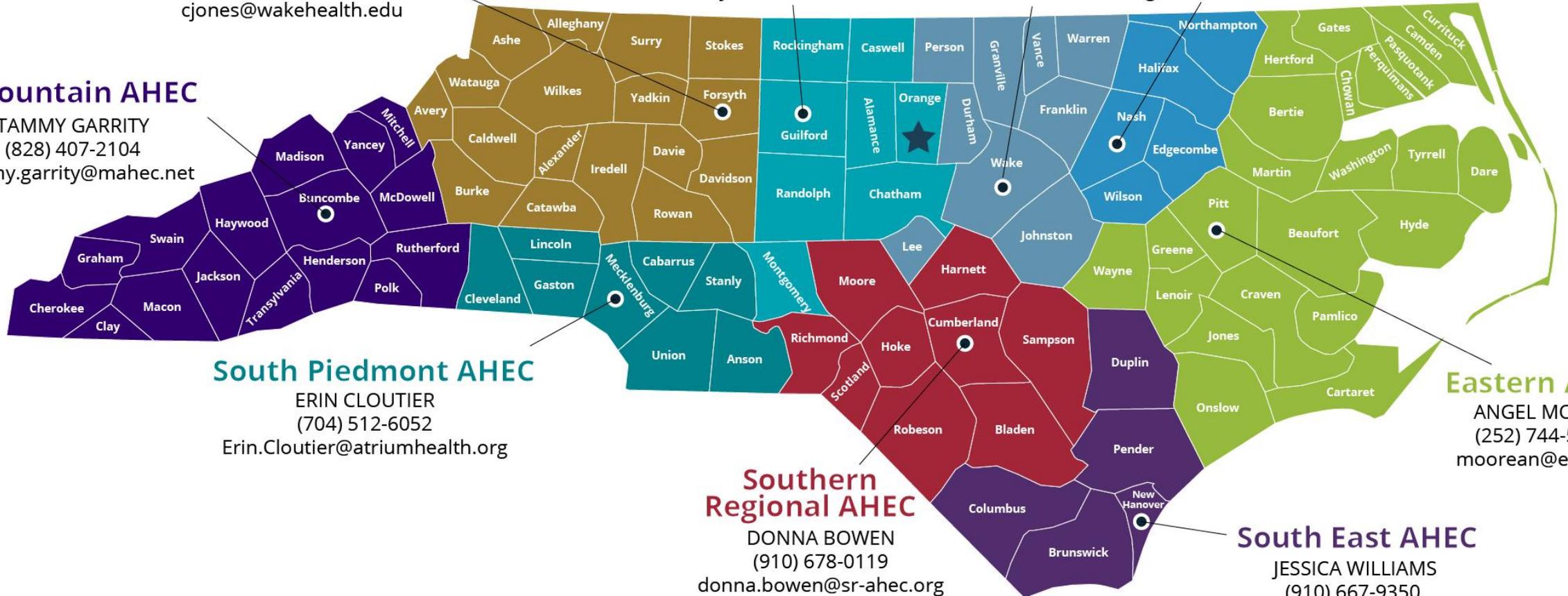
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Marketing & Communications Specialist
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Practice Support Team



42 practice support coaches experienced in physical and behavioral health across 9 regional teams



1 embedded health science librarian and digital library resource



Clinical Advisor- Dr. Adam Zolotor, Family Physician



Program Office with expertise in program management, fiscal and contract operations, quality improvement, Medicaid managed care, behavioral health integration, health information technology and communications

Practice Support Services

Quality & Health Equity Improvement (Medicaid, Medicare QPP/MIPS, All Payors)

Medicaid managed care education & issue resolution

Clinical workflow redesign & process improvement

Behavioral health integration (including Collaborative Care Model)

COVID19 vaccine & clinical workflow assistance

Practice operational assessments

EHR optimization, telehealth integration

HIE training and optimization

Revenue cycle management & billing/coding guidance

MOC-IV Credit for Clinicians Involved in Quality Improvement

Advanced Medical Home (AMH) tier education and support

Tailored Care Management (AMH+/CMA) support

Community Health Worker integration and training

Social Drivers of Health Workflow, Healthy Opportunities & NCCARE 360 Optimization

Practice Manager Academy & Specialty Learning Collaboratives

NC AHEC Practice Support Covers 1,067 Practices Serving 100 Counties

Total Number of Practices



Managed by Region ↑	Record Count
Area L	61
Eastern	188
Mountain	116
Northwest	148
Piedmont	94
South East	133
Southern Regional	130
South Piedmont	153
Wake	44
Total	1067

Practice Satisfaction Surveys Report Strong User Experience with AHEC Coaches

Practice Satisfaction Survey 2022 Results

- ✓ Recommend NC AHEC PS? 99%
- ✓ Satisfied with Quality of Information & Assistance by NC AHEC PS Coach? 90%

NC AHEC and Tailored Care Management (TCM)

Liz Griffin, LCSW
Behavioral Health Manager, Practice Support, NC AHEC

Meet the NC AHEC TCM Team

Practice Support:

- **Chris Weathington, MHA** – Practice Support Director, NC AHEC
- **Liz Griffin, LCSW** – Behavioral Health Manager, NC AHEC
- **Ken Watson** – TCM PS Coach - Wake AHEC
- **Donnesha Mckenzie, MSW, LCAS-A, LCSW-A** – TCM PS Coach - Southern Regional AHEC
- **Kristen Smith** – TCM PS Coach - Mountain AHEC
- **Kehnesha Mitchell, MHA** – TCM PS Coach – South Piedmont AHEC
- **Stephanie Walker, MPA** – TCM PS Coach - Piedmont AHEC
- **Meaghan Holloway, MSW**- TCM PS Coach - Northwest AHEC
- **Paige Pressly Fuqua, MAEd, LCMHC** – TCM PS Coach - Eastern AHEC

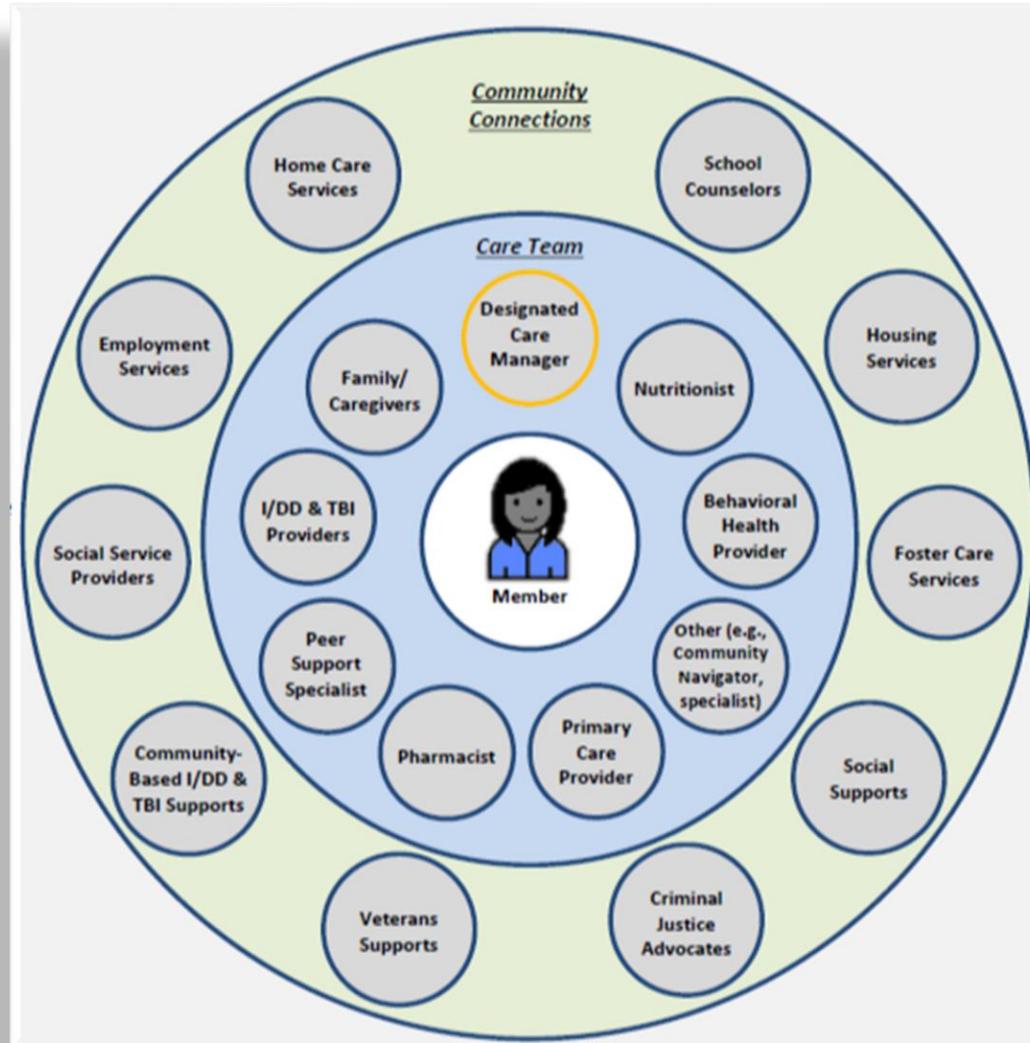
TCM Continuing Professional Development:

- **Scott Melton, MDiv** –TCM CPD Manager (MAHEC)
- **Adja Faye**, TCM CPD Program Logistics Specialist
- **Dan Schwarzlose, MFA**- TCM Project Manager
- **Meredith King**, TCM Program Manager
- **Sam Baker**- Multimedia Specialist
- **Sabrina McDonald, BA** - Curriculum Designer and eLearning Developer

NC AHEC

RECRUIT
TRAIN
RETAIN

Under Tailored Care Management, members will have a single care manager who will be equipped to manage all of members' needs, spanning physical health, behavioral health, I/DD, TBI, pharmacy, LTSS, and unmet health-related resource needs.



Care Team Formation

Organizations providing Tailored Care Management must establish a multidisciplinary care team for each member. The care team should include the member, the member's care manager and the following individuals, depending on the member's needs:



- Supervising care manager
- Primary care provider
- Behavioral health provider(s)
- I/DD and/or TBI providers, as applicable
- Other specialists
- Nutritionists
- Pharmacists and pharmacy techs
- Obstetrician/gynecologist (for pregnant women)
- In-reach and transition staff, as applicable
- Care manager extenders (see next slide)
- Other providers and individuals, as determined by the care manager and member



The AMH+ or CMA does not need to have all the care team members on staff or embedded onsite.

Providers of various specialties may participate in care teams virtually from other settings.

Three Approaches to Delivering Tailored Care Management

Department of Health and Human Services

Establishes care management standards for Tailored Plans aligning with federal Health Home requirements.

Tailored Plans will serve as the Health Homes, responsible for meeting federal Health Home requirements and conducting oversight of AMH+ practices and CMAs in their networks.

Tailored Plan (Health Home)

Care Management Approaches

Tailored Plan beneficiaries will have the opportunity to choose among the care management approaches; all must meet the Department's standards and be provided in the community to the maximum extent possible.

Approach 1:

"AMH+" Primary Care Practice
Practices must be certified by the Department to provide Tailored Care Management.

Approach 2:

Care Management Agency (CMA)
Organizations eligible for certification by the Department as CMAs include those that provide BH or I/DD services.

Approach 3:

Tailored Plan-Based Care Manager

AMH+ and CMA Definitions



Advanced Medical Home Plus (AMH+)

- **Definition:** Primary care practices **actively serving as AMH Tier 3 practices**, whose providers have experience delivering primary care services to the Tailored Plan eligible population or can otherwise demonstrate strong competency to serve that population. To demonstrate experience and competency to serve the Tailored Plan eligible population, **each AMH+ applicant must attest that it has a patient panel with at least 100 active Medicaid patients who have an SMI, SED, or severe SUD; an I/DD; or a TBI.** “Active” patients are those with at least two encounters with the AMH+ applicant’s practice team in the past 18 months.
- **AMH+ practices may, but are not required to, offer integrated primary care and behavioral health or I/DD services.**
- To be eligible to become an AMH+, the practice must **intend to become a network primary care provider for Tailored Plans.**



Care Management Agency (CMA)

- **Definition:** Provider organizations with **experience delivering behavioral health, I/DD, and/or TBI services to the Tailored Plan eligible population**, that will hold primary responsibility for providing integrated, whole-person care management under the Tailored Care Management model.
- To be eligible to become a CMA, an organization’s **primary purpose** at the time of certification must be the delivery of NC Medicaid, NC Health Choice, or State-funded services, other than care management, to the Tailored Plan eligible population in North Carolina. The “CMA” designation is new and will be unique to providers serving the Tailored Plan population.

AMH+ practices or CMAs must not be owned by, or be subsidiaries of, Tailored Plans.

AMH+ and CMA Certification Process

Providers must be certified to offer Tailored Care Management. In both the periods before and after Tailored Care Management launch, there will be a single, statewide AMH+/CMA certification process for determining whether a provider organization should be certified.



- The Department has contracted with the National Committee for Quality Assurance (NCQA) to conduct desk and site reviews according to the Department's AMH+/CMA certification criteria.
 - NCQA works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. One of their areas of expertise is in conducting provider certification and recognition programs.
- Organizations that pass the site review will be certified.
- NCQA will also conduct recertification of providers on the Department's behalf.
- The Department will maintain oversight over these processes.

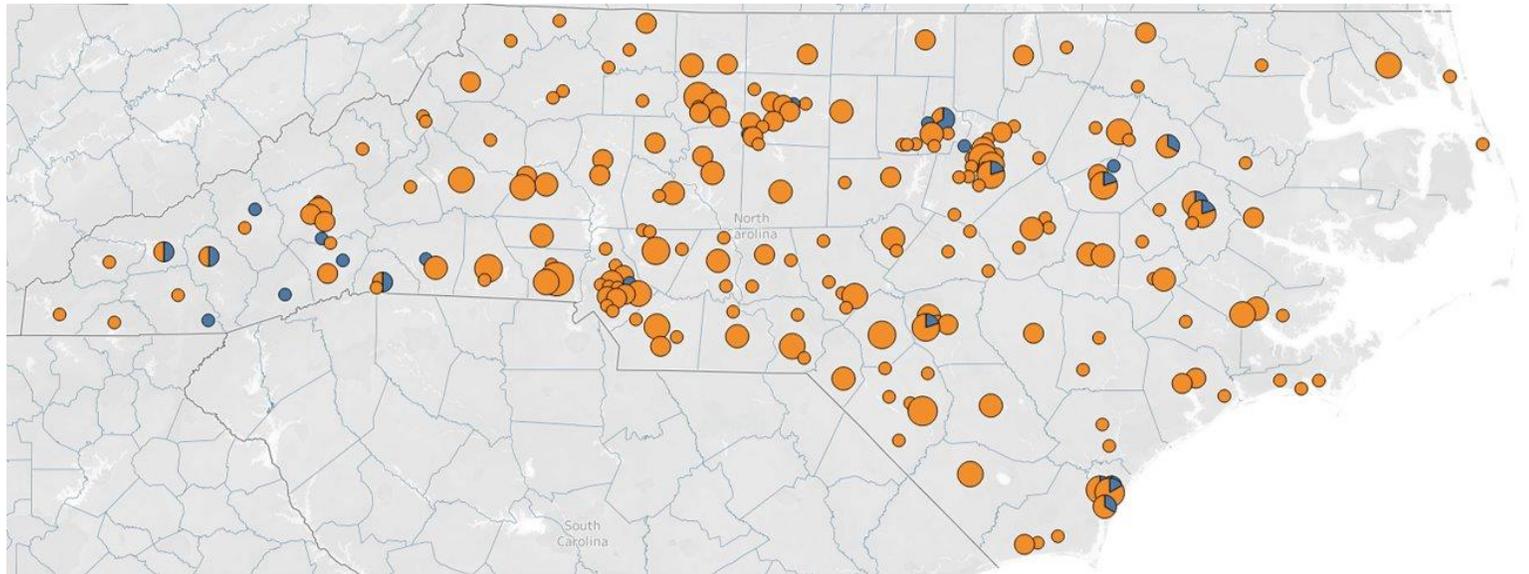
The National Committee for Quality Assurance (NCQA) will facilitate readiness reviews in collaboration with Tailored Plans to verify that each certified AMH+ and CMA is ready to perform the required Tailored Care Management functions ahead of launch.

The purpose of the provider certification process is to promote provider-based care management while also setting up guardrails to ensure that providers are ready to perform this critical role by Tailored Care Management launch.

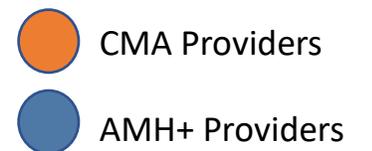
Certified Tailored Care Management Provider Map

CMA and AMH+ Provider Organizations by zip code (as of 2/14/23)

- NC Medicaid published a list of certified TCM providers.
<https://medicaid.ncdhhs.gov/certified-tailored-care-management-providers/download?attachment>
- Want to know more about TCM?
<https://medicaid.ncdhhs.gov/tailored-care-management>
- TCM Toolkit:
<https://medicaid.ncdhhs.gov/tailored-care-management/toolkit>



Map contains providers who have passed their readiness review and all locations for those providers. Providers may not be contracted with any/all LME/MCOs. If an organization has multiple addresses, each location will appear on the map.



Where to Find Assigned TCM Entity

NCTracks

- Tailored Care Management NC Medicaid Direct / Managed Care Enrollee Report

NC Medicaid Managed Care Provider Playbook Fact Sheet: Enrollee Report Updates for Primary Care Providers (PCPs)

- <https://medicaid.ncdhhs.gov/enrollee-report-updates-primary-care-practices-advance-tailored-plan-launch/download?attachment>



WHAT INFORMATION IS SHOWN IN THE ENROLLEE REPORT?

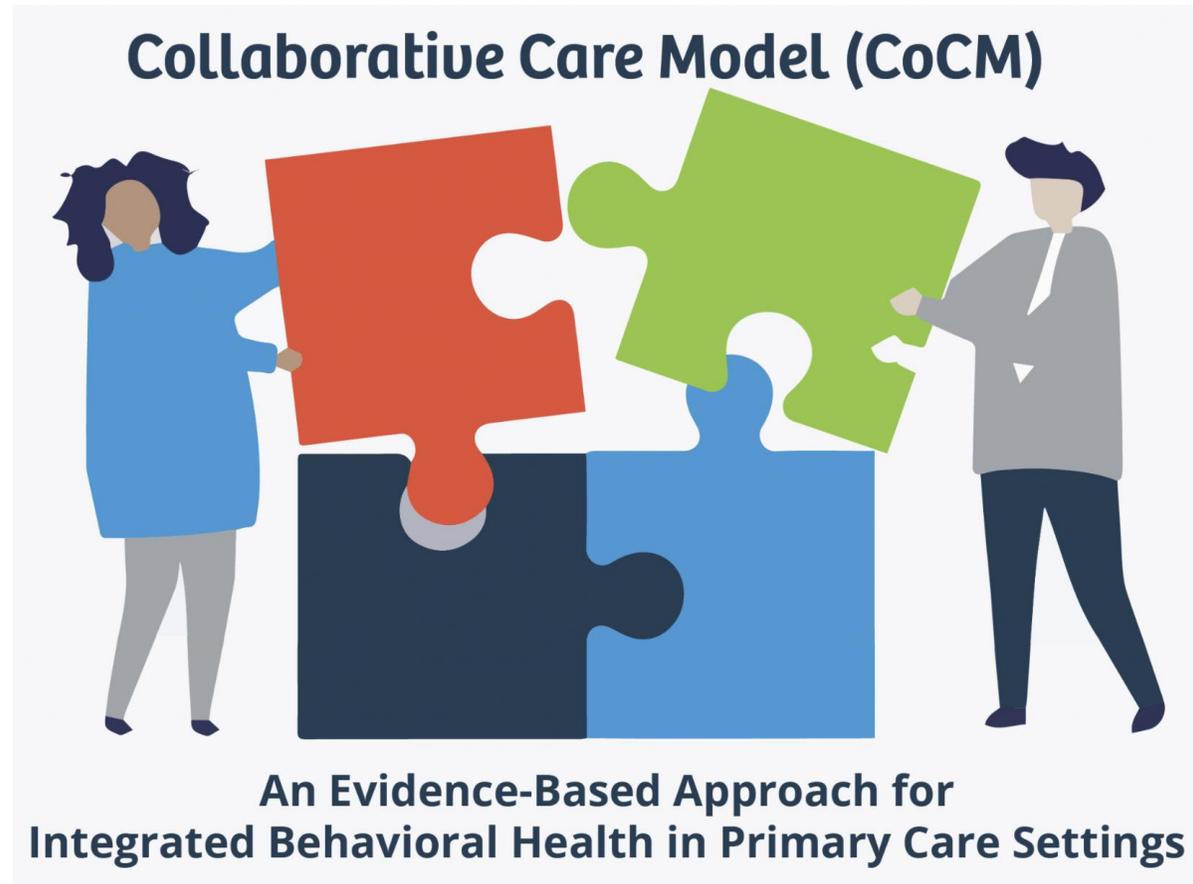
The Enrollee Report contains a list of all NC Medicaid beneficiaries who have been assigned to the identified PCP in the past 12 months and contains:

- NPI/Atypical ID
- Provider name
- Service location address (to which the member is assigned)
- Medicaid Identification Number
- Recipient name
- Date of birth
- Active (Y or N) (currently enrolled in Medicaid and assigned to you)
- Assignment program (i.e. MED-DIR =NC Medicaid Direct, MED-MGD = Medicaid Managed Care, MED-TCM = Medicaid Tailored Care Management)
- Effective date (of assignment)
- End date (of assignment)
- Last office visit date (based on paid claims from the billing National Provider Identifier (NPI))
- Total visits (to your office based on paid claims for the last 12 months)
- Health Plan name for the past 12 months
- TCM Provider Name (as applicable)

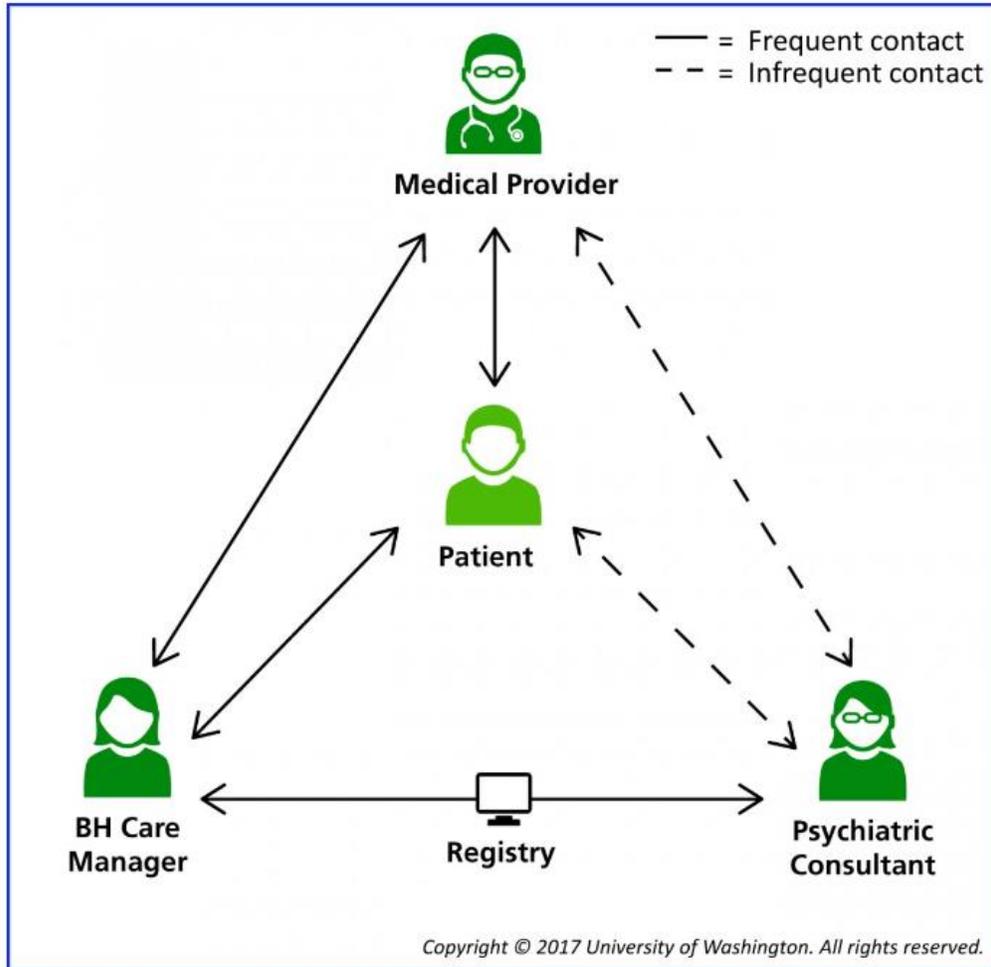
To effectively use the report, add filters or sort the report based on an Active status of “Y.” This narrows the results to display only those currently enrolled in NC Medicaid and assigned to the identified NPI. Changes to member assignment are always effective the first day of the following month and will be reflected on the new monthly report.

The Enrollee Report includes functionality to identify members’ Medicaid program aid category, assigned health plan, where applicable, and TCM provider, as applicable.

NC AHEC and the Collaborative Care Model (CoCM)



Collaborative Care Model (CoCM)



- Helps Primary Care Clinicians manage patients with mild/moderate behavioral health problems to a point of remission or to a specific treatment target.
- Patient-Centered Team Care is Key:
 - Patient
 - (Patient Family)
 - Medical Provider/PCP
 - Behavioral Health Care Manager
 - Psychiatric Consultant
- Registry

<https://aims.uw.edu/collaborative-care>

Who is Appropriate for NC AHEC CoCM Services?

- Primary Care Provider that serves Medicaid
- Pediatricians, Family Medicine, FQHCs, RHCs, Internal Medicine, OBGYN, Local Health Departments (those with Primary Care)
- Patient Profile:
 - 8+ years of age
 - Mild to Moderate:
 - Anxiety
 - Depression
 - ADHD (peds only)
 - Brief Treatment, Psychiatric Med Management and Treatment to Target Outcomes

CoCM Billing Codes

NC Medicaid reimburses CoCM code rates at 120% of 2022 Medicare rates. Medicare and commercial plans reimburse. FQHCs/RHCs may use existing behavioral health codes rather than CoCM codes to bill for services per AIMS. CoCM codes are monthly time-based codes.

Procedure Code	Procedure Code Description
99492	Initial psychiatric collaborative care management, first 70 minutes in the first calendar month
99493	Subsequent psychiatric collaborative care management, first 60 minutes in a subsequent month of behavioral health manager activities
99494	Initial or subsequent psychiatric collaborative care management, each additional 30 minutes in a calendar month
G2214	Initial or subsequent psychiatric collaborative care management, first 30 minutes in a month of behavioral health care manager activities, in consultation with a psychiatric consultant, and directed by the treating physician or other qualified healthcare professional. Typically used if referral is towards the end of the month and patient hasn't had initial CoCM visit with BHCM yet.
GO512	Rural health clinic (RHC) or federally qualified health center (FQHC) only, psychiatric collaborative care model 60 minutes or more of clinical staff time for CoCM services directed by a RHC or FQHC practitioner (physician, NP, PA, or CNM) and including services furnished by a behavioral health care manager and consultation with a psychiatric consultant, per calendar month

How Can NC AHEC Help You?

The goal is to support Advanced Medical Homes (AMH) in implementing the Collaborative Care Model (CoCM) through:

- **Practice Support at No Cost:** **NC AHEC Practice Support** coaches with expertise in primary care and behavioral health integration will work 1:1 with practices to implement the model based on best practice standards. Coaching on workflows, proforma analysis, billing/coding, registry implementation and continuing education programs. Practices eligible include participating Medicaid providers- family medicine, pediatrics, internal medicine, OBGYN, FQHCs, rural health clinics, health departments and behavioral health.
- **Educational Courses:** **NC AHEC** Courses address important CoCM topics and are provided online to any provider/staff with continuing education credits offered at no cost. Courses are conducted in collaboration with AIMS (University of Washington) which is the national Center for Excellence in Collaborative Care Model and statewide CoCM SME. Recommend 1st three courses before beginning work with Practice Support (required for CoCM Capacity Building Funds).

<https://www.ncahec.net/practice-support/collaborative-care>

How Can NC AHEC Help You?

- **NC-PAL and NC Psychiatric Association for psychiatric consultation** (both require a contract or MOU with the practice).
- **NC AHEC CoCM Infomercials** to educate on the model and generate interest.
- **NC AHEC outreach** to universities for BHCM recruitment and facilitation with turnkey vendors (if preferred)
- **NC AHEC virtual learning collaboratives (Jan – June 2025):** Monthly collaboratives with Subject Matter Experts providing the presentation and facilitating discussion, educational credits at no cost.
- **AHEC CoCM BHCM Summit** (Spring 2025 – date TBD; 1st Annual was held in Spring 2024).
- **Registry Support:** NC AHEC Practice Support will confirm that a practice has necessary components of CoCM in place and assist with referral to **CCNC** for use of no-cost AIMS CoCM registry (caseload tracker). (<https://aims.uw.edu/n4c-aims-caseload-tracker-resources/>)
- **Capacity Building Funds: CCNC and NC Medicaid** have capacity building funds available to eligible primary care practices that are also Medicaid providers. NC AHEC Practice Support can help the practice with details & referral for application. (<https://www.communitycarenc.org/newsroom/cocm-capacity-building-fund-application/components>)



practicesupport@ncahec.net

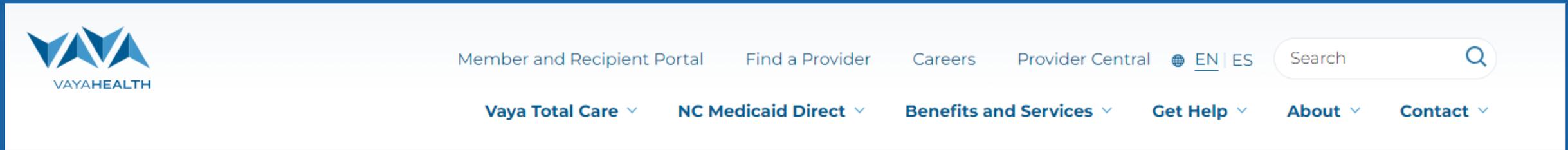




On Your Radar

Vaya Website Available in Spanish

- We are happy to share that the Vaya website is available in Spanish.
- You can select “ES” in the upper right-hand corner of [Vaya’s webpage](#).



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.

Hurricane Response Grant Opportunities

- Community Foundation of WNC Emergency and Disaster Response Fund
- The Community Foundation of Western North Carolina is offering Emergency and Disaster Response Fund grants of up to \$25,000 for eligible organizations providing emergency relief to those affected by Hurricane Helene in its 18-county service area.
- Grants are intended to cover costs of providing emergency relief services. [Review program guidelines](#) and [apply online](#).

Hurricane Response Grant Opportunities

- **Golden LEAF Helene Response Grants**
- The Golden LEAF Foundation is offering grants for projects supporting immediate relief for individuals and families impacted by Hurricane Helene in western North Carolina, including home repair, unmet needs, and transitions out of housing programs supported by the Federal Emergency Management Agency (FEMA).
- Governmental entities and 501(c)(3) charitable nonprofits are eligible to apply. Funds may not be used to support businesses. [Learn more](#) and [apply online](#).

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.](#)

Vaya Hurricane Recovery Information for Providers

- Vaya continues to update our [Hurricane Helene Recovery](#) webpage with the latest information and resources for providers.
- We encourage you to bookmark the page and check back regularly.

SBTDC Develops Business Recovery Portal

- North Carolina Small Business and Technology Development Center (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.



NCDHHS Updates

NCDHHS to Expand Hope4NC Initiative

- 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 U.S. Substance Abuse and Mental Health Services Administration's (SAMHSA's) [Crisis Counseling Assistance and Training Program](#), which addresses behavioral health needs of disaster survivors.
- North Carolina will use the funds to expand the state's 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 the storm.

NCDHHS to Expand Hope4NC Initiative

- Currently, first responders and volunteers experiencing stress or a mental health crisis can call the 24/7 [Hope4NC Helpline](#) at 1-855-587-3463.
- The additional funding will expand the crisis response workforce to increase access to more people affected by the hurricane. Learn more.

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](#).

NCDHHS Hurricane Helene Recovery Toolkit

- [The NCDHHS Hurricane Helene Recovery Communications Toolkit](#) includes information for communities affected by the storm.
- Access the kit for flyers, social media images, and videos. Simplified versions and full versions of flyers are available in English and Spanish.

NCDHHS Provides Free Well Kits to Communities Impacted by Hurricane

- NCDHHS is making well disinfection and well water collection kits available at no cost to communities impacted by Hurricane Helene.
- Local health departments in western North Carolina will distribute kits for households with private wells that were flooded or damaged by the storm. [Read more.](#)

HCBS Retainer Payments for Hurricane Impacted Direct Care Workers

- NCDHHS has announced Home- and Community-Based Services (HCBS) providers may be eligible to receive retainer payments for employed direct care workers (DCWs) who are unable to deliver HCBS services under an active, approved service plan to one or more Medicaid beneficiaries due to the impact of Hurricane Helene. [Read more](#)

Healthy Opportunities Pilot (HOP)

HOP Updates

- HOP services are available to members of Vaya's Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct PIHP who are eligible for Tailored Care Management and live in a county participating in the pilot. For more information, visit Vaya's member [HOP webpage](#). If you know of a Vaya member who would benefit from HOP services, make a referral by contacting the member's care manager or calling our Member and Recipient Service Line at 1-800-962-9003.

HOP Updates

- The [Healthy Opportunities Pilot](#) (HOP) has resumed accepting service referrals in pilot counties in the Vaya region. Referrals were temporarily paused to support the network of western North Carolina human service organizations (HSOs) in the immediate aftermath of Hurricane Helene.
- Please note HOP is not considered an emergency service. Members who need assistance with housing navigation or home or auto repairs due to the storm should first be referred to the Federal Emergency Management Agency (FEMA). Additionally, HSOs in western North Carolina continue to rebuild and re-establish normal operating processes, which may cause a delay in service delivery.

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.

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

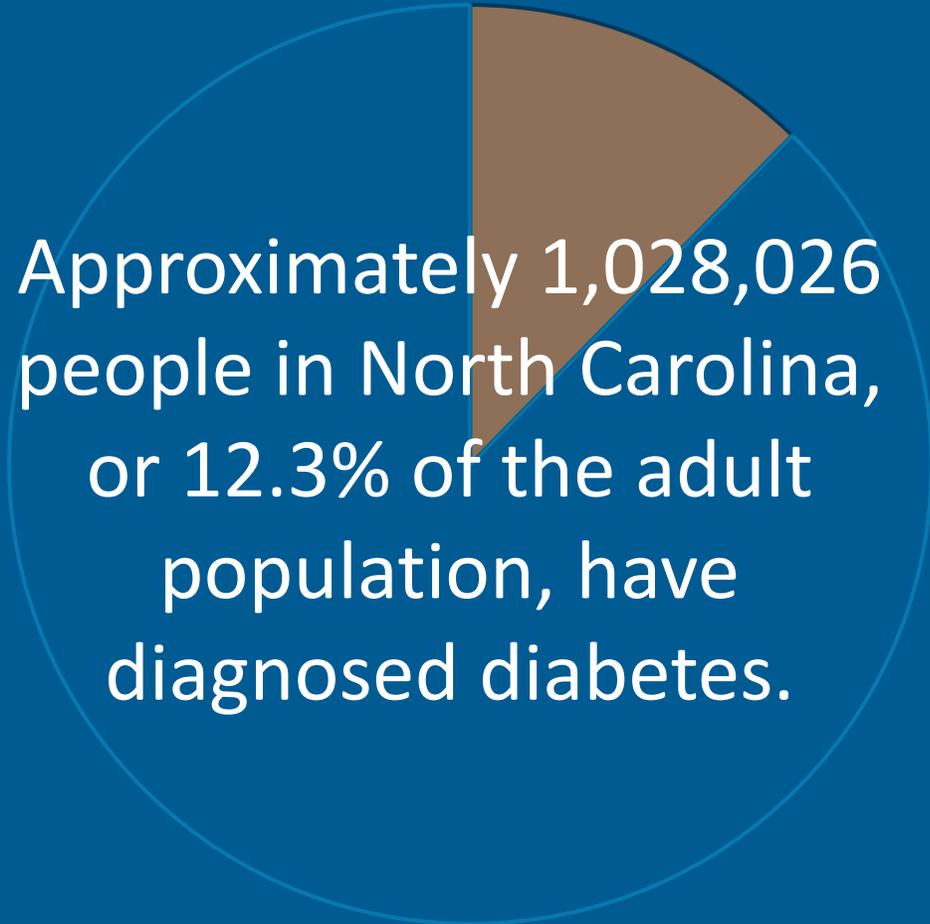
- HCBS

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.



Provider Portal Updates

Provider Portal Scheduled Downtime

- Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Nov. 2, to 6 a.m. Sunday, Nov. 3, 2024, due to system maintenance.
- Please do not attempt to use the portal during this time.

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

- 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:
 - Nov. 4, 2024, 1-3:30 p.m. [Join online](#).

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.

Learning and Participation Opportunities

Learning Opportunities

Please refer to this week's Provider Communication Bulletin (PCB) for a full list and overview of current learning opportunities.

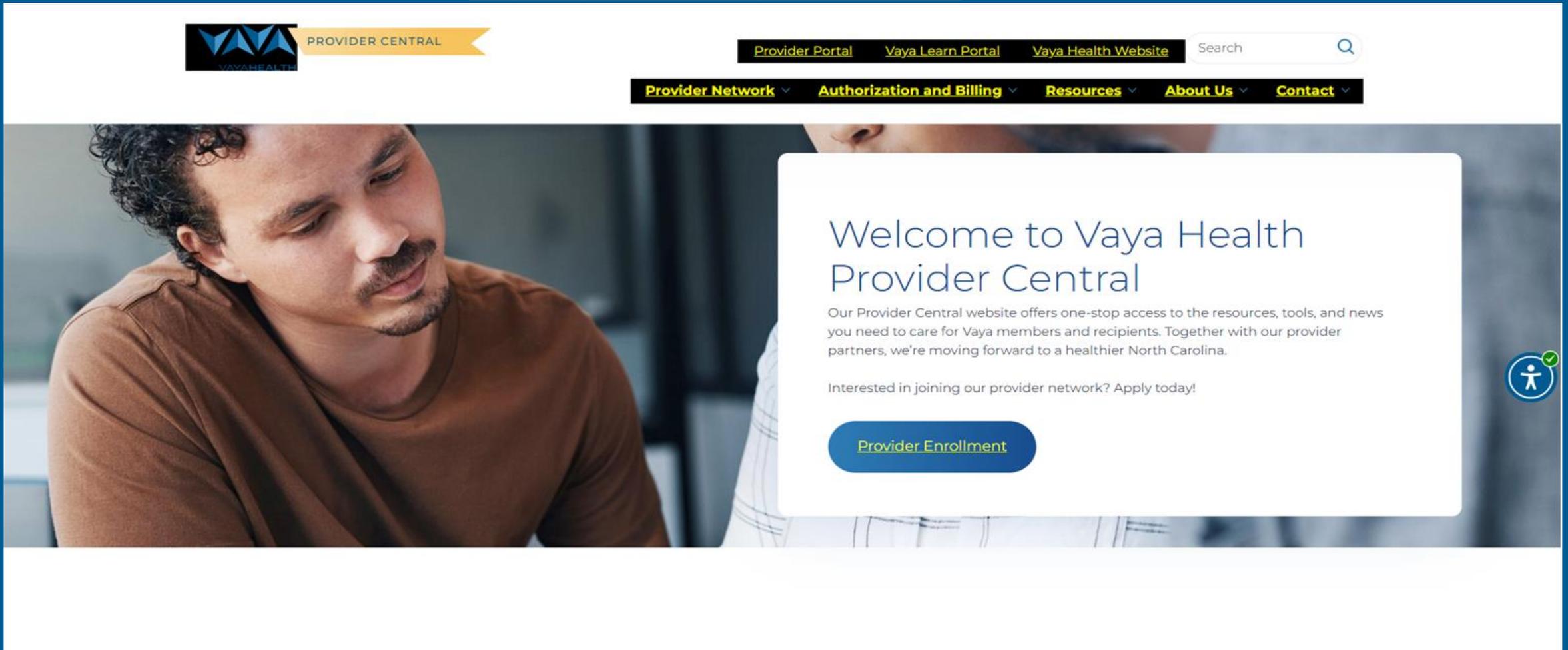
- Visit the [Provider Touchpoint](#) page on [Provider Central](#) for recordings of past webinars and links and resources.
- *Sign up and stay tuned for more information* in upcoming [Provider Communication Bulletin Issue 34](#).

Resources



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: [Provider Communication 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, November 15 , 2024, 11 a.m.-12 p.m. ****



VAYAHEALTH