

# Provider Touchpoint for Behavioral Health and I/DD Network Providers

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Friday, Nov. 8, 2024



VAYAHEALTH

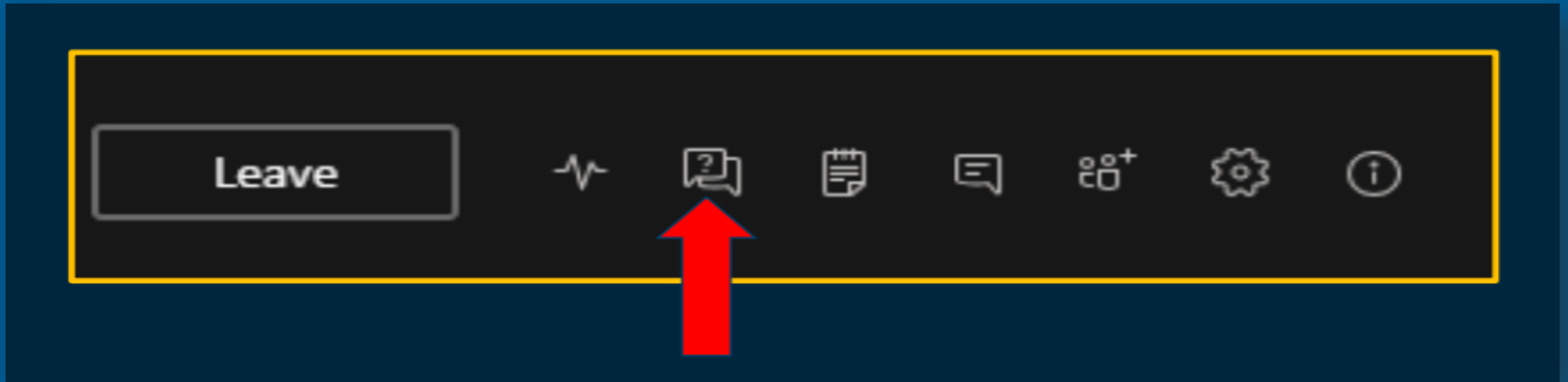
# How does the Q&A work?

- 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](mailto: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

**Danyale Isaacs**, BH and IDD PN Contract Manager

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

**Drew Elliot**, VP of Public Affairs

**Jennifer Jennings**, Substance Use (SU) Network Development Director

**Kate Glance**, Regulatory Reporting Director

**Lana Canipe**, Claims Systems Product Manager

**Monae Davis**, Customer Service Quality Manager

**Patty Wilson**, VP of Learning & Development

**Sarah Frei**, SDoH Network Director

**Utilization Management, Claims, and Care Management Teams**

# Today's Production Team

**Cryss McMillan**, Provider Educator (Producer)

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

**Kendra Chapman**, Provider Educator (Co-producer)

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**WELCOME**  
**Vaya Health Providers**

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# Supports for NC Veterans



- North Carolina has the ***fourth-largest*** veteran population in our nation
  - NC has the ***second-highest*** population of veterans who live in ***rural areas*** (second only to Texas)
  - According to the NC Coalition to End Homelessness, **35%** of veterans in NC reside in ***Buncombe County***
  - NC also has the nation's ***only statewide care center*** for veterans and their families – **NCServes**
- 
- **NCServes**, which merged its network with **NCCARE360** in 2021, is a coordinated network of organizations working to serve veterans, service members, and their families through *health benefits navigation, clothing and household goods, employment, food assistance, housing and shelter, income support, individual and family support, legal services, money management, and physical health.*

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# Guest Presentation

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Brandon Wilson

*Chief Operating Officer*

[brandon.wilson@abccm.org](mailto:brandon.wilson@abccm.org)

**(828)-398-6773**

[www.abccm.org](http://www.abccm.org)





# Same Community Different Lens

Ensuring support for Veterans in their transition



# VETERANS

SERVICES OF THE CAROLINAS

A Division of



Employment &  
Training:  
Since 2005 US DOL 40  
counties



Housing:  
Since 2010 USDVA 36  
counties



Coordination & Call  
Center:  
Since 2016 NC DHHS  
100 counties



Outreach:  
Since 2018 MHBG funding  
6 counties



Suicide  
Prevention:  
Since 2022 USDVA  
100 counties



Veterans Restoration  
Quarters:  
246 beds utilizing grant  
per diem funding



Transformation  
Village  
20 beds utilizing grant per  
diem funding

# ABCCM Hurricane Recovery Video



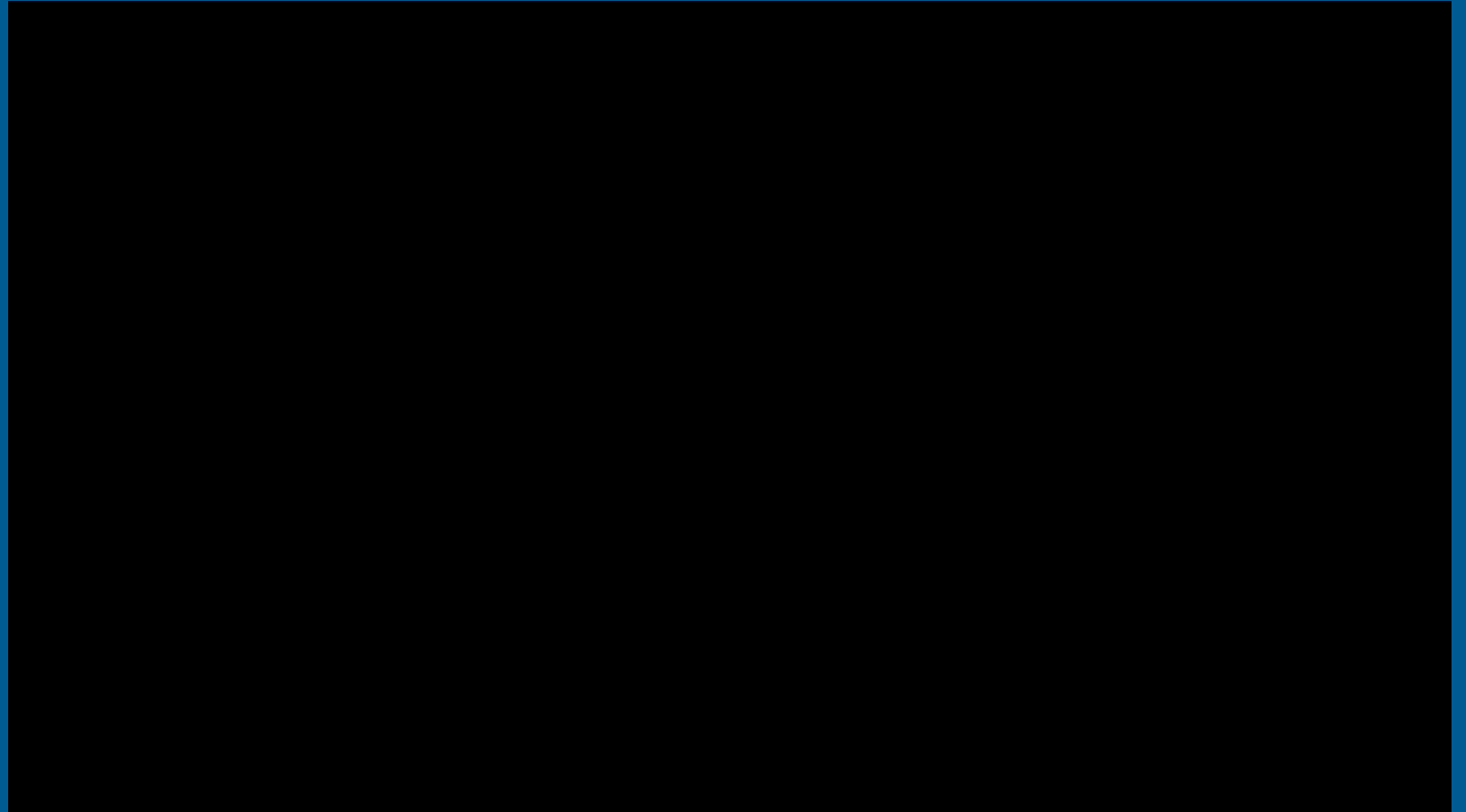
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*Chief Operating Officer*

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# On Your Radar

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# Veteran's Day Office Closing

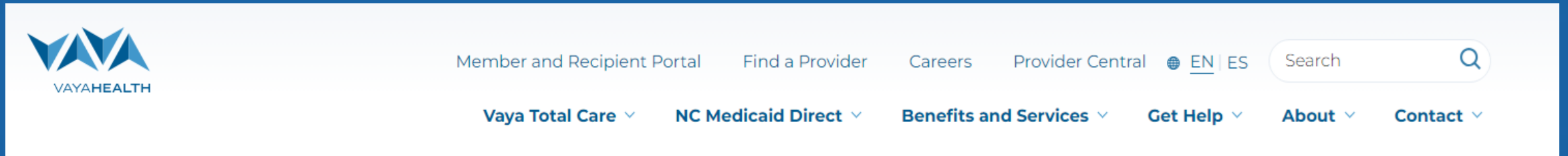
In observance of Veterans Day, Vaya offices will be closed Monday, Nov. 11, 2024.

- 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.

# 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](#).





# 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](#)

# NCDHHS Announces Investment to Expand Access to Behavioral Health Care in Primary Care Offices

- NCDHHS will invest \$5 million to help providers build capacity and implement the Collaborative Care Model in primary care offices across the state.
- Through this model, primary care providers work with an integrated behavioral health case manager and a psychiatric consultant to monitor and treat patients for mild to moderate behavioral health conditions.

# NCDHHS Announces Investment to Expand Access to Behavioral Health Care in Primary Care Offices

- [Collaborative Care](#) is covered by NC Medicaid, Medicare, and most commercial insurance plans in North Carolina, helping break down barriers separating the funding and delivery of physical and behavioral health services.
- Beginning Oct. 10, 2024, providers [can apply](#) for up to \$50,000 per site to help with hiring and start-up costs.
- Primary care practices are encouraged to apply and can find more information through Community Care of North Carolina's [Collaborative Care website](#).

# Healthy Opportunities Pilot Referrals Resume

- [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.

# Healthy Opportunities Pilot Referrals Resume

- 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**.

# 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 and peer support specialists in the 25 counties [declared major disaster areas](#) following the storm, including 22 in Vaya's catchment area.

# 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 for people affected by the hurricane. [Learn more.](#)

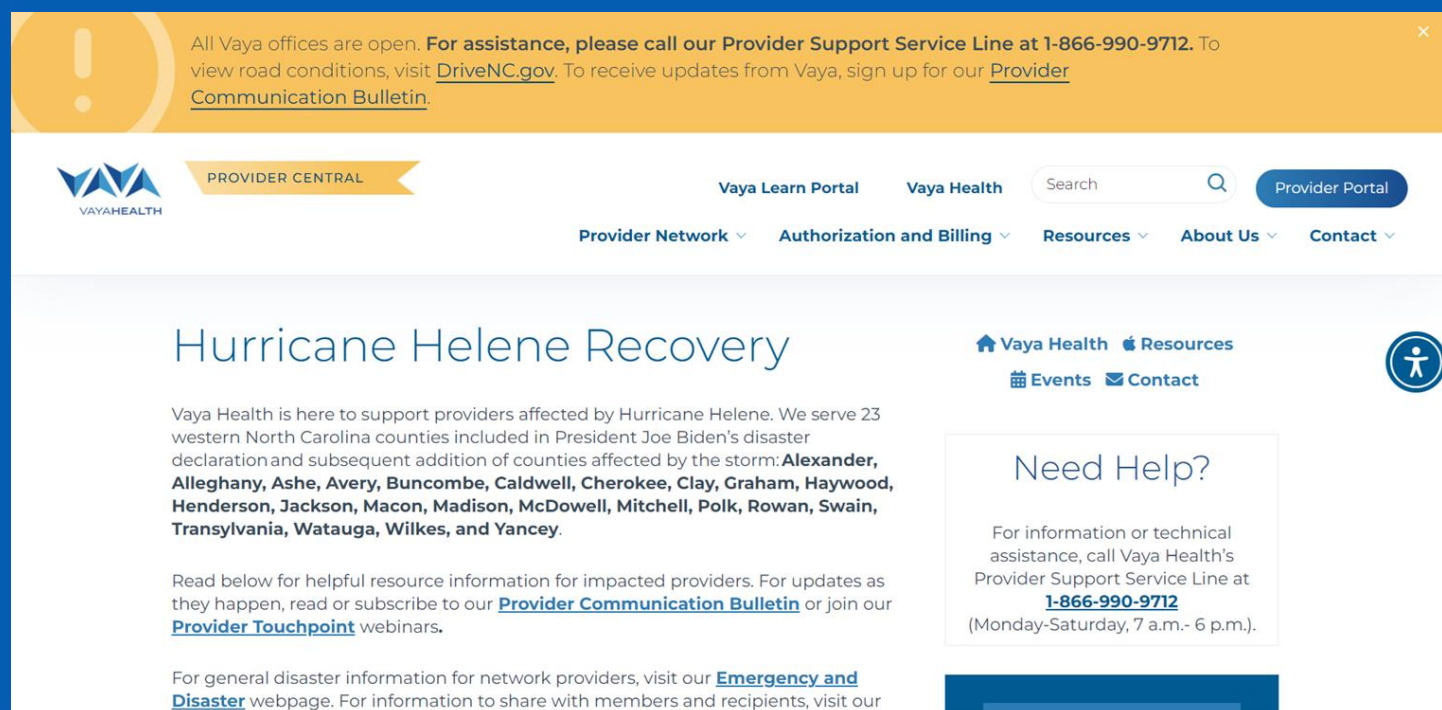
# NCDHHS Provides Free Well Kits to Communities Impacted by Hurricane

- 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.](#)



# 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.

# Amended Waiver/Modification of Enforcement of Mental Health and Licensure and Certification Rules

- NCDHHS is modifying enforcement of certain regulatory requirements in facilities affected by Hurricane Helene as outlined in the memo [Amended Waiver/Modification of Enforcement of Mental Health Licensure and Certification Rules](#) (Oct. 30, 2024).
- The intent is to protect the health, safety, and welfare of clients and visitors and provide relief to mental health providers.
- Please note these waivers and modifications apply only to mental health facilities operating in counties affected by the hurricane and those that have admitted clients from affected counties.

# OTP Clinical Coverage Policy Posted for Public Comment

- NCDHHS has posted draft Opioid Treatment Program Clinical Coverage Policy 8A-9 on its [Proposed Medicaid Policies](#) page for public comment.
- Providers are encouraged to review the policy and submit any questions and/or feedback no later than Nov. 23, 2024, to [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov).
- If you have questions, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# New Certified Peer Support Specialist Resources

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) has launched a new [Certified Peer Support Specialist](#) (CPSS) webpage.
- The page features information about how to become a CPSS and apply for a certification scholarship, how community members can connect with a CPSS, hiring resources for providers (including credential verification), and CPSS workforce opportunities.

# Coming Soon: Real-Time 270 Eligibility Inquiry Requests

- Beginning Nov. 11, 2024, providers can request electronic data interchange (EDI) access when submitting real-time 270 eligibility inquiry requests to Vaya.
- Real-time 270 eligibility requests allow providers to inquire about benefits associated with a subscriber. Please note these inquiries can accommodate one member per request and are for Medicaid beneficiaries only.
- To use this service, email [EDI@vayahealth.com](mailto:EDI@vayahealth.com). A member of our EDI Team will contact you to help complete the setup process.



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# Provider Portal Updates

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# Provider Portal Scheduled Downtime

Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Nov. 9, to 6 a.m. Sunday, Nov. 10, 2024, due to system maintenance.

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

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# Quality Management Updates

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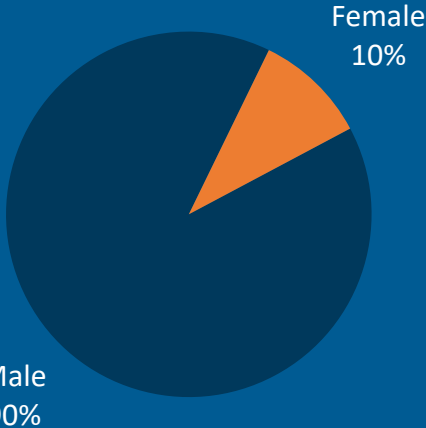
# Enhanced Unlicensed AFL Review Process

- The Vaya Quality Management (QM) Department has streamlined the Unlicensed Alternative Family Living (AFL) process to promote efficiency and consistency.
- Unlicensed AFL Providers should implement changes by *Nov. 30, 2024*.
- Effective immediately, please email all Unlicensed AFL-related communication to [AFL.Info@vayahealth.com](mailto:AFL.Info@vayahealth.com).
- [Link here](#) to read more.

# Veterans in the United States

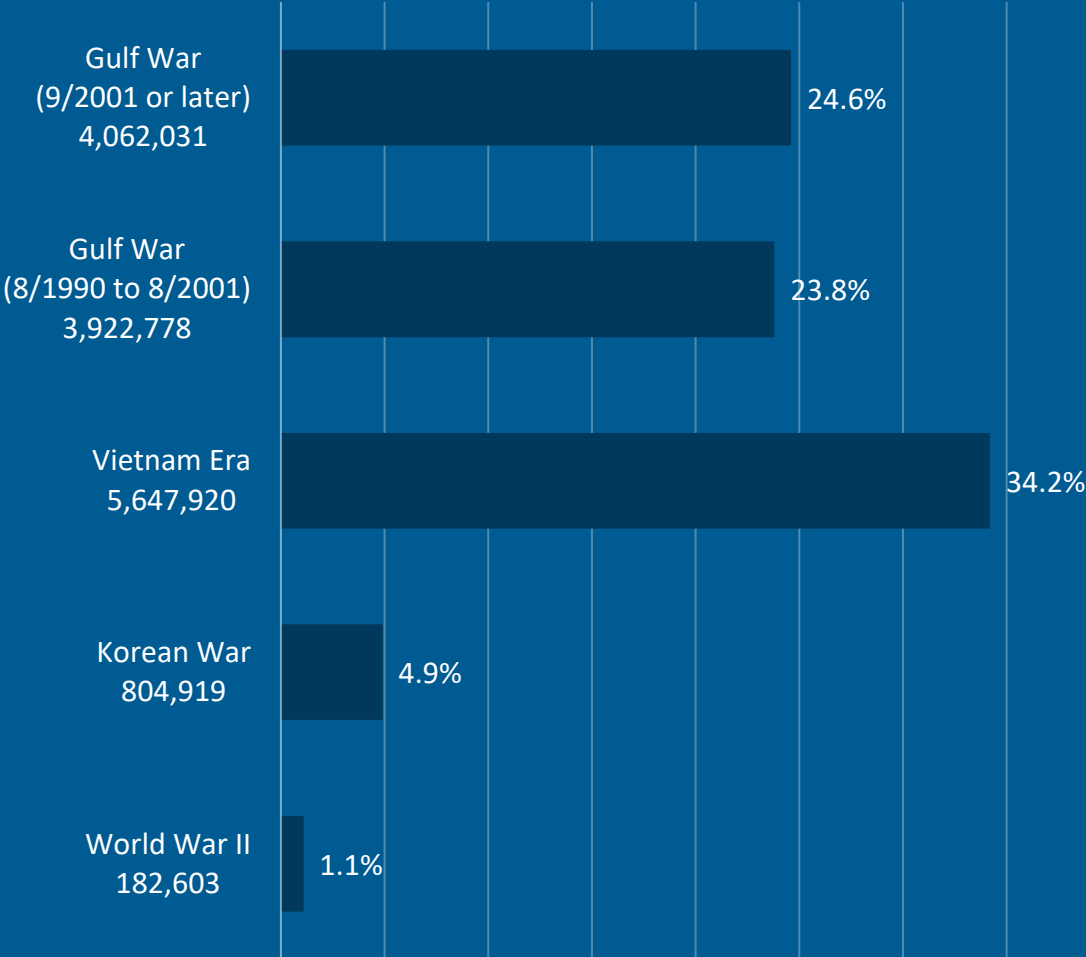
According to data from the 2021 American Community Survey from the U.S. Census Bureau, there were

**16,501,502**  
veterans in the United States at that time.

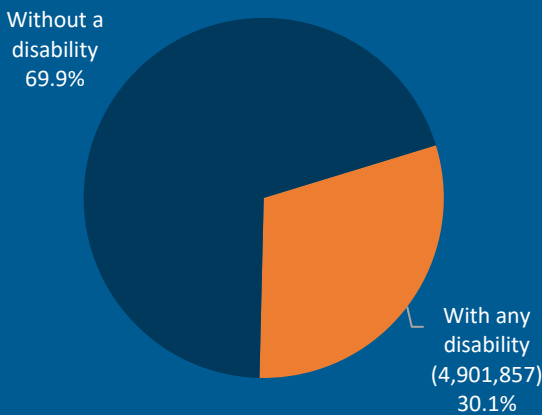


As of the 2021 survey, **76.8%** of veterans between the ages of 18 and 64 were a part of the U.S. workforce.

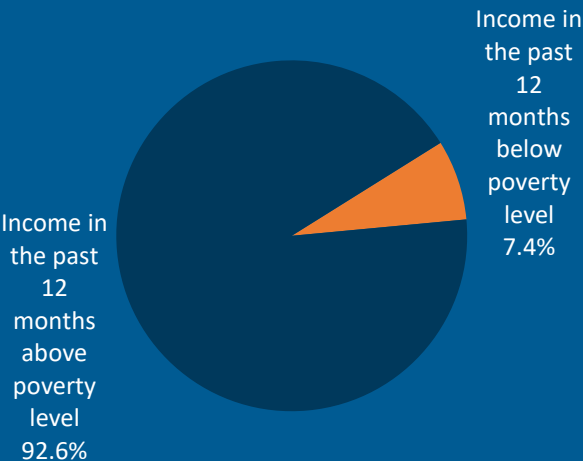
## Periods of Service



## Disability Status



## Income Levels

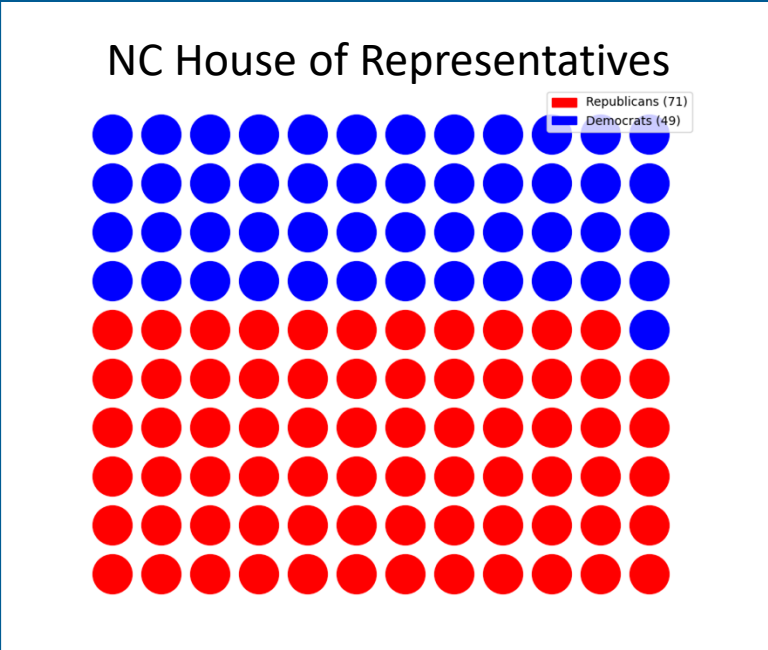
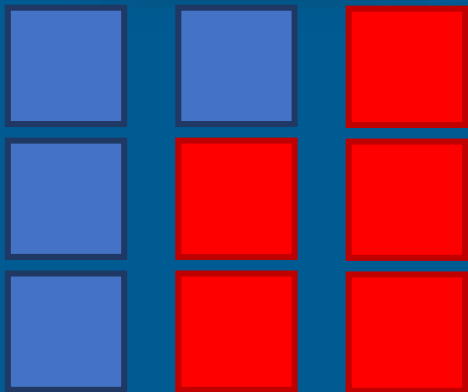


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# Legislative Updates

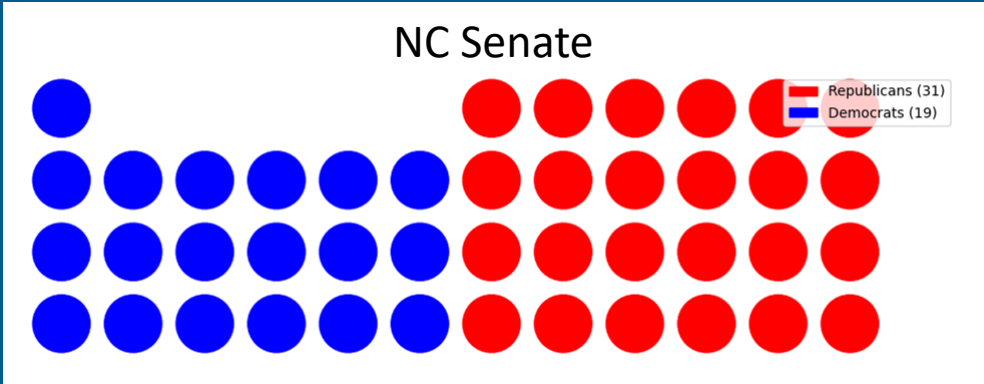
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# Legislative Update



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# Learning and Participation Opportunities

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# Funding Opportunities from the National Association of County and City Health Officials

The National Association of County and City Health Officials is offering the following funding opportunities:

1: [Request for Proposal: Expanding Community-Based Suicide Prevention Project](#)

- This two-pronged project aims to strengthen the capacity of local health departments and their community partners to reduce suicides among disproportionately affected populations.

# Funding Opportunities from the National Association of County and City Health Officials

## 2: Request for Proposal: Substance Use Prevention, Adverse Childhood Experiences Reduction, and Capacity-Building Project

- In partnership with the Centers for Disease Control and Prevention (CDC), this planning grant includes training and funding for organizations working with families impacted by substance use or involved with systems such as child protective services, juvenile or adult justice system, social services, or programs addressing basic needs.

***Proposals are due at 5 p.m. Nov. 22, 2024. For more information, email [IVP@naccho.org](mailto:IVP@naccho.org).***

# DSP Recruitment and Retention Grants for EORs: Application Period Opens

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) is offering one-time grants to help Employers of Record (EORs) recruit and retain direct support professionals (DSPs).
- The application is open to all EORs in North Carolina who employ DSPs through the NC Innovations Waiver's Individual and Family Directed Services option.



# DSP Recruitment and Retention Grants for EORs: Application Period Opens

Allowable uses for grant funds include:

- Hiring/retention bonuses
- Child/dependent/senior care subsidies
- Transportation supports or subsidies
- Food supports or subsidies
- Continuing or advanced education opportunities
- Other employee assistance programs

Applications are due Dec. 16, 2024.

Funding will be allocated to LME/MCOs for distribution to EORs with approved proposals.

# DSP Recruitment and Retention Grants for Agency Providers: Application Period Extended

- The Division of DMHDDSUS has extended the deadline for proposals from providers to fund interventions to recruit and retain DSPs as part of the [NCDHHS Direct Support Professional Workforce Plan](#).
- The plan outlines a comprehensive, multi-year effort to address the DSP workforce shortage through strategic recruitment, enhanced training, and improved worker retention.
- [Applications](#) are now due Nov. 29, 2024.

# 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.

# Child and Family Team (CFT) Training: A Cross-System Training from the Family's Perspective (CFT 1 Revised)

- 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](mailto:provider.training@vayahealth.com).

# Inclusion Connects Community Living Guide Webinar

Nov. 13, 2024, 12-12:30 p.m.

- [Inclusion Connects](#) has published a new [Community Living Guide](#) that connects people with I/DD to resources across North Carolina.
- Join the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services for a walkthrough of the guide to learn about resources for housing, funding, and supports.
- [Register online.](#)



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Behavioral Health and I/DD Network Providers

**\*\* Friday, Nov. 22, 2024, 11 a.m.-12 p.m. \*\***

Physical Health Providers: **Nov. 15, 2024, 11 a.m.-12 p.m.**

