

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

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Friday, Nov. 22, 2024



VAYAHEALTH

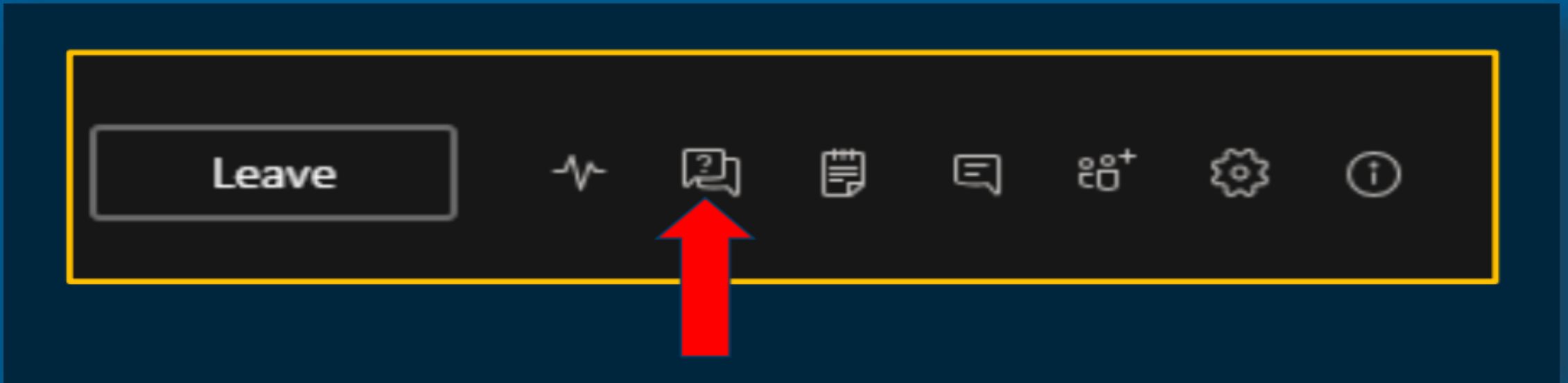
# How does the Q&A work?

- 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

**Ayofemi Powell**, Quality Management Specialist

**Davan Wildcatt**, Tribal Provider Network Contract Manager

**David Boyd**, BH and IDD Provider Network Director

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

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

**Kate Glance**, Regulatory Reporting Director

**Lesley Jones**, Justice Systems Network Development Manager

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

# Today's Production Team

**Breonna Martin**, Provider Educator (Producer)

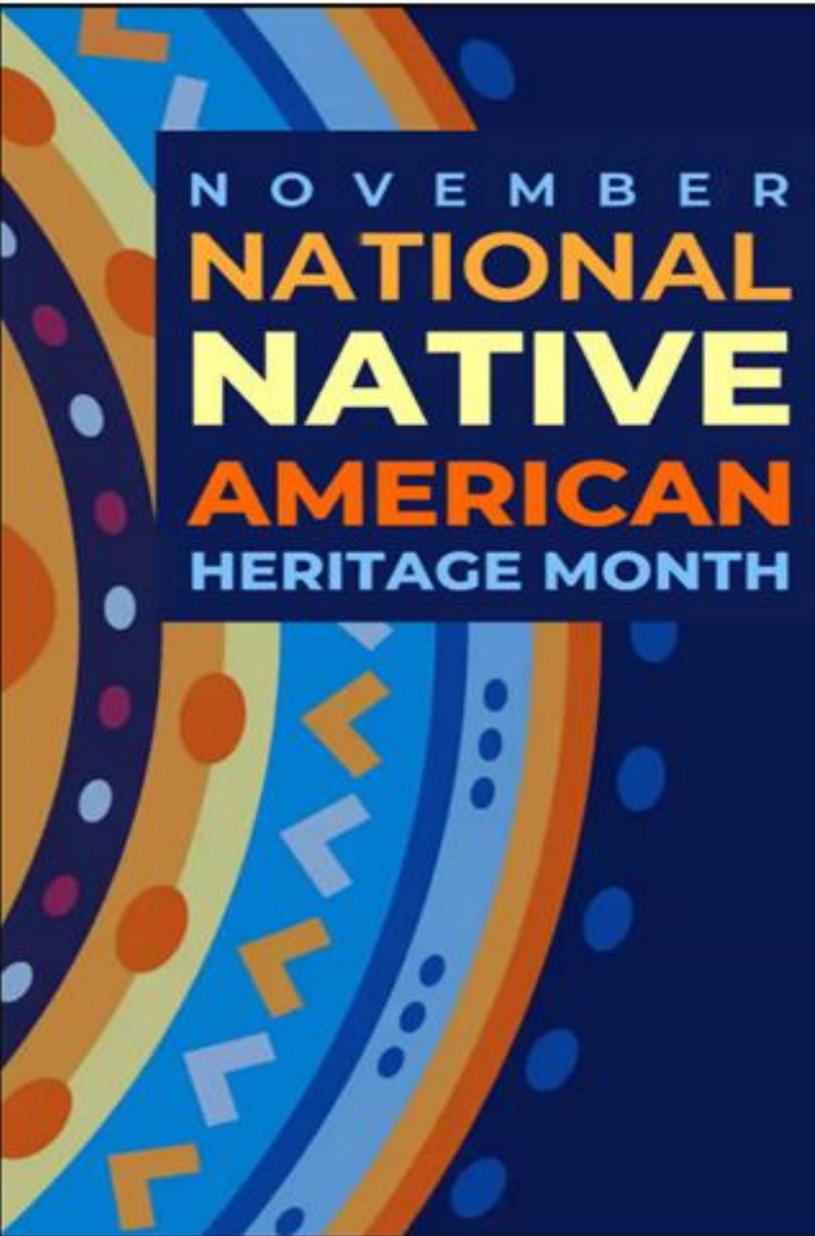
**Justine Tullos**, Administrative Support Professional (Q&A Moderator)

**Shamika Howard**, Provider Educator (Co-producer)

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

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**NOVEMBER**  
**NATIONAL**  
**NATIVE**  
**AMERICAN**  
**HERITAGE MONTH**

**North Carolina is proud to be home to the largest American Indian/Native American population east of the Mississippi River, with approximately 130,000 individuals representing eight statutorily recognized tribes and four Urban Indian Organizations.**

**NCDHHS actively collaborates with the Eastern Band of Cherokee Indians (EBCI) to support cultural initiatives and ensure that every individual has access to the care that they need.**



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# On Your Radar

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# Hurricane Recovery Resources for Providers

Visit our [Hurricane Helene Recovery](#) webpage for information and resources for providers, including financial assistance opportunities and how to request or supply donations.

# New I/DD Resource Hurricane Helene Story Workbook Available

The NC Division of Mental Health, Developmental disabilities, and Substance Use Services (MHDDSUS) has released a workbook to explain Hurricane Helene to people with I/DD.

The Hurricane Helene I/DD Resource Workbook is written in plain language, uses visuals to support understanding, and includes a story, activities, and information for care partners.

Download a copy in [English](#) or [Spanish](#).

# Provider Advisory Council

- The Vaya Provider Advisory Council (PAC) serves as an advisory body on issues affecting network providers.
- The PAC operates pursuant to a set of bylaws and is a self-governing committee.
- All Vaya providers are encouraged to participate in monthly PAC meetings.
- To receive PAC communications or for more information about upcoming meetings, email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com).

# **Urgent Network Need: Providers to Complete Multidisciplinary Evaluations**

Vaya has an immediate need for providers to complete Multidisciplinary Evaluations throughout our region.

Eligible providers must be enrolled in the Vaya network prior to service provision.

Multidisciplinary teams must include a licensed psychologist (LP) or licensed psychological associate (LPA) who can complete the psychological portion of the evaluation, if ordered.

Evaluations may be completed via telehealth if deemed appropriate.

# Urgent Network Need: Providers to Complete Multidisciplinary Evaluations

Multidisciplinary Evaluations are ordered through county clerks of court to determine an individual's need for guardianship.

The clerk of court initiates the referral, which Vaya sends to the provider.

Review [N.C.G.S. § 35A](#) to learn more about the guardianship process.

For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Value-based Incentive for Tobacco Cessation Assessments

- Effective July 1, 2024, Vaya offered providers value-based incentive payments for every Comprehensive Clinical Assessment (CCA) that identified a Medicaid member's active tobacco use.
- To receive a 5% rate increase, contracted providers can bill Vaya using the service code and modifier **90791 YG** when submitting claims for eligible CCAs.
- No specific template or assessment tool is required, only the documentation on the standard CCA and appropriate code/modifier.

# Value-based Incentive for Tobacco Cessation Assessments

- Vaya has updated all Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct contracts for providers contracted to conduct CCAs to reflect the new code/modifier, and no additional provider action is needed.
- We will use information to inform future value-based incentive programs that help members access tobacco cessation support.
- For more information, visit the [Rate and Checkwrite Schedules page](#) of our Provider Central website, contact your provider network contract manager, or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Guidance on 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 applied 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.
- Vaya also shared information in [Provider Communication Bulletin 2024-25 Issue 25](#) (Oct. 3, 2024).
- As part of the entire attestation process, NC Medicaid is now requiring providers to report on the actual utilization of funds by confirming they were in fact passed through to the DCWs targeted for the increases. For provider reference, Vaya is sharing a [sample Innovations DCW Expense Reporting Form](#).

# Guidance on NC Innovations Waiver 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 previously extended 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 not, please submit your information as soon as possible.**
- If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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# Quality Management Updates

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# QM Grievance Resolution and Incident Team (GRIT)

## Incident Response Improvement System (IRIS) Updates

- Google Chrome – Preferred Browser
- Complete and Incomplete Submissions
- Testing Site and Live Site
- Common Name Data Service (CNDS) Number
- Notice to Reporter Screening Letter and Completion of Evaluation Letter
- Transition to Community Living (TCL) Services Code (TCL001)



*Providers must select **all other services** the member/recipient is receiving from their organization.*

# QM Grievance Resolution and Incident Team (GRIT)

UAT/IRIS Test Site

**North Carolina Incident Response Improvement System**  
Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

*Welcome to the NC Incident Response Improvement System*  
**UAT | TEST SITE - DO NOT ENTER -REAL- INCIDENT REPORTS HERE!**

**Incident Reporting**  
Providers: Enter only Level II and Level III incidents.  
Incident Number:   
Provider's Last Name:   
[View / Edit Incident](#) [Enter New Incident](#)  
[Print Blank Incident Entry Form](#)

**Links to Other State Agencies and Documents**  
[Local Offices of the Division of Social Services](#)  
[DHSR - Health Care Personnel Registry](#)  
[DHSR - Complaint Intake Unit](#)  
[DMH/DD/SAS Customer Service and Community Rights](#)  
[DMH/DD/SAS Local Management Entities](#)  
[IRIS Technical Manual](#)  
[IRIS Reporting Manual](#)

IRIS Live Site

**North Carolina Incident Response Improvement System**  
Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services

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[DMH/DD/SAS Local Management Entities](#)  
[IRIS Technical Manual](#)  
[IRIS Reporting Manual](#)

# QM: Grievance Resolution and Incident Team (GRIT)

- Incidents

[IncidentReport@vayahealth.com](mailto:IncidentReport@vayahealth.com)

- Grievances/Complaints

[ResolutionTeam@vayahealth.com](mailto:ResolutionTeam@vayahealth.com)

- Unlicensed AFL

[AFL.Info@vayahealth.com](mailto:AFL.Info@vayahealth.com)

- NC Topps

[NCTOPPS@vayahealth.com](mailto:NCTOPPS@vayahealth.com)

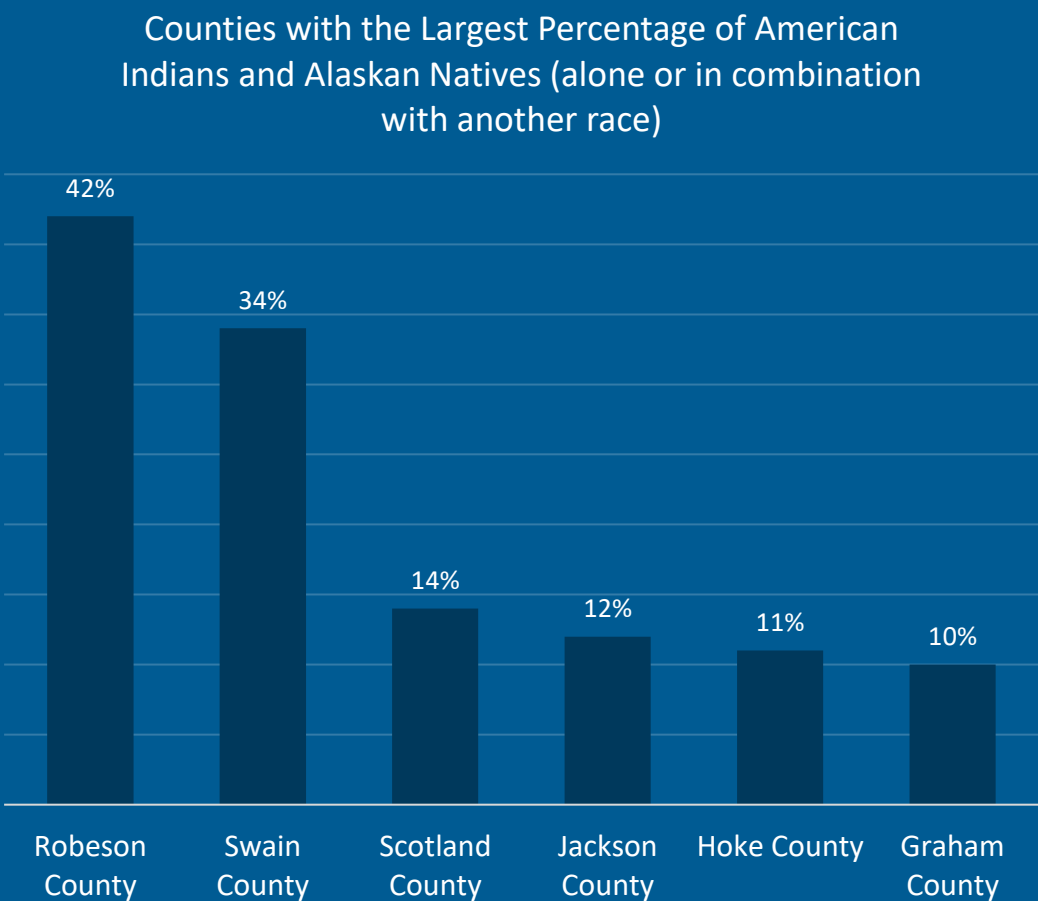
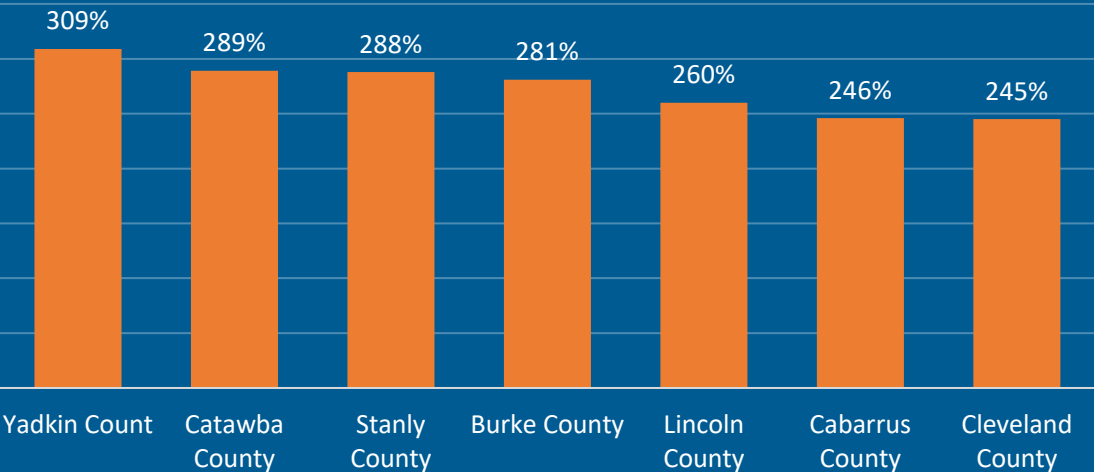
- Home & Community Based Services

[HCBS@vayahealth.com](mailto:HCBS@vayahealth.com)



# American Indian & Alaska Native(AIAN) Population in North Carolina

- The 2020 Census found that North Carolina’s AIAN population, alone or in combination with another race, grew 72.9% from 2010 to 2020.
- Nineteen counties in North Carolina saw at least a 200% increase in AIAN population over the 10-year period.
- The rise in people identifying as AIAN, alone or in combination with another race, made it the fastest-growing racial group in 37 NC counties.
- The following counties saw the greatest increases:



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# **Learning and Participation Opportunities**

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# WNC Small Business Recovery Fund

- The Local Initiatives Support Corporation (LISC) and Lowe's will award \$20,000 grants to 100 small businesses in western North Carolina to accelerate economic recovery after Hurricane Helene.
- [Learn more and apply online](#) by **11:59 p.m. this evening, November 22, 2024.**

Small businesses may use the flexible grants for urgent needs such as:

- Wages and benefits
- Inventory and systems for ongoing operations
- Payables (rent, supplies, etc.)
- Past-due bills

# Community Health Grants RFA

- The NCDHHS Office of Rural Health is accepting applications for Community Health Grants for up to \$150,000 per grant year to ensure access to primary and preventative care for vulnerable, underserved, and medically indigent patients.
- Applications are due by 5 p.m. December 20, 2024.
- 
- An important component of this work is increased collaboration and integration of services.
- If an eligible primary care medical home safety net organization provides integrated care, grant funding also may support dental, pharmacy, maternal, and behavioral health services.
- [Learn more.](#)

# Healing After Hurricane Helene: Opportunities for Connection and Learning

- In partnership with Vaya, [Resources for Resilience](#) is offering weekly, one-hour training and support opportunities through January 2025.
- “Reconnecting Through Hard Times” will be held at 11 a.m. Tuesdays, and “Listening Circles for WNC Residents” will be held at 12 p.m. Wednesdays. [See the training flyer](#) for details.
- Registration is not required.
- **Additionally, Resources for Resilience is offering “Listening Circles for Therapists Supporting WNC Residents” at 8 a.m. Tuesdays. [Drop in online](#) or call 646-876-9923 (meeting ID 836 0452 5149).**
- For more information, contact Executive Director Ann DuPre Rogers at **828-231-5246** or [anndupre.rogers@resourcesforresilience.com](mailto:anndupre.rogers@resourcesforresilience.com).

# Temple University Collaborative On Community Inclusion Trainings

- The [Temple University Collaborative on Community Inclusion](#) will offer two training series funded by NCDHHS:
  - Series 1, Social Isolation and Loneliness: [Register online](#) for the first session in this series, “Social Isolation and Loneliness and People with Serious Mental Illnesses,” from 12-1 p.m., Dec. 10, 2024.
  - Series 2, Foundational Training on Community Inclusion, will begin in January 2025.

For more information, contact Tara Alley at **984-236-5053** or [Tara.Alley@dhhs.nc.gov](mailto:Tara.Alley@dhhs.nc.gov).



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Behavioral Health and I/DD Network Providers

**\*\* Friday, Dec. 13, 2024, 11 a.m.-12 p.m. \*\***

Physical Health Providers: **Dec. 6, 2024, 11 a.m.-12 p.m.**



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