



# PROVIDER COMMUNICATION BULLETIN

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**IN THIS ISSUE:** Provider Touchpoint Webinars | Provider Portal Weekend Maintenance | Billing Procedure Update for Adult Care Home PCS Claims | Tailored Care Management: Care Planning Expectations for Providers | Coming Soon: National Core Indicators® Survey | NC Innovations Provider Self-Review of Member Record Submission Deadline | Reminder: Mental Health Support for Teens | Hive Mind Therapy Event in Asheville

## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

**Dec. 13, 2024, 11 a.m.-12 p.m.:** Behavioral Health, I/DD, TBI

**Dec. 20, 2024, 12-1 p.m.:** Physical Health

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

**PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – DEC. 13, 2024**

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH – DEC. 20, 2024**

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### Provider Portal Weekend Maintenance

Due to system maintenance, the Authorizations section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. tomorrow, Dec. 13, 2024, through 6 a.m. Saturday, Dec. 14, 2024. Please do not attempt to search for or enter authorizations during this time.

Additionally, the entire portal will be unavailable from 8 p.m. Saturday, Dec. 14, 2024, through 3 a.m. Sunday, Dec. 15, 2024, due to a system upgrade.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

# Billing Procedure Update for Adult Care Home PCS Claims

Effective for dates of service on and after Jan. 1, 2025, Adult Care Home Personal Care Services (PCS) will reimburse a single date of service per line based on the approved prior authorization (*per diem* pricing). Claims with procedure code/modifier combinations 99509-HC, 99509-SC, and 99509-TT should show one unit representing a single service date. Claims billed with a span of dates or more than one unit per service date on a claim line will deny.

For more information, review the following NC Medicaid Bulletins:

- [Revised Reimbursement Methodology for Individuals Living in Congregate Settings Administered by Personal Care Service Providers](#)
- [Policy Guidance for Personal Care Services Beneficiaries in Congregate and In-Home Settings](#)

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## Tailored Care Management: Care Planning Expectations for Providers

[Tailored Care Management](#) is a free benefit available to qualifying Vaya members who may need special medical and social support. Care managers work with members to identify their strengths, understand their needs, and build a personalized care plan.

Per NCDHHS requirements and National Committee for Quality Assurance (NCQA) accreditation standards, care managers are required to update strengths and barriers on a member's care plan monthly. Care managers must touch base directly with members/legally responsible persons monthly and check in on their progress.

Vaya care managers update care plan strengths and barriers as they learn of any new developments that affect specific goals. They may also obtain information to inform the care plan during Innovations Waiver monitoring or during conversations or other communication with providers and stakeholders that relate to the member's care plan. This whole-person approach allows care managers to get the information needed in a way that remains individualized and member-specific.

For more information, see the [NCDHHS Tailored Care Management webpage](#).

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## Coming Soon: National Core Indicators® Survey

[National Core Indicators® \(NCI\)](#) is a program that conducts member surveys to help public agencies serving the I/DD population measure and track performance. This survey is the only annual, statewide survey of people receiving I/DD services and supports.

Each fiscal year, NCDHHS selects a sample of Vaya members to take part in the NCI survey and give feedback about the services they receive. This year's survey will be conducted between January and March 2025. Member participation in the survey is voluntary; however, Vaya asks that providers help members and guardians understand the importance of the survey and encourage them to complete it.

Member participation will help Vaya, network providers, and NCDHHS better understand member needs and improve services for individuals with I/DD and their families at both the Vaya and statewide levels. The survey's standard measures (core indicators) address topics including employment, member rights, service planning, community inclusion, choice, and health and safety.

The survey is administered by the Carolina Institute for Developmental Disabilities (CIDD) at UNC Chapel Hill and can be completed in person, via Zoom, or by paper survey. If a member (or their guardian) agrees to participate, the provider must complete and return the following three components to Vaya for entry into the NCDHHS database:

- Written documentation of member/guardian verbal consent to participate in the survey.
- Background information/member demographics.
- Pre-screening survey with details related to member health, employment, and housing.

Once NCDHHS has selected members to participate in the survey, Vaya will email providers with additional direction and information. Thank you in advance for your time and effort to help improve I/DD services and supports locally and throughout North Carolina.

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## NC Innovations Provider Self-Review of Member Record Submission Deadline

The NC Innovations Provider Self-Review of Member Record is due on the 10<sup>th</sup> of each month following the end of the quarter. The review must be submitted on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before submitting your form, please ensure you:

- Use the current version.
- Include your signature and the date.
- Include the member's correct birthdate.
- Note the coverage quarter.
- Select all checkboxes (or mark "Not applicable").
- Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).

Vaya will return the review form if the above noted or other corrections are needed. For help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your provider network contract manager, or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Reminder: Mental Health Support for Teens

NCDHHS has partnered with [Somethings](#) to provide mental health support for free to any teen across the state. Somethings connects teens and young adults with Certified Peer Support Specialist mentors and can provide referrals to licensed therapists. If you know a teen who needs mental health support, visit the [Somethings](#) website to get connected to support.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Hive Mind Therapy Event in Asheville Dec. 14, 2024, 11 a.m.-1 p.m.

[Hive Mind Therapy](#) is organizing a community celebration in Asheville to bring together families, foster connection, and provide essential resources in the wake of Hurricane Helene. The event will take place at Hall Fletcher Elementary School, 60 Ridgelawn Road, and include free therapeutic comfort boxes for displaced children, children's books, arts and crafts, games, activities, giveaways, and complimentary food.

To volunteer, [complete the online form](#). For more information, email [info@hivemindtherapy.org](mailto:info@hivemindtherapy.org).

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[providers.vayahealth.com](https://providers.vayahealth.com)



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