

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, December 13, 2024



VAYAHEALTH

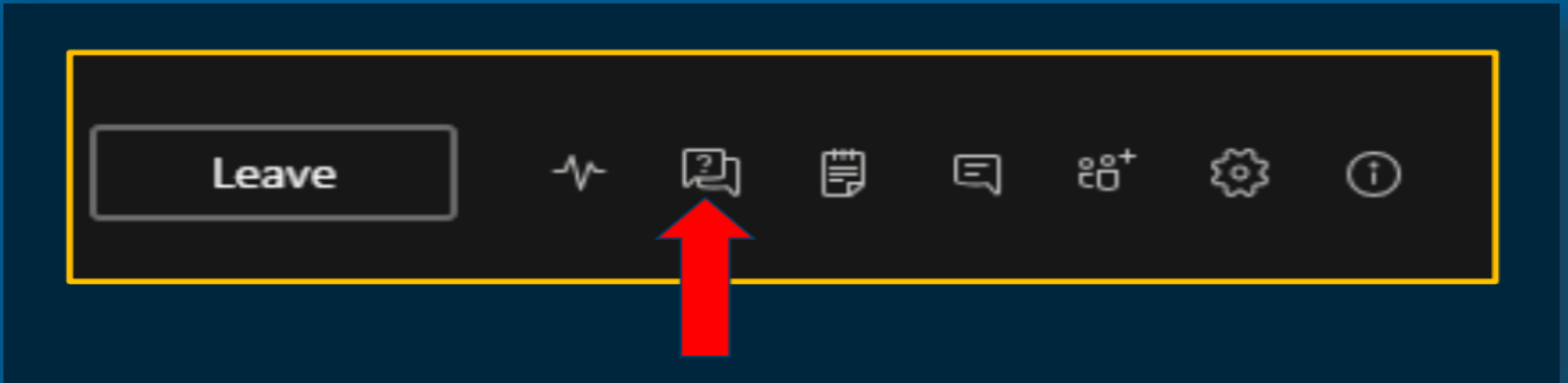
How does the Q&A work?

- 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

Colleen Finnegan, Claims Specialist

David Boyd, BH Provider Network Director

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

Jeanne Variano, Quality Management Coordinator

Jennifer Jennings, SU Network Development Director

Jeremy Norman, Innovations Care Management Manager

Kate Glance, Regulatory Reporting Director

Utilization Management, Claims, and Care Management Teams

Today's Production Team

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

Kendra Chapman, Provider Educator (Producer)

Shamika Howard, Provider Educator (Co-producer)

“

WELCOME
Vaya Health Providers

”

National Impaired Driving Prevention Month

- Every day, 32 people die in the U.S. from crashes involving alcohol-impaired drivers.
- This equates to 1 death every 45 minutes.
- Impaired driving is not limited to alcohol it also includes; **illegal drugs**, over the counter medications, and **prescriptions** that affect coordination, judgment, and reaction time.

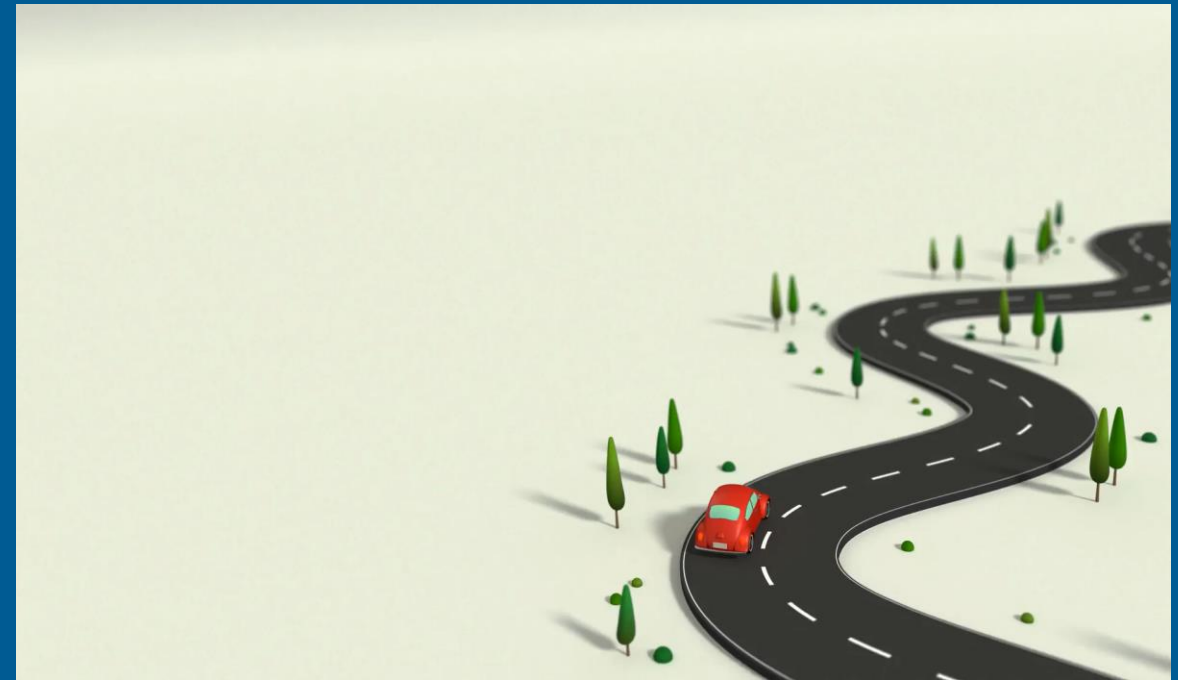
HOW CAN WE HELP

- Encouraging emotional support and treatment for substance use disorders is essential for reducing impaired driving incidents.
- Create safe environments to educate communities on the risks of impaired driving through awareness campaigns and mental health resources.

National Impaired Driving Prevention Month

ENCOURAGE SAFE & SOBER DRIVING!

- Support is available for those struggling with substance use via services like the SAMHSA helpline **1-800-662-HELP**.



International Day of Persons with Disabilities

- The annual observance of the International Day of Persons with Disabilities (IDPD) on Dec. 3rd was proclaimed in 1992 by the United Nations General Assembly resolution 47/3.
- The observance of the Day aims to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being of persons with disabilities.
- The spirit of this day is to ensure that all people in the world have equal opportunities for work, play, health, and success.



HAPPY HOLIDAYS

The holidays are a time to cherish connections with family and friends, honoring the rich heritage, history, and shared values that unite us as a nation.

National holidays hold deep meaning, serving as moments of collective celebration and reflection.

These traditions weave together the cultural fabric that strengthens our communities and enriches our society.

A heartfelt thank you to Vaya's Behavioral Health and I/DD Network Providers for their unwavering dedication to the community.

May this holiday season bring you a well-deserved opportunity to relax, recharge, and enjoy time with your loved ones.



On Your Radar

Current Network Needs

SERVICE	REGION
Forensic Evaluators	All counties
Psychosocial Rehabilitation (PSR)	Rural counties
Research Based – Behavioral Health Treatment	Rural counties
Child Residential Treatment Services	All counties
Partial Hospitalization Programs	All counties

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.

NC Innovations Provider Self-Review of Member Record Submission Deadline

The NC Innovations Provider Self-Review of Member Record is due on the 10th 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).



NC Innovations Provider Self-Review of Member Record Submission Deadline

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.

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.

Tailored Care Management: Care Planning Expectations for Providers

- 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](#).



Provider Portal Updates

Weekend Maintenance to Impact Authorization Functions



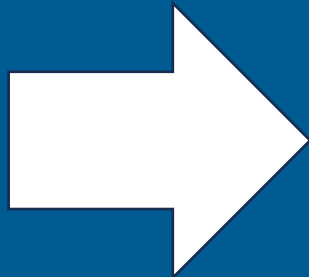
- Due to system maintenance, the Authorizations section of Vaya's Provider Portal will be unavailable from 11 p.m. Dec. 13, 2024, through 6 a.m. Saturday, Dec. 14, 2024.
- Please do not attempt to search for or enter authorizations during this time.
- Additionally, the entire portal will be unavailable from 8 p.m. Saturday, Dec. 14, 2024, through 3 a.m. Sunday, Dec. 15, 2024, due to a system upgrade.

Claims Updates

Billing Procedure Update for Adult Care Home Personal Care Services (ACH/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](#)

Quality Management Updates

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.

Coming Soon: National Core Indicators® Survey

- 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.

Coming Soon: National Core Indicators® 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.

Introduction to HEDIS Measures

As part of Vaya's accreditation with the National Committee for Quality Assurance, we will begin calculating performance on HEDIS measures.

Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by the National Committee for Quality Assurance (NCQA) to measure performance on important dimensions of care and service.

Measures are calculated from three primary sources:

- Administrative data, including claims and enrollment information
- Hybrid data, including a combination of administrative data and medical record data
- Supplemental data, including additional information about a member received by a health plan. This includes information such as immunization data and lab results.

HEDIS Measure Domains

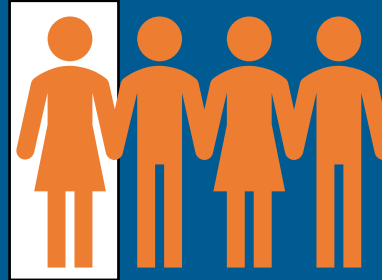
Effectiveness of Care Prevention, Screening, Respiratory Conditions, Cardiovascular Conditions, Behavioral Health, Diabetes, Overuse/Appropriateness Measures	Access/Availability of Care Examples include: <ul style="list-style-type: none">• Adults access to preventive/ambulatory health services• Initiation and Engagement of SUD Treatment• Prenatal and Postpartum Care	Utilization & Risk Adjusted Utilization Examples include: <ul style="list-style-type: none">• Acute Hospital Utilization<ul style="list-style-type: none">• ED Utilization• Plan All-Cause Readmissions<ul style="list-style-type: none">• Well-Child Visits
Measures Reported Using Electronic Clinical Data Systems (ECDS) <ul style="list-style-type: none">• Measures using structured electronic clinical data to document quality patient care<ul style="list-style-type: none">• Measures are gradually transitioning to ECDS measures	Health Plan Descriptive Information Such as Race/Ethnicity, Language and Diversity	Experience of Care <ul style="list-style-type: none">• Measures collected using survey methodology• North Carolina will utilize the Consumer Assessment of Healthcare Providers and Systems Survey

Examples of HEDIS Measures

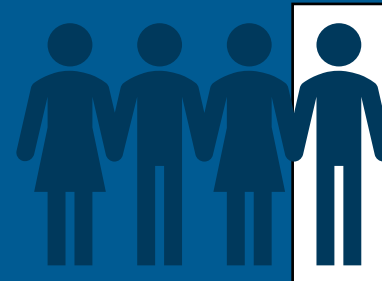
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications
- Follow-Up After Emergency Department Visit for Mental Illness
- Follow-Up After Hospitalization for Mental Illness
- Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication
- Metabolic Monitoring for Children and Adolescents on Antipsychotics

Disability in the United States

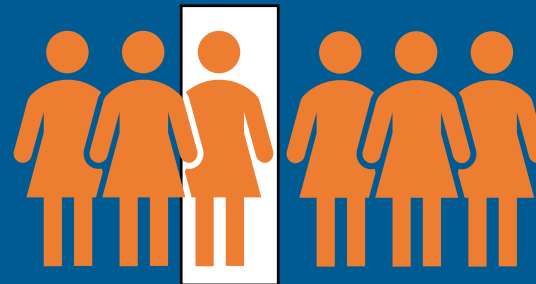
- 13.9 percent of US adults have a cognition disability with serious difficulty concentrating, remembering or making decisions
- 12.2 percent of US adults have a mobility disability with serious difficult walking or climbing stairs
- 7.7 percent of US adults have an independent living disability with difficulty completing errands alone
- 6.2 percent of US adults are deaf or have serious hearing difficulties
- 5.5 percent of US adults have a vision disability with blindness or serious difficulty seeing even when wearing glasses
- 3.6 percent of US adults have a self-care disability with difficulty dressing or bathing.



1 in 4 adults with disabilities 18 to 44 years of age do not have a usual health care provider.



1 in 4 adults with disabilities 18 to 44 years of age have an unmet health care need because of cost in the past year.



1 in 6 adults with disabilities 45 to 64 years did not have a routine check-up in the past year.

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.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**** Friday, Jan. 24, 2025, 11 a.m.-12 p.m. ****



VAYAHEALTH