

# Provider Touchpoint Webinar for Physical Health Providers

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Friday, December 20, 2024



VAYAHEALTH

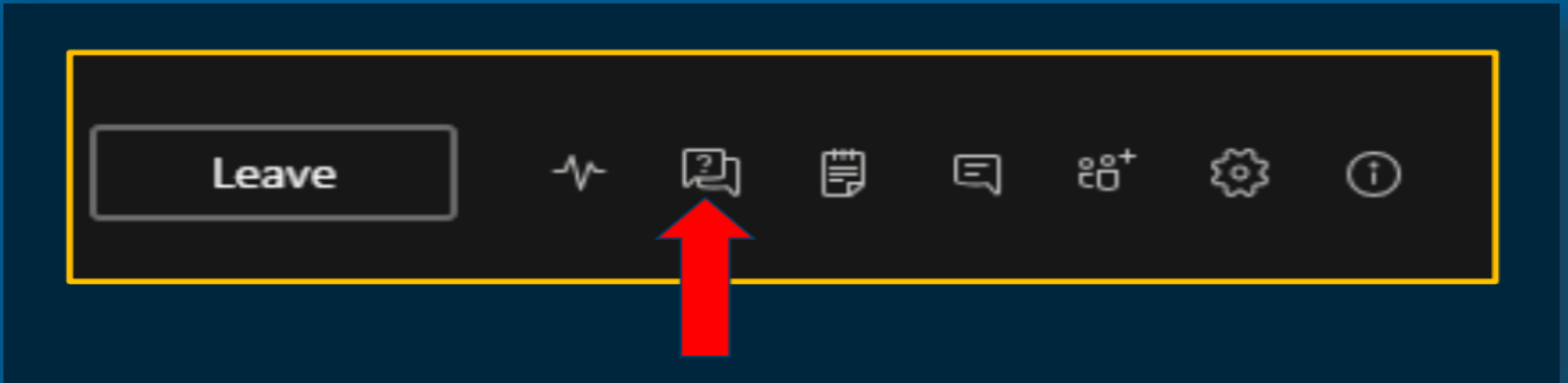
# How does the Q&A work?

- 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 **12:50 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

**Angela Evans**, Utilization Management BH Director

**Breonna Martin**, Provider Educator

**Christine Fraser**, Claims Trainer

**Christine Gillenkirk**, PH Provider Network Contract Manager

**David Boyd**, BH Provider Network Director

**Dr. Jay Vora**, Pharmacy Director of NC Medicaid Management

**George Ingram**, VP of Physical Health Provider Network & Value Based Contracting (**Host**)

# Today's Vaya Participants

**Heidi Miller**, Value Based Analytics Manager

**Kim Abram**, PH Provider Network Contract Manager

**Mark Vandermolen**, Systems Analyst

**Savannah Englebach**, Healthy Opportunities Pilot 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)



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

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# Vaya Holiday Closings

- In observance of the Christmas and New Year's Day holidays, Vaya offices will be closed Tuesday-Thursday, Dec. 24-26, 2024, and Wednesday, Jan. 1, 2025.
- 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) will 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.



# 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 Physical Health 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.

# National Impaired Driving Prevention Month

## FACTS ABOUT IMPAIRED DRIVING

- 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.

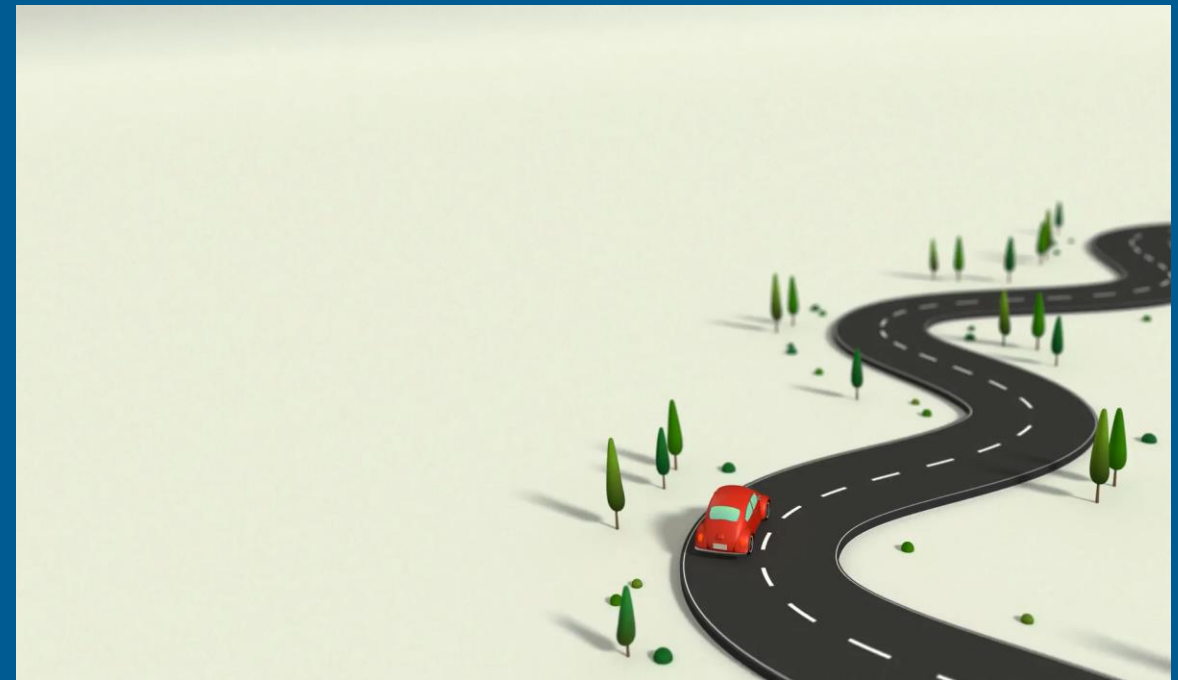
## HOW CAN WE HELP?

- 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**.





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# **On Your Radar**

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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.



# Tailored Care Management: Care Planning Expectations for Providers (continued)

- Care managers may also obtain information to inform the care plan during Innovations Waiver monitoring or during conversations or other communications 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](#).



# Physical Health Network

Vaya Health maintains an open network of physical health care providers to deliver services to Medicaid beneficiaries enrolled in [Vaya Total Care](#), our NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan.

Vaya Total Care's Medicaid benefit package includes all health services required by the North Carolina 1115 Demonstration Waiver and the NC State Plan for Medical Assistance (Medicaid State Plan).

An integrated, whole-person health plan, Vaya Total Care includes the following physical health service types for Medicaid beneficiaries:

- **Primary Care**
- **Urgent Care**
- **Emergency Care**
- **Hospital Care**
- **Children's Screening**
- **Women's Health Care**
- **Maternity Care**
- **Family Planning**
- **Specialty Care**
- **Personal Care Services**
- **Home Health Services**
- **Nursing Home Services**
- **Hospice Care**
- **Vision Care**
- **Local Health Department Services**
- **Value-added Services for unmet Health-related resource needs**

# Physical Health Network (continued)

For a full list of covered services, see Appendix A of Vaya's [Provider Operations Manual](#).

All Vaya network providers must be enrolled in NC Medicaid through NC Tracks. Vaya contracts with third-party care administrators to manage pharmacy, vision, and other select specialty services.

For more information, visit our [Provider Enrollment](#) page. Please note that some Medicaid services available to Vaya Total Care members are managed by the North Carolina Department of Health and Human Services (NCDHHS) through the NC Medicaid Direct program.

These include dental care, fabrication of eyeglasses, and certain services provided and billed by local education or children's developmental agencies.

# Quit for Life Program

If you are a Medicaid member of Vaya Total Care, you qualify for the [Quit For Life®](#) program, which offers one-on-one coaching to help you stop smoking, as well as online resources and nicotine replacement therapies at no cost to you. Using proven techniques tested over 25 years, this program has helped millions of people.



Get started today! Get personalized guidance and support each step of the way. Partner with a coach to create a quit plan tailored to your needs. Learn to manage your triggers and discover skills that can help you overcome cravings for good.



Support to quit smoking isn't one size fits all. Learn more about the options available to qualifying members.

# Quit for Life Program (continued)

To learn more about the Quit for Life Program, talk to your care manager or call Quit for Life at **1-866-427-6845**. If you do not have a care manager, call Vaya's member & recipient service line at **1-800-962-9003**, 7 a.m.-6 p.m. Monday through Saturday.

Don't have Medicaid or enrolled in NC Medicaid Direct? [QuitlineNC.com](https://quitlineNC.com) provides free services to any North Carolina tobacco user who needs help quitting commercial tobacco use, which includes all tobacco products offered for sale, not tobacco used for sacred and traditional ceremonies by many Indigenous tribes and communities.



Quit coaching is available in different forms. Call **1-800-QUIT-NOW 1-800-784-8669** for free support, 24 hours a day, seven days a week. Interpretation services are available for many languages.

# Vaya Total Care Perks

## General Information

- Vaya Total Care Perks are available to Vaya Tailored Plan Medicaid members at no cost, to support members to live the life they choose.
- Also known as Value Added Services (VAS).

## Eligibility for Vaya Total Care Perks

- Participants must be a member of Vaya Total Care with Medicaid.
- These benefits are not available for State-funded recipients or NC Medicaid Direct beneficiaries.
- Each perk may have additional eligibility requirements.

# Vaya Total Care Perks (Value-Added Services):

## Value Added Options:

Vaya will offer new, value-added services to qualifying Vaya Total Care members at ***no cost to them.***



### Wellness Perks

- Gift card for COVID-19 and/or flu vaccine
- Home meal delivery, post-hospitalization
- 6-month access to WW mobile app



### Pregnancy/Prenatal Perks and Postnatal Support

- Breastfeeding pump and lactation education



### Education Perks

- GED education support



### More Perks

- Discount for one home safety and assistance item
- Free transportation to qualifying health and non-health related destinations

# Value Added Services (VAS) Important Notes

- How can a member access **VAS**?
  - Review directions on Vaya's **VAS** website: [Vaya Total Care Perks | Vaya Health](#)
  - Call Member and Recipient Services for directions: **1-800-962-9003**
  - Contact their Tailored Care Manager
- If providers have questions about **VAS**, call the provider support line at **1-866-990-9712** or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).
- Vaya will share VAS-specific job aids on Provider Central on or after 7/1/2024

# Pharmacy Lock-in Program

- The Vaya Health Lock-in Program helps identify members who are at risk for possible overuse or improper use of pain medications (opioid analgesics) and nerve medications (benzodiazepines).
- State law requires **Medicaid** members to be locked into two pharmacies and two prescriber for opioids and benzodiazepines if showing behaviors of overuse.

## Opiates

- Oxycontin
- Oxycodone
- Hydrocodone
- Morphine
- Tramadol

## Benzodiazepines

- Xanax (alprazolam)
- Valium (diazepam)
- Restoril (temazepam)
- Ativan (lorazepam)



# Qualifying Behaviors

- Benzodiazepines: **Ten (10)** claims or more in two (2) consecutive months  
**OR**
- Opiates: **Ten (10)** claims or more in two (2) consecutive months  
**OR**
- Receiving prescriptions for opiates and/or benzodiazepines from **four (4)** or more prescribers in two (2) consecutive months
- 2023 budget bill changed qualifying behavior from **six** claims to **ten**; **three** prescribers to **four**



# Provider Changes During Lock-In

- Changes to lock-in Prescriber(s) or pharmacy allowed for good cause
- Member calls Pharmacy Service Line **(1-800-540-6083)**
- Rarely - Prescriber calls Pharmacy Service Line **(1-800-540-6083)** to remove themselves

## Examples of 'good cause':

- Pharmacy permanently closed or moved
- Prescriber moved or no longer practices medicine
- Prescriber no longer willing or able to prescribe covered medications
  - PCP wants member to see pain/psych
  - Breach of pain contract

# Updated Policy Flexibilities

- The NC Medicaid Bulletin [Hurricane Helene Policy Flexibilities to Support Providers and Members](#) (Dec. 12, 2024) includes updated end dates and additional flexibilities for behavioral health and NC Innovations Waiver services, Long-term Services and Supports, and care management.
- The flexibilities in the bulletin are retroactively effective from Sept. 26, 2024, through Feb. 28, 2025.

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# Claims Updates

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# Claims Submission

- Claims for Medicaid services must be filed by the provider and received by Vaya within 365 days of the date of service or, for inpatient claims and nursing facility claims only, the date of discharge.
- Claims for State-funded services must be filed and received within 90 days.
- All initial claims submitted past these deadlines will be denied (unless there is an applicable exception, for example, retroactive Medicaid eligibility) and cannot be resubmitted.
- Network providers are encouraged to submit routine billings on a weekly or bi-weekly schedule in conjunction with our [checkwrite schedule](#).
- For help, use our online [Claims Inquiry Form](#) or contact your assigned claims specialist. You may also call our Claims Department at **1-800-893-6246 ext. 2455** (behavioral health, intellectual/developmental disability, and traumatic brain injury services), or ext. **2456** (physical health services).

# Claims Submission

- Vaya Health offers the following claims submission options for network providers, authorized billing agents, and health care clearinghouses:
  - Through our secure [Provider Portal](#) using the CMS-1500 or UB-04 webforms (as appropriate to the service).
  - Through Vaya's secure file transfer protocol (SFTP) web portal (HIPAA-compliant 837I or 837P EDI files). *Please note we accept only .txt and x12 file formats. We do not accept .pdf or .xlsx files.*
  - All network and out-of-network providers must submit all claims electronically unless otherwise permitted by the provider's contract with Vaya (or one of our subcontractors) or the Vaya [Provider Operations Manual](#).

**For more information about claims please visit: [Claims Submission | Vaya Providers](#)**

# CrushFTP Servers 30-day Purging Rule

- **Effective Feb. 1, 2025, Vaya will begin purging outbound files on our Secure File Transfer Protocol (SFTP) server after 30 days.** Providers and clearinghouses receiving files via the SFTP server should note the following:
  - Under the new policy, we will purge any file produced by Vaya and made available in the Outbound folder that has not been modified for 30 days or more.
  - The Outbound folder is typically named “Out” in the SFTP account. Examples of outbound files include: 835, 277, Remittance Advice (RA), SubmitterReport.html, and VelocediReport.html.
- Providers and clearinghouses must download or move files from the Outbound folder to their own servers within the 30-day retention period.
- For SFTP technical assistance, email [CrushAdmin@vayahealth.com](mailto:CrushAdmin@vayahealth.com). For EDI support, email [EDI@vayahealth.com](mailto:EDI@vayahealth.com)



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# **DME Vendors**

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# Guidance for DME Vendors

Please note the following guidance regarding durable medical equipment (DME) authorization and payor requirements:

- DME includes a wide range of items appropriate for use in the home, as well as medical supplies that typically are not reused. Although the U.S. Social Security Act does not define DME for the purposes of Medicaid, Section 1905(a)(7) authorizes medical supplies, equipment, and appliances as a mandatory home health care benefit.
- Additionally, Section 1905(a)(11) authorizes coverage and payment for certain supplies and equipment used during physical, occupational, and speech-language therapy.
- For more information, see [NC Medicaid Clinical Coverage Policy 5A-1, Physical Rehabilitation Equipment and Supplies](#), Attachment D.

# Guidance for DME Vendors (continued)

**When requesting DME under NC Innovations Waiver Assistive Technology Equipment and Supplies (ATES):**

- Providers are responsible for coordinating benefits for all members requesting DME who are insured through multiple payors.
- Providers should seek coverage of DME through ALL medical payors for which the member has eligibility before requesting coverage from Vaya through the Innovations Waiver.

# Guidance for DME Vendors (continued)

- Providers should seek coverage of DME through ALL medical payors for which the member has eligibility before requesting coverage from Vaya through the Innovations Waiver.
- This includes private payors, Medicare, and NC Medicaid. DME vendors submitting requests to Vaya for coverage through the Innovations Waiver must include documentation of either a denial from the primary payor(s) or documentation that the item is not covered by those policies.
- Please include all documentation when submitting requests.
- For assistance, contact your provider network contract manager or [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).



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# Provider Portal Updates

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# Provider Portal Sites & Services Report

- Providers should use the new Sites and Services Report feature, a self-service tool in the [Provider Portal](#), to confirm any site/service inaccuracies before submitting a ticket to [Vaya's ServiceDesk](#).
- The report contains a list of all sites and services associated with the provider's contract (or Out of Network agreement) and is available to review at any time.
- To access the report from the portal homepage, select "Report Downloads" near the bottom of the menu on the left.
- Select "Providers Sites & Services" from the report options and download it as a CSV file.

# Reminder: Access to Vaya's Provider Portal

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Vaya's [Provider Portal](#) allows providers to securely:

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Submit and review claims

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Create and review authorization requests

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Manage users

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Explore resources, and more

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# 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 (or Out of Network Agreement) 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](mailto:ServiceDesk@vayahealth.com) or call **1-800-893-6246, ext. 1500**.

# Provider Portal Resources

For help using Vaya's [Provider Portal](#), review job aids and trainings available on the [Resources](#) page of the Provider Central website.

## Job Aids

[Main Job Aid](#)

[Authorization Submission Quick Reference Job Aid](#)

[Claims Job Aid](#)

[Enrollment, Update, and Discharge Job Aid](#)

[Grievances, Appeals, Resources, and Documents Job Aid](#)

[Service Authorizations Job Aid](#)

[Systems Access Administrator Job Aid](#)

## Training Videos

[General Training Video](#)

[Authorization Training Video](#)

[Claims Training Video](#)

[Enrollment, Discharges and Updates Training Video](#)



# Resources

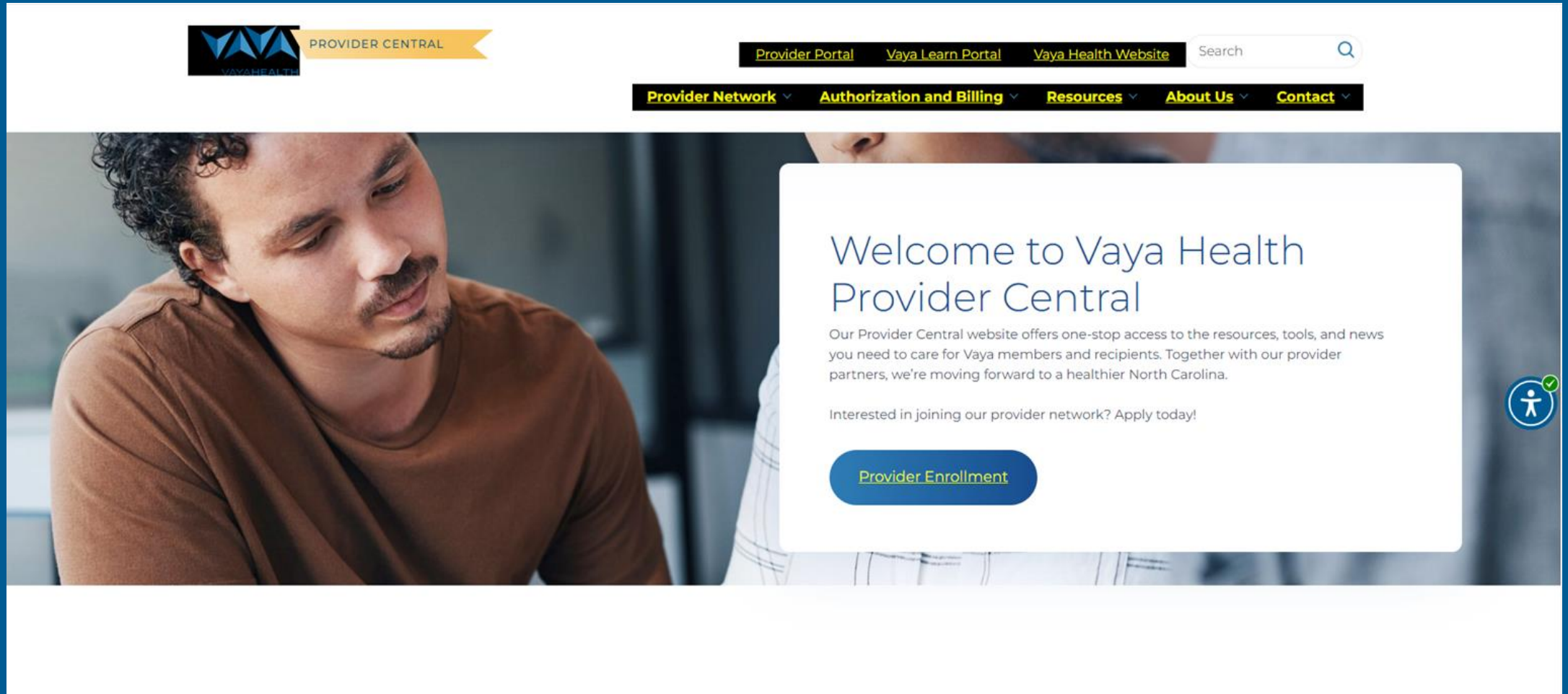
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VAYAHEALTH

# 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 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 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](mailto: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](mailto: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 (continued)

- For assistance with authorization requests, contact Vaya's *Utilization Management (UM)* Team at:
  - **1-800-893-6246, ext. 1513 (UM-MHSU) ext. 1514 (UM-IDD) or ext. 1526 (UM-Physical Health)** or email [UM@vayahealth.com](mailto:UM@vayahealth.com).
- For questions about Provider Portal job aids and training, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).
- To learn more about and/or to join future Provider Advisory Council meetings, email [provideradvisorycouncil@vayahealth.com](mailto: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

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## Our Next Provider Touchpoint:

Provider Touchpoint webinar for **Physical Health** Providers

**\*\* Friday, January 17, 2025, 12 p.m.-1 p.m. \*\***



VAYAHEALTH