



PROVIDER COMMUNICATION BULLETIN

JAN. 23, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 49

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

Jan. 24, 2025, 11 a.m. – 12 p.m.: Behavioral Health, I/DD, TBI

Jan. 31, 2025, 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 – JAN. 24, 2025

PROVIDER TOUCHPOINT: PHYSICAL HEALTH – JAN. 31, 2025

Reminder: End Dates for Hurricane Helene and Tailored Plan Authorization Flexibilities

As a reminder, please note the following guidance regarding current [authorization flexibilities for Tailored Plan launch](#) and [Hurricane Helene](#):

- **Jan. 31, 2025:** Tailored Plan launch prior authorization flexibilities for physical health services end. Physical health service providers not impacted by Hurricane Helene must submit prior authorization requests for dates of service on or after Feb. 1, 2025.

- **Feb. 28, 2025:** Hurricane Helene prior authorization flexibilities for non-Innovations Waiver services end. Providers must submit prior authorization requests for non-Innovations Waiver services beginning March 1, 2025. For Innovations Waiver services, care managers and Innovations Waiver care coordinators must continue to follow published guidance for Hurricane Helene flexibilities (review prior Vaya [Provider Communications Bulletins](#) online).
- **June 30, 2025:** Hurricane Helene prior authorization flexibilities for Innovations Waiver services end. Providers must submit prior authorization requests for Innovations Waiver services beginning July 1.

For information about upcoming [Provider Portal](#) trainings, see the Learning and Participation Opportunities section below.

End Date for Hurricane Helene Stabilization Payment Requests

The last day to request provider stabilization payments from Vaya due to Hurricane Helene is Jan. 31, 2025. Visit our [Hurricane Helene Recovery](#) provider webpage for details and access to the request form. If you have questions, please email provider.info@vayahealth.com.

Coming Soon: New Process for Submission of Supplemental Claims Information

Effective Feb. 17, 2025, providers and clearinghouses will be able to submit additional documentation for claims processing through their Vaya CrushFTP connection. This process will work in parallel with the 837I/837P file.

Users will see a new subfolder, `/In/ ClaimSupportDocuments`, in the `/In` folder on the CrushFTP site. Please use this folder to upload additional documentation, such as forms, itemized invoices, notes, etc. In the claim that corresponds to the document(s), Loop 2300, segment `PWK*OZ*FT*AC*UPLOADEDFILE NAME~`, the last element (UPLOADFILENAME) is the document file name.

Updated 837I and 837P Companion Guides are available in the Resources section at the bottom of our Provider Central [Claims Submission](#) webpage. If you have questions, email EDI@vayahealth.com.

NC Medicaid Health Disparities Report

NCDHHS has released the [2022 NC Medicaid Annual Health Disparities Report](#) and a [Summary of Results](#), which outline health disparities among beneficiaries statewide. The results showed the highest counts of identified disparities among beneficiaries in the substance use domain, as well as individuals who have a disability and those with Long-Term Services and Support needs.

This report will serve as a tool to identify areas of need and track and eliminate health disparities over time. For more information, email Medicaid.Quality@dhhs.nc.gov.

COVID-19 Mitigation Funding Announcement Update

Vaya has received funding for COVID-19 mitigation and is partnering with [NC MedAssist](#) to purchase testing supplies for providers. **Providers must operate one or more of the following programs to qualify: shelter, group home, residential treatment facility, day program, or a medical office.** The following supplies are available *at no cost* to the provider:

- COVID-19 test kits
- Nitril gloves
- Disinfectant wipes
- N95 masks
- Face shields
- Yellow gowns
- Hand sanitizer dispensers and refills
- Soap dispenser and refills
- Paper towels
- Forehead thermometers
- Victory electrostatic sanitizing sprayer
- Disinfectant concentrate for sanitizing sprayer
- Aerosolized disinfectant
- Multipurpose disinfectant tablets
- Air purifier (for small rooms)

[Place your order online](#) by June 30, 2025, using the password STOPCOVID. Providers will receive supplies directly. If you have questions, email vanita.shipp@vayahealth.com and jennifer.jennings@vayahealth.com.

Non-Law Enforcement Transportation Program RFP

NCDHHS is investing \$20 million in non-law enforcement transportation, a promising practice of providing trauma-informed transportation from the emergency department to residential treatment for people experiencing a mental health crisis. The new program aims to decriminalize and destigmatize the process of seeking mental health care. Eligible transportation vendors can [submit a proposal](#) through Feb. 28, 2025.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Suicide Prevention Action Plan Evaluation Survey

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services is requesting feedback on the use and effectiveness of the [2022-2025 NC Suicide Prevention Action Plan](#). [Take the survey](#) by Jan. 31, 2025.

LEARNING AND PARTICIPATION OPPORTUNITIES

Vaya Provider Portal Trainings

Vaya will offer virtual trainings in January and February to help providers navigate our [Provider Portal](#). **Registration is not required.**

Claims Submission and Management Training: Learn how to create, edit, view, copy, upload, search, extract, attach, and submit claims. Select a date and time to join:

- [Jan. 27, 2025, 1 – 3 p.m.](#)
- [Jan. 29, 2025, 1 – 3 p.m.](#)
- [Feb. 3, 2025, 1 – 3 p.m.](#)
- [Feb. 5, 2025, 1 – 3 p.m.](#)
- [Feb. 10, 2025, 1 – 3 p.m.](#)
- [Feb. 12, 2025, 1 – 3 p.m.](#)
- [Feb. 17, 2025, 1 – 3 p.m.](#)
- [Feb. 19, 2025, 1 – 3 p.m.](#)

Authorization Submission and Management Training: Learn how to complete an authorization

request, add a note, add an authorization attachment, complete discharge types, and save an authorization. Select a date and time to join:

- [Jan. 28, 2025, 10 a.m. – 12:30 p.m.](#)
- [Jan. 30, 2025, 1 – 3:30 p.m.](#)
- [Feb. 4, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 6, 2025, 1 – 3:30 p.m.](#)
- [Feb. 11, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 13, 2025, 1 – 3:30 p.m.](#)
- [Feb. 18, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 20, 2025, 1 – 3:30 p.m.](#)

For more information, email provider.training@vayahealth.com. Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

Rural Health Centers Support Grant Webinar

Jan. 24, 2025, 1 – 2:30 p.m.

The NC Office of Rural Health will offer a [Rural Health Centers Support Grant Webinar](#) to provide a program overview, eligibility and requirements, and the application process. The application deadline is 5 p.m. Feb. 21, 2025. [Apply online](#).

Collaborative Care Management Capacity Building Fund Webinar

Jan. 28, 2025, 12 – 1 p.m.

NCDHHS is contracting with [Community Care of North Carolina](#) (CCNC) to manage the Collaborative Care Management (CoCM) program in partnership with the NC Area Health Education Centers' practice support coaching. The program supports Medicaid-enrolled primary care practices in providing children and adults with behavioral health services.

The upcoming webinar will include a review of new funding and the opportunity to ask questions. [Register online](#). To learn more, [visit the CCNC website](#).

Demystifying Medications for Substance Use Disorders Webinar

Jan. 30, 2025, 2 – 3 p.m.

Join the Substance Abuse and Mental Health Services Administration (SAMHSA) for a webinar focused on medications approved by the U.S. Food and Drug Administration, such as buprenorphine and methadone, that can play a crucial role in treating substance use disorder. [Register online](#).

Housing First: A New Approach In North Carolina Webinar

Feb. 6, 2025, 10:30-11:30 a.m.

Join the North Carolina Technical Assistance Center (NC-TAC) for a webinar about Housing First, an approach that provides permanent housing without requiring participation in other programming or services. [Register online](#).

ECAC Youth Advisory Team Talent Search: NC Youth Ages 5 to 26 with Disabilities

The Exceptional Children's Assistance Center (ECAC) Youth Advisory Team is seeking entries for the next issue of the Youth Exceptional Perspectives newsletter. Submissions may include poetry, artwork, blogs, videos, songs, essays, articles, presentations, "About me" articles, or other formats. Individuals whose entries are selected for publication will receive a \$25 gift card.

The submission deadline is 5 p.m. Feb. 2, 2025. For more information, [review the entry form](#) or contact Mandy Sonnenberg at 1-800-962-6817 or asonnenberg@ecacmail.org.

Inclusion Works Virtual Lunch & Learn: Employment Models Feb. 19, 2025, 12 – 1 p.m.

Join Inclusion Works to discuss how internships, self-employment, and other models can be part of the journey toward Competitive Integrated Employment. [Register online](#).

Connections App: Supporting Peers and Providers Feb. 20, 2025, 12 – 1 p.m.

NCDHHS has partnered with [CHES Health](#) and [Trillium Health Resources](#) to support North Carolinians working toward recovery from substance use disorders. Join a webinar to learn about resources available through the Connections App, a free digital tool that provides peer support and care management tools. [Register for the webinar](#).

Child and Family Team (CFT) 1 Revised Training March 13 – 14, 2025, 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. Only three individuals from each provider organization may register.

Get more information and [register online](#) by Feb. 28, 2025. 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.

NAMICon 2025: Call for Proposals

The National Alliance on Mental Illness (NAMI) will hold the NAMICon 2025 virtual conference on June 11 – 13. [Get information](#) to submit a proposal through Feb. 10, 2025.



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