



PROVIDER COMMUNICATION BULLETIN

JAN. 30, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 51

IN THIS ISSUE: Provider Touchpoint Webinars | Tailored Plan Launch Authorization Flexibilities Ending | Authorization Questions? Join Open Office Hours | Federal Grant Pause Rescinded | Vaya Total Care Perks: New Benefit for Eligible Members | Behavioral Health CCP Updates | Substance Use CCPs Posted for Public Comment | NC CTP Child-Parent Psychotherapy Training Opportunity | Self Direction Coalition of North Carolina Conference

ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

Jan. 31, 2025, 12 – 1 p.m.: Physical Health

Feb. 7, 2025, 11 a.m. – 12 p.m.: Behavioral Health, I/DD, TBI

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: PHYSICAL HEALTH – JAN. 31, 2025

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – FEB. 7, 2025

Tailored Plan Launch Authorization Flexibilities Ending

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.
-

Authorization Questions? Join Open Office Hours for Providers

Join Vaya's virtual open office hours for answers to your questions about prior authorization flexibilities ending Jan 31, 2025. We invite you to drop in or stay for the full session. Registration is not required.

The first session will be 10 – 11 a.m., Feb. 6, 2025. [Join on Microsoft Teams.](#)

We will announce additional sessions in future Provider Communication Bulletins.

Reminder: Providers may not discuss member/recipient protected health information (PHI) during these calls due to the presence of multiple Vaya staff and other providers. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.

For more information or questions, email provider.training@vayahealth.com.

Federal Grant Pause Rescinded

NCDHHS issued the following statement Jan. 29, 2025, in an email from Kelly Crosbie, Director of the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services:

Thank you for your continued grace and understanding as we try to get clarity on the federal funding freeze.

We received word that the White House budget office rescinded the original memo that ordered the freezing of federal funds.

While this is good news, we are currently confirming that we have access to all federal funding portals and are able to draw down and receive necessary funds.

This is following a couple of developments that happened yesterday. A federal court blocked the funding pause, temporarily delaying the order until Monday, Feb. 3. Additionally, North Carolina, through the Attorney General's office, joined more than 20 states in a lawsuit seeking to block the order permanently.

We will continue to provide updates as needed.

Vaya Total Care Perks: New Benefit for Eligible Members

Health and well-being depend on more than what happens inside a doctor's office. To help members meet their whole-person health needs, Vaya offers value-added services for Medicaid members enrolled in the Behavioral Health and I/DD Tailored Plan.

Our program, Vaya Total Care Perks, offers the following benefits to qualifying members:

- Meal delivery
- Vaccine incentives
- WW™ program
- Breast pump and lactation support

- GED education
- Safety equipment
- Non-medical transportation

To learn more, visit our [Vaya Total Care Perks](#) webpage.

Please note each perk may have additional eligibility requirements. Vaya Total Care Perks are not available to State-funded services recipients or NC Medicaid Direct members.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Behavioral Health Clinical Coverage Policy (CCP) Updates

NC Medicaid has revised its mental health and substance use disorder CCPs to comply with federal mental health parity requirements. The revisions include the removal of:

- Utilization management language
- Units, hours, days, and visit limits
- Prior authorization, concurrent review, and reauthorization requirements

The revisions are effective Jan. 1, 2025, and apply to both NC Medicaid Direct and NC Medicaid Managed Care. [Read more](#) or review the NC Medicaid [Program Specific Clinical Coverage Policies](#) webpage for details.

For more information, review the [Mental Health Parity FAQ](#) from the North Carolina Association of Community Health Plans and Vaya's [Authorization Guidelines](#) page.

Substance Use CCPs Posted for Public Comment

NC Medicaid has posted several substance use disorder CCPs for public comment. We encourage providers to review each policy and submit questions or comments to medicaid.public.comment@dhhs.nc.gov no later than Feb. 7, 2025.

For more information about the following CCPs, visit the NCDHHS [Proposed Medicaid Policies](#) webpage:

- 8A-13: Substance Abuse Comprehensive Outpatient Treatment (ASAM 2.5)
- 8A-12: Substance Abuse Intensive Outpatient Treatment (ASAM 2.1)
- 8A-10: Clinically Managed Residential Withdrawal Management Services (ASAM 3.2 WM)
- 8D-6: Medically Monitored Intensive Inpatient Services (ASAM 3.7)
- 8D-3: Clinically Managed Low Intensity Residential Treatment Services (ASAM 3.1)

If you have questions, email provider.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

NC CTP Child-Parent Psychotherapy Training Opportunity

The North Carolina Child Treatment Program (NC CTP) is partnering with the North Carolina Administrative Office of the Courts (NCAOC) on the new [Safe Babies Court Initiative](#). NC CTP is recruiting licensed mental health professionals in pilot counties to become trained in Child-Parent Psychotherapy, an attachment- and trauma-focused treatment model designed to support children ages 0-6 and their caregivers. It is appropriate for children who have experienced traumatic events or are facing mental health, attachment, or behavioral challenges.

NCAOC will cover training tuition costs in pilot counties, which include McDowell, Mitchell, and Yancey in the Vaya region. NC CTP will hold an information call 12 – 1 p.m., Feb. 10, 2025, via Zoom. [Register online](#).

For details, contact NC CTP Director Margaret Samuels at Margaret.f.samuels@duke.edu or 919-699-4400.

Self Direction Coalition of North Carolina Conference March 13, 2025

The Self Direction Coalition of North Carolina will hold a conference to bring together families and NC Innovations Waiver participants who are participating in or interested in exploring self-direction of services. Attendees will learn how to best advocate for policies that support self-direction, promote equitable access to services, facilitate sustainability, and protect the rights of individuals to live independently and with dignity.

The event will take place at the Guilford Technical Community College Conference Center in Colfax. [Learn more](#).

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayahealth.com



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!