

Provider Touchpoint Webinar for Physical Health Providers

Friday, January 17, 2025



VAYAHEALTH

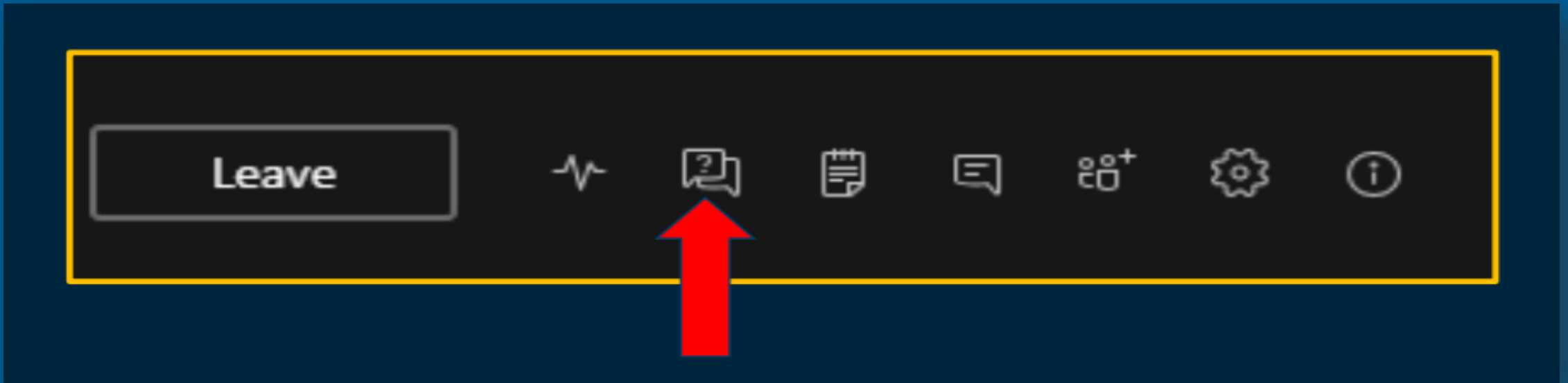
How does the Q&A work?

- 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 **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

Cryss McMillan, Provider Educator

George Ingram, VP Physical Health PNO & Value Based Contracting (**Host**)

Jennifer Jennings, Substance Use Network Development Director

Kim Abram, Physical Health Provider Network Contract Manager

Sarah Hatch, Care Management Director

Utilization Management, Care Management, Claims & Network Contracting Teams

Today's Production Team

Kendra Chapman, Provider Educator (Co-producer and Q&A Moderator)

Monica Thomas, Administrative Support Professional (Producer)

“

WELCOME
Vaya Health Providers

”

Dr. Martin Luther King Day-January 20th

“The time is always right to do what is right.”

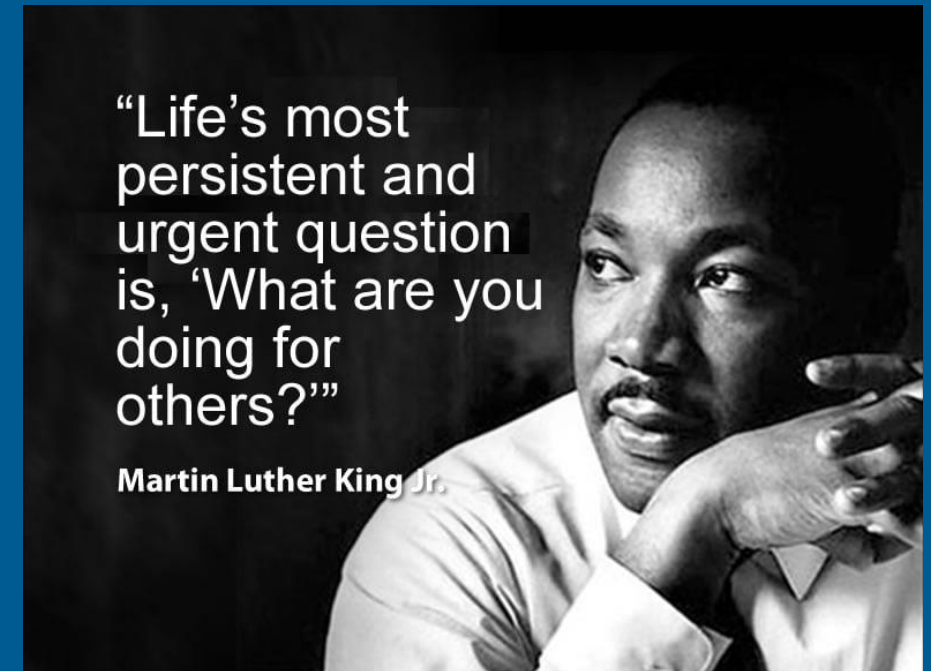
– Dr. King

The holiday is observed each year on the third Monday of January, and the commemoration is the **only** federal holiday that is “designated as a national day of service to encourage all Americans to volunteer and improve their communities,” according to the [Smithsonian National Museum of African American History and Culture](#).

Dr. Martin Luther King Day-January 20th

Ways to Celebrate: Honor the Dream

- Volunteer your time to service others
- Support Black Owned Businesses
- Attend an MLK event
- Teach kids about Dr. King
- Educate yourself about Civil Rights history
- Participate in a local clean-up event
- Take a virtual Civil rights tour
- Join a march



Substance Use Disorder Treatment Month

January 2025 marks the first national Substance Use Disorder Treatment Month.

By raising awareness of treatment, including medications to treat substance use disorders, the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) seeks to eliminate stigma, encourage individuals in recovery, and promote best practices.



[Learn more and get the social media toolkit.](#)



On Your Radar

Covid Mitigation Funding

Vaya has received funding for COVID-19 mitigation and is partnering with [NC MedAssist](#) to purchase testing supplies for providers.



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 dispensers and refills
- Paper Towels
- Forehead thermometers
- Victory Electrostatic Sanitizing Sprayer and disinfectant concentrate
- Aerosolized disinfectant
- Multipurpose disinfectant tablets
- Air purifier (for small rooms)

Covid Mitigation Funding

- [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 or jennifer.jennings@vayahealth.com.

Clarification: Tailored Care Management Care Planning Expectations

- [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.
- Vaya [Provider Communication Bulletin 2024-25, Issue 41 \(Dec. 12, 2024\)](#) included guidance on Tailored Care Management (TCM) and care planning expectations.
- Specifically, this guidance describes plan-based TCM practices by Vaya and is meant to clarify what providers can expect from Vaya's care management staff regarding the care plan.

Clarification: Tailored Care Management Care Planning Expectations

- This requirement is based on NCDHHS guidance that members must have a monthly contact with Vaya care management staff, which must be reflected on the member's care plan accordingly to encompass the strengths and barriers identified during that contact.
- If you have questions, contact the member's care manager or email ccadministration@vayahealth.com.



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.

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

- 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.

2025 Checkwrite Schedule

- Vaya's 2025 Checkwrite Schedule is available on the [Rate and Checkwrite Schedules](#) page of our Provider Central website.
- Please direct any questions to the Provider Support Service Line at **1-866-990-9712**.



Provider Portal Updates

Provider Portal Weekend Maintenance

- Due to system maintenance, the Authorizations section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. today, Jan. 17, through 7 a.m. Saturday, Jan. 18, 2025.
- Please do not attempt to submit or review authorizations until updates are complete.

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

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

Submit and review claims

Create and review authorization requests

Manage users

Explore resources, and more

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 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](#)

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.](#)

Vaya Provider Portal Trainings

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.

Collaborative Care Management Capacity-Building Fund Webinar

- The North Carolina General Assembly has earmarked \$5 million to build capacity for Medicaid-enrolled primary care practices across the state to adopt Collaborative Care Management (CoCM).
- NCDHHS is contracting with [Community Care of North Carolina](#) (CCNC) to manage the program in partnership with the NC Area Health Education Centers' practice support coaching.
- CoCM is an evidence-based behavioral health integration model designed to help primary care clinicians assess and treat patients with mild to moderate behavioral health conditions.
- CoCM improves patient outcomes, increases satisfaction for both patients and providers, and reduces health care costs and stigma associated with behavioral health disorders.

Collaborative Care Management Capacity-Building Fund Webinar

- Primary care practice entities may apply on behalf of one or more primary care clinic sites.
- Each site may be eligible for up to \$50,000 to adopt the CoCM model in-house, \$30,000 to expand existing in-house CoCM models, or \$20,000 to adopt CoCM model by outsourcing to an external vendor.
- Qualifying primary care practice entities may receive a maximum of one award per primary care practice site.
- The upcoming webinar will include a review of the new funding and the opportunity to ask questions.
- [Register online.](#)
- To learn more, [visit the CCNC website.](#)

Quit for Life Quarterly Schedule



- Learn more about [Quit For Life®](#), available nicotine replacement therapies, and how to support someone who is quitting by attending a quarterly webinar. Quit for Life® is available at no cost to Vaya Tailored Plan Medicaid members.
- [Learn more](#) or [register for the next event](#) on Feb. 5, 2025.
- Additional training opportunities will take place [May 15](#), [Aug. 7](#), and [Nov. 12, 2025](#).

Self Direction Coalition of NC 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.](#)

Telehealth Infrastructure Grand Funding Opportunity

- Applicants have until Jan. 31, 2025, to apply for a second round of Telehealth Infrastructure Grants through the North Carolina Office of Rural Health.
- Grant funds will help develop and improve infrastructure such as broadband connectivity, video conferencing systems, electronic medical records, and secure communication tools, with a priority on independent primary care practices and OB-GYN practices. [Learn more.](#)

TCM Annual Refresher Online Training Year 2

- NCDHHS has developed partnerships with North Carolina Area Health Education Centers (NC AHEC) to provide practice support, technical assistance, and continuing professional development to help TCM providers who have applied and passed the desk review.
- This online, self-guided bundle of 12 one-hour refresher courses is required to provide TCM services.
- Care managers, care manager extenders, and supervisors have a full year to complete this training following the end of their second full year of deployment (see the [TCM Provider Manual](#) Appendix, p.87).
- [Register online.](#)
- For questions, contact the MAHEC Registration Team at **828-257-4475** or email registration@mahec.net.

Healing after Hurricane Helene: Opportunities for Connection and Learning

- [Resources for Resilience](#), in partnership with Vaya, will offer free bimonthly Listening Circle Support for western North Carolina residents affected by the hurricane. Sessions will take place 12 – 1 p.m. on the first and third Wednesdays of the month from Feb. 5 through April 16, 2025. [Sign up online](#).
- A second free bimonthly training, Reconnecting Through Hard Times, will take place 12 – 1 p.m. on the second and fourth Wednesdays of the month from Jan. 22 through April 23, 2025. This one-hour training offers simple, powerful strategies to help others after a crisis. Participants will gain an understanding of how hard times affect us all and learn what to do and say when it matters most. [Sign up online](#).

Applications Open: Injury Free NC Academy on Harm Reduction as Transformative Practice

- [Injury Free NC](#), a collaboration between the North Carolina Division of Public Health, Injury and Violence Prevention Branch and the UNC Injury Prevention Research Center, will hold a 2025 Injury-Free NC Academy on Harm Reduction as Transformative Practice.
- The academy is geared toward community-based organizations, local health departments, coalitions, and individuals who are planning or have taken steps to establish an evidence-based, overdose prevention program or want to learn more about harm reduction principles and how to incorporate them into overdose prevention work.

Applications Open: Injury Free NC Academy on Harm Reduction as Transformative Practice

- Each academy lasts four days, two of which are in person. In 2025, academies will take place in May in Pembroke and in July in Winston-Salem.
- [Apply Online](#) by Jan. 29, 2025. For more information, email HarmReductionAcademy@unc.edu.

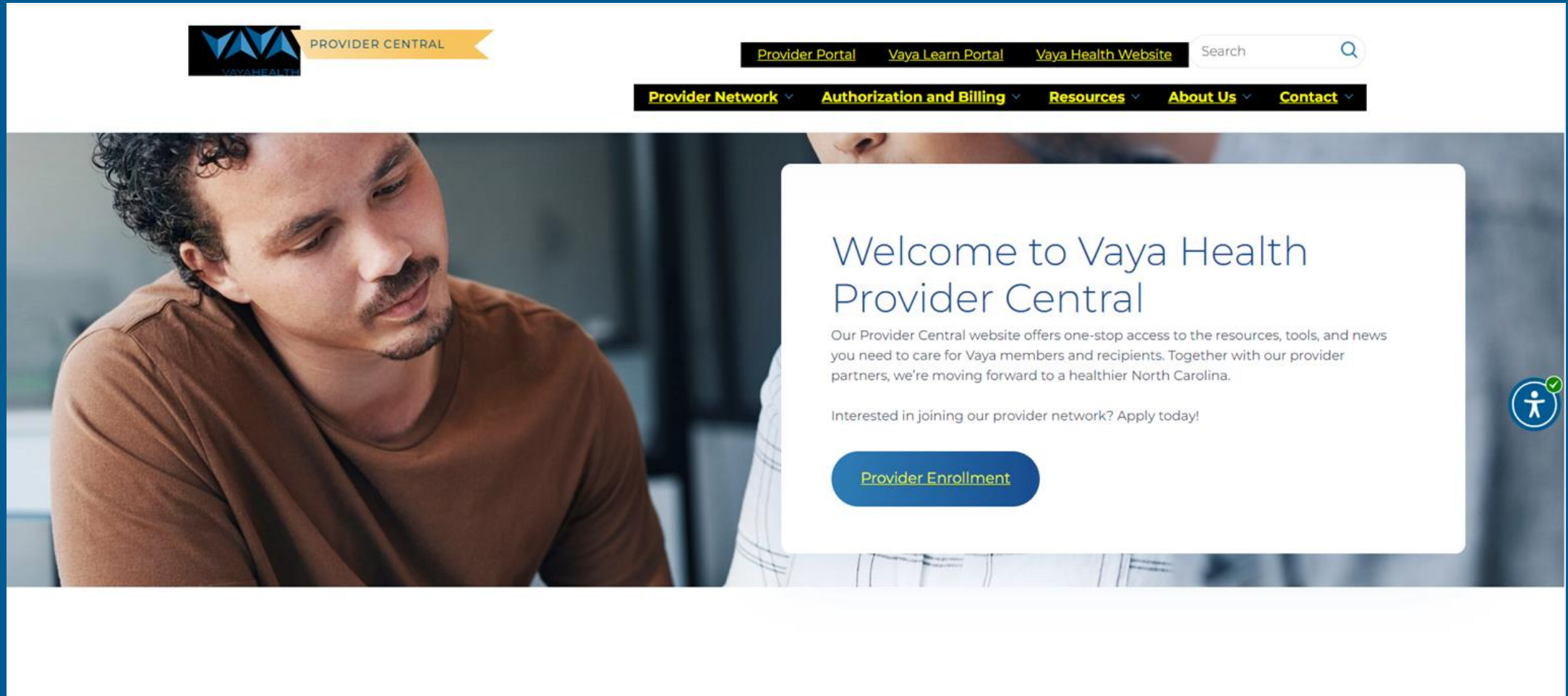
Resources



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.

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
- 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.
- For questions about Provider Portal job aids and training, email provider.training@vayahealth.com.
- To learn more about and/or to join future Provider Advisory Council meetings, email 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

Our Next Provider Touchpoint:

Provider Touchpoint webinar for **Physical Health** Providers

**** Friday, January 31, 2025, 12 p.m.-1 p.m. ****



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