



PROVIDER COMMUNICATION BULLETIN

FEB. 6, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 52

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

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

Feb. 14, 2025, 11 a.m. – 12 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 – FEB. 7, 2025

PROVIDER TOUCHPOINT: PHYSICAL HEALTH – FEB. 14, 2025

Reminder: Tailored Plan Launch Authorization Flexibilities Ended Jan. 31

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

- **Jan. 31, 2025:** Tailored Plan launch prior authorization flexibilities for physical health services ended. **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, 2025.

Authorization Questions? Join Open Office Hours for Providers

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

Upcoming sessions are:

- Feb. 11, 2 – 3 p.m. [Join on Microsoft Teams](#).
- Feb. 13, 10 – 11 a.m. [Join on Microsoft Teams](#).
- Feb. 18, 2 – 3 p.m. [Join on Microsoft Teams](#).
- Feb. 20, 10 – 11 a.m. [Join on Microsoft Teams](#).
- Feb. 25, 2 – 3 p.m. [Join on Microsoft Teams](#).
- Feb. 27, 10 – 11 a.m. [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.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Guidance on NC Innovations Waiver DCW Expense Reporting Form

Vaya notified providers in [Provider Communication Bulletin 2023-24 Issue 30](#) (Jan. 11, 2024) that select Medicaid 1915(c) (Innovations Waiver) service code and rate changes applied retroactively to July 1, 2023, and that we would pay the supplement as an adjustment on all previously paid claims eligible for the rate increase. At that time, we provided guidance that to receive direct care worker (DCW) supplemental rate payments, NC Medicaid required providers and LME/MCOs to execute an attestation form. Vaya also shared information in [Provider Communication Bulletin 2024-25 Issue 25](#) (Oct. 3, 2024).

As part of the entire attestation process, NC Medicaid is requiring providers to report on the actual utilization of funds by confirming they were in fact passed through to the DCWs targeted for the increases. For provider reference, Vaya is sharing a sample [Innovations DCW Expense Reporting Form](#).

Per legislation, the form was due to Vaya by Sept. 30, 2024. To give providers ample time to accurately complete forms, Vaya previously extended the due date to Oct. 25, 2024.

If you have already submitted this information for State Fiscal Year 2023-24 to Vaya, no further action is required. If you have not, please submit your information by Feb. 14, 2025. If we have not received the form by that date, we will begin recouping any payment amounts not certified. If you have questions, email provider.info@vayahealth.com.

Music Therapy: Crisis Response for Vulnerable Populations

Voices Together will offer music therapy group sessions for Vaya members as part of the crisis

response to support western North Carolinians affected by Hurricane Helene. View the [Voices Together flyer](#) for more information.

LEARNING AND PARTICIPATION OPPORTUNITIES

Vaya Provider Portal Virtual Trainings

Vaya will offer several virtual trainings to help providers learn to 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:

- [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:

- [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.

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



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