



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

Feb. 21, 2025, 11 a.m. – 12 p.m.: Behavioral Health

Feb. 28, 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 – FEB. 21, 2025

PROVIDER TOUCHPOINT: PHYSICAL HEALTH – FEB. 28, 2025

Updated: Retainer Payments for HCBS Providers Impacted by Hurricane Helene

Home- and community-based services (HCBS) providers may be eligible to receive retainer payments for employed direct care workers who are unable to deliver HCBS under an active, approved service plan to one or more Medicaid beneficiaries due to Hurricane Helene.

Flexibilities for 1915(i), Home Health, Personal Care Services, and Private Duty Nursing providers end Feb. 28, 2025. Providers have a one-month run-out period, ending March 31, 2025, to submit any requests for services rendered prior to Feb. 28, 2025.

The NC Medicaid Hurricane Helene flexibilities for the Community Alternatives Programs for

Children (CAP/C) and Disabled Adults (CAP/DA) and Innovations Waiver services remain in effect until June 30, 2025. Providers will have a one-month run-out period, ending July 31, 2025, to submit any requests for services rendered prior to June 30, 2025.

For more information, review the [NC Medicaid Bulletin](#).

Expiration of Authorization Flexibilities

As a reminder, [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025. Physical health service providers not impacted by Hurricane Helene are required to submit prior authorization requests for dates of service on or after Feb. 1, 2025.

Additionally, [Hurricane Helene prior authorization flexibilities](#) for non-Innovations Waiver services will end **Feb. 28, 2025**. Providers must submit 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](#)).

Hurricane Helene prior authorization flexibilities for Innovations Waiver services will end **June 30, 2025**. Providers must submit 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 the expiration of prior authorization flexibilities. We invite you to drop in or stay for the full session. Registration is not required. Upcoming sessions are:

- 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.

Tobacco-Free Policy Reminder

Tobacco-free policy requirements for Medicaid and State-funded services providers will take effect July 1, 2025. For more information, [review the NC Medicaid Bulletin](#). If you have questions, contact your Provider Network Contract Manager or email provider.info@vayahealth.com.

Vaya Member Mondays

Member Mondays are events to help people learn more about accessing benefits and services from Vaya. Each event covers a specific health and wellness topic and offers an opportunity for attendees to ask questions. Health plan members can also learn about helpful contacts at Vaya and ways to get involved in stakeholder groups to share their ideas and feedback. These events are created for members, recipients, families, and caregivers but are open to the public.

In observation of National Nutrition Month, Vaya Member Engagement staff will be available during the following events to distribute free items and resources:

- [March 3, 2025, 10 a.m. – 2 p.m., Franklin](#)
- [March 17, 2025, 2 – 4 p.m., Taylorsville](#)
- [March 24, 2025, 10 a.m. – 12 p.m., Asheville](#)
- [March 24, 2025, 12 – 2 p.m., Walnut Cove](#)

For more information or to suggest a location for future events, email MemberEngagement@vayahealth.com or call 1-800-893-6246 and ask to speak with a Member Engagement Coordinator.

PHYSICAL HEALTH PROVIDERS

Reminder: DME Authorization Requests

Vaya authorizes some Durable Medical Equipment (DME) for Tailored Plan members, while other DME is authorized by our vendor, EviCore healthcare. Please note the following guidance on where to direct authorization requests:

- Providers must submit any requests for DME “W” and “B” codes through Vaya’s [Provider Portal](#). For all other codes, providers must submit requests to [EviCore’s provider portal](#).
- If a provider is submitting a request for DME that contains both types of codes, and EviCore approves part of the authorization, providers may submit associated “W” and “B” codes to Vaya for administrative approval.

Note: Care managers/care coordinators for NC Innovations Waiver participants will continue to submit requests for NC Innovations Waiver Assistive Technology Equipment and Supplies as they did prior to Tailored Plan launch.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Value-Based Incentive for Tobacco Assessments

Vaya is pleased to offer value-based incentive payments for every assessment completed for Medicaid members who actively use tobacco. Providers can receive a 5% rate increase using code **90791YG** for each qualifying assessment. No specific template or assessment tool is required.

The code and value-based rate are effective as of July 1, 2024. Vaya has updated provider contracts to reflect the new code. For more information, visit the [Rate and Checkwrite Schedules](#) page of our Provider Central website or email provider.info@vayahealth.com.

Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

Vaya has received funding to purchase nicotine replacement therapy (NRT) for uninsured individuals who use tobacco and are receiving treatment for substance use in a residential facility or outpatient setting. Eligible individuals can receive free nicotine gum, patches, or lozenges. Vaya is partnering with [NC MedAssist](#) to provide NRT and ship it directly to provider organizations.

To order NRT, visit <http://medassist.org/nrt/> and enter the password “FREENRT.” You will be required to provide the following information:

- A shipping address (including suite or building number)
- The name of your affiliated LME/MCO
- Your facility name (if you do not see your facility on the dropdown menu, select “other” and

enter the correct name)

Please reference recommended guidelines and the number of **uninsured individuals** you serve to determine the amount of NRT you need for a two-week supply. Add that amount to the cart, review the terms of service, sign, and submit your order. You will receive a confirmation email.

Vaya is required to submit a semiannual report with basic demographic information about the individuals who receive NRT through this funding. NC MedAssist will reach out to collect this information toward the end of this fiscal year. For more information, email provider.info@vayahealth.com.

Critical Time Intervention ILOS Sunsetting

The Vaya Critical Time Intervention (H0032U5) “in lieu of” service (ILOS) will sunset April 30, 2025. Any member who is currently receiving this service will need to transition to other services before May 1, 2025. For more information, email provider.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

From Crisis to Coping: Addressing Suicidal Thoughts and Emotional Recovery in the Aftermath of a Natural Disaster March 7, 2025, 9:30 a.m. – 3:30 p.m.

[Mountain Area Health Education Center \(MAHEC\)](#) and Vaya will offer this two-part, four-hour training to equip participants with professional and personal skills for recovering from a natural disaster. This in-person training will take place in Asheville. It includes a Question, Persuade, Refer (QPR) training on helping a person in crisis and an Emotional Recovery After Natural Disaster component on healthy coping strategies.

[Learn more](#). For more information, email registration@mahec.net or call 828-257-4475.

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](#).

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