

Provider Touchpoint Webinar for Physical Health Providers

Friday, January 31, 2025



VAYAHEALTH

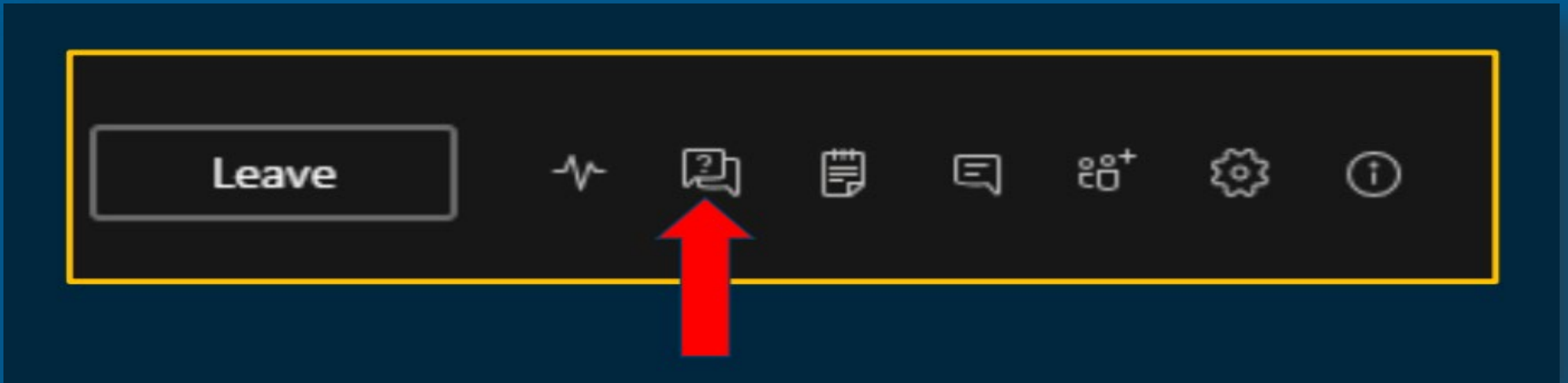
How does the Q&A work?

- 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

Carly Powell, Provider Education & Communications Manager

Darci Hill, RN Care Management Manager

Drew Elliott, VP of Public Affairs

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

Kate Glance, Regulatory Director

Kisha Price, Interim VP, Claims Administration

Tiffany Nelson, PH Provider Network Contract Manager

Savannah Englebach, Healthy Opportunities Pilot Manager

Sonya Columbus, PH Provider Network Contract Manager

Utilization Management, Care Management, Claims & Network Contracting Teams

Today's Production Team

Breonna Martin, Provider Educator (Co-producer and Q&A Moderator)

Monica Thomas, Administrative Support Professional (Producer)

“

WELCOME
Vaya Health Providers

”

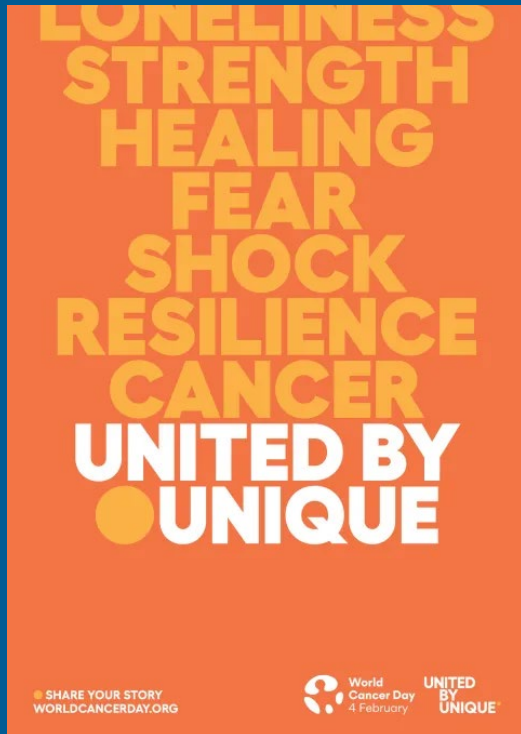
Times are Changing



Please note that beginning **Friday, February 14th**, the Physical Health bi-weekly Touchpoints will move back to **11 a.m.**

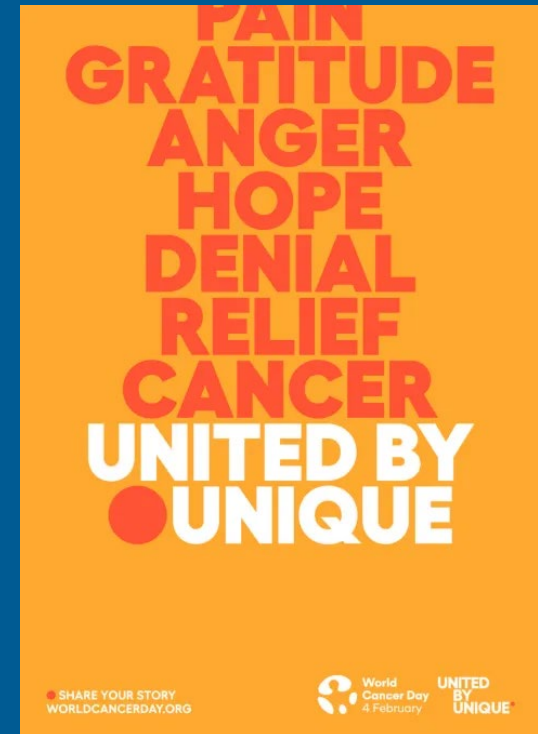
World Cancer Day – February 4, 2025

- World Cancer Day is an international day to raise awareness about cancer, encourage its prevention, and mobilize action to address the global cancer epidemic.
- The day is led by the [Union for International Cancer Control](https://www.uicc.org/) (UICC) and was established in the year 2000.



The World Cancer Day theme 2025-2027, “United by Unique” places people at the center of care and explores new ways of making a difference.

Every experience with cancer is *unique* and it will take all of us, *united*, to create a world where we look beyond the disease and see the person before the patient.





Legislative Update

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:



NCDHHS

"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.

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."



On Your Radar

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.**



Tailored Plan Launch Authorization Flexibilities Ending

- **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.

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.



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.

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.



Provider Portal Updates

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:
 - [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:

- [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.

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](#)

Claims Updates

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.

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**.

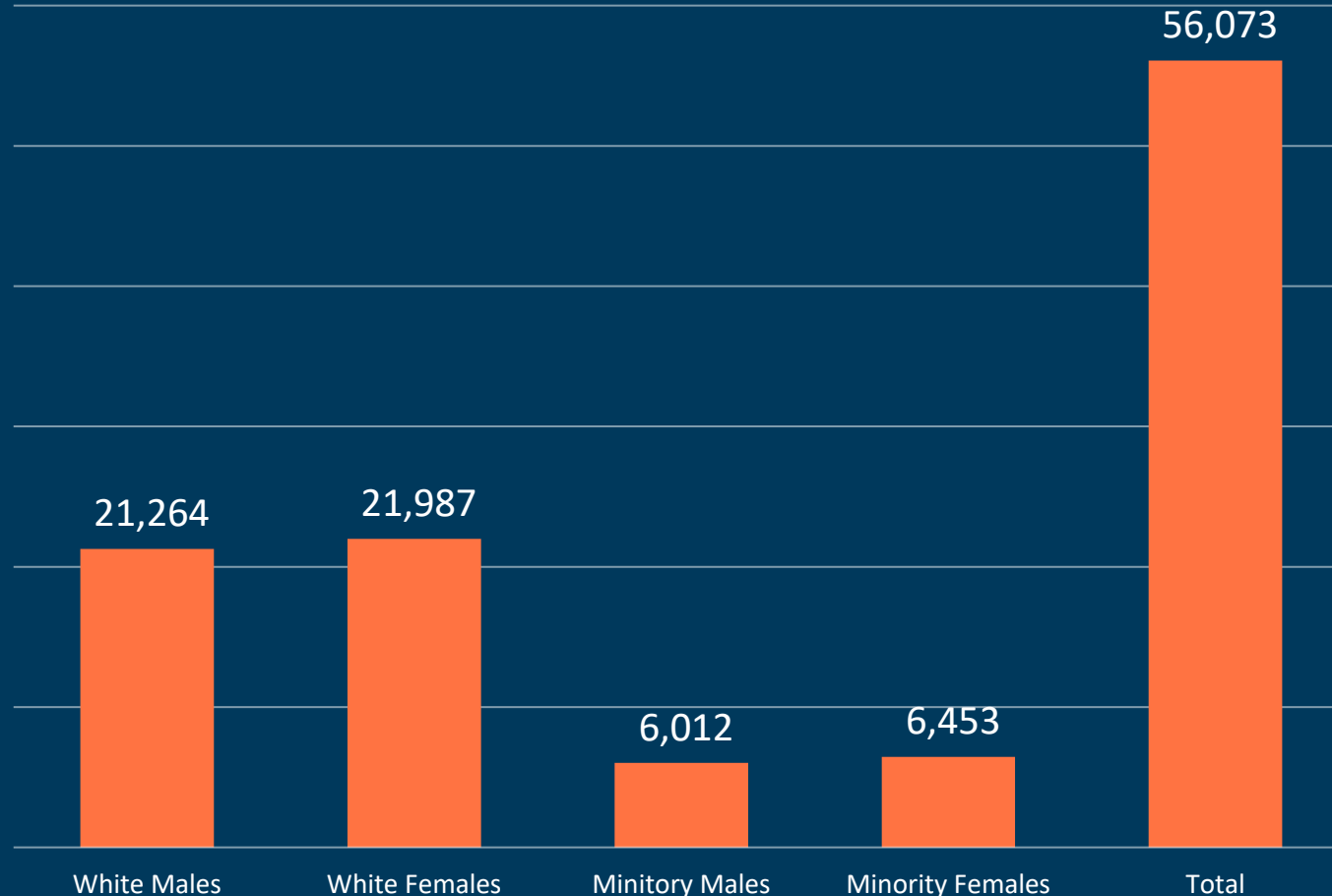
Quality Management Updates

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

- CAHPS surveys are completed annually by adult members of the plan (18 and older) and for parents or guardians of children responding on behalf of the child.
- CAHPS data helps plans identify their strengths and weaknesses and implement strategies to address needed improvements.
- Vaya's members will be approached to complete this year's survey by HSAG, the vendor contracted by NCDHHS to administer the survey statewide.
- The survey evaluates consumer's experience with their health plan in the previous calendar year on:
 - How well they can access care when they need it
 - How satisfied they are with the care provided by their personal doctor
 - The care they received from specialists in the last 6-12 months
 - Their plan's customer service

2022 NC Preliminary Cancer Incidence

Race and Gender



Highest Rates per 100,000

- Prostate – 108.7 per 100,000
- Lung/Bronchus – 49.6 per 100,000
- Colon/Rectum – 30.3 per 100,000
- Melanoma (skin) – 27.5 per 100,000
- Corpus Uteri (endometrial) – 24.6 per 100,000

**UNITED
IN OUR
MESSAGE
UNIQUE
IN OUR
STORIES**

SHARE YOUR STORY
WORLDNCANCERDAY.ORG

World
Cancer Day
4 February

UNITED
BY
UNIQUE



Value Added Services

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

Vaya Total Care Perks: New Benefit for Eligible Members

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.

Learning and Participation Opportunities

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.

Housing First: A New Approach In North Carolina Webinar

February 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's 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

February 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

February 20, 2025, 12 – 1 p.m.

- NCDHHS has partnered with [CHESS 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.](#)

Non-Law Enforcement Transportation Program: Request for Proposals

- 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.



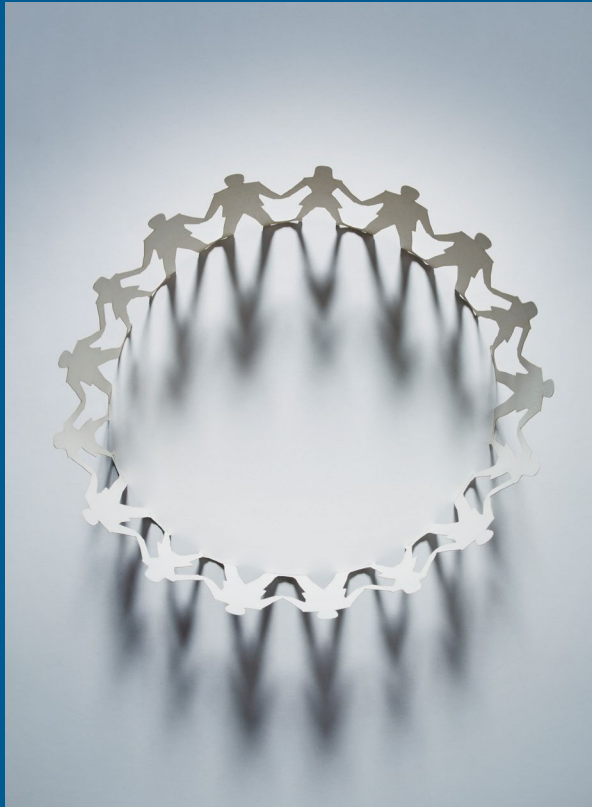
Child and Family Team (CFT) 1 Revised Training

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.

Rural Health Centers Support Grant

- The application deadline is 5 p.m. Feb. 21, 2025. Applicants must submit their application electronically. Click the following link to access the electronic version of application:
- [Apply online](#)



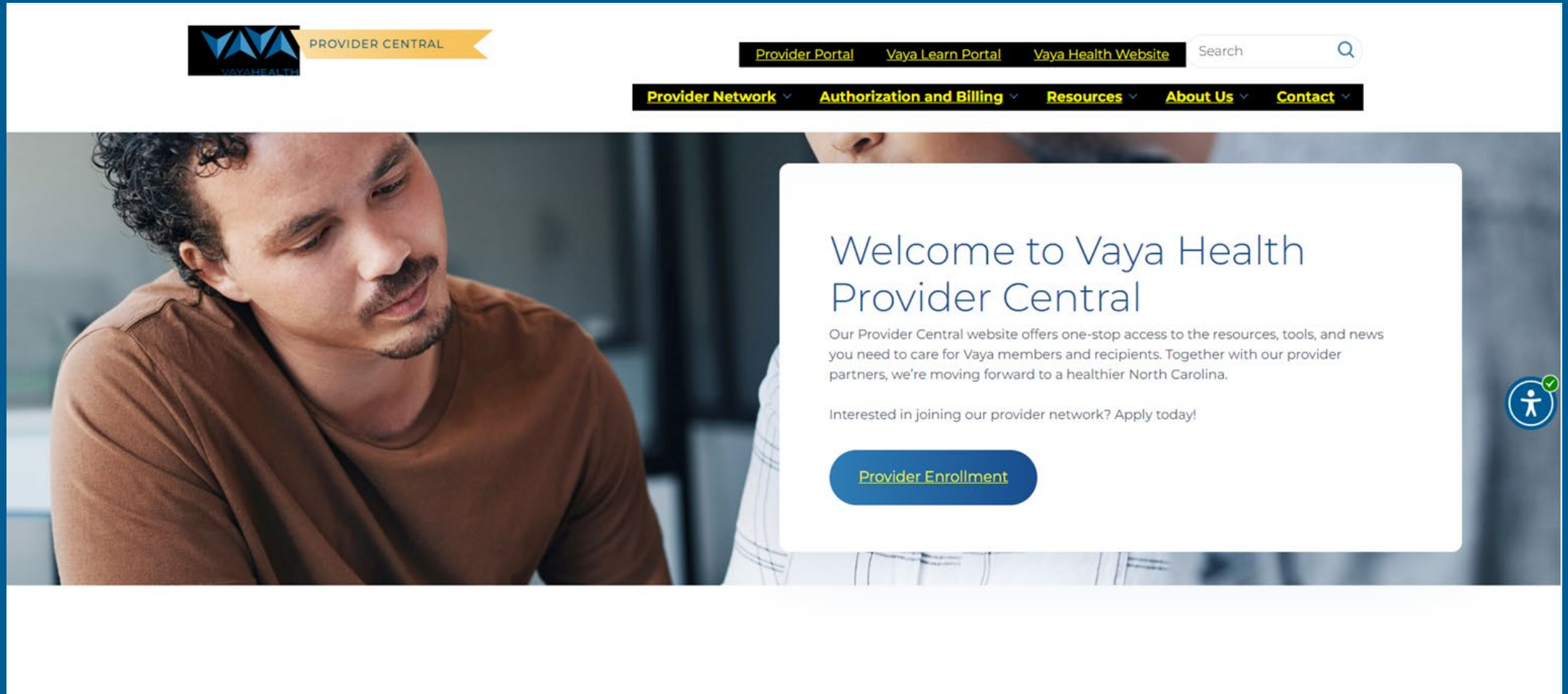
Resources



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, February 14, 2025, 11 a.m.-12 p.m.****



VAYAHEALTH