

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, February 07, 2025



VAYAHEALTH

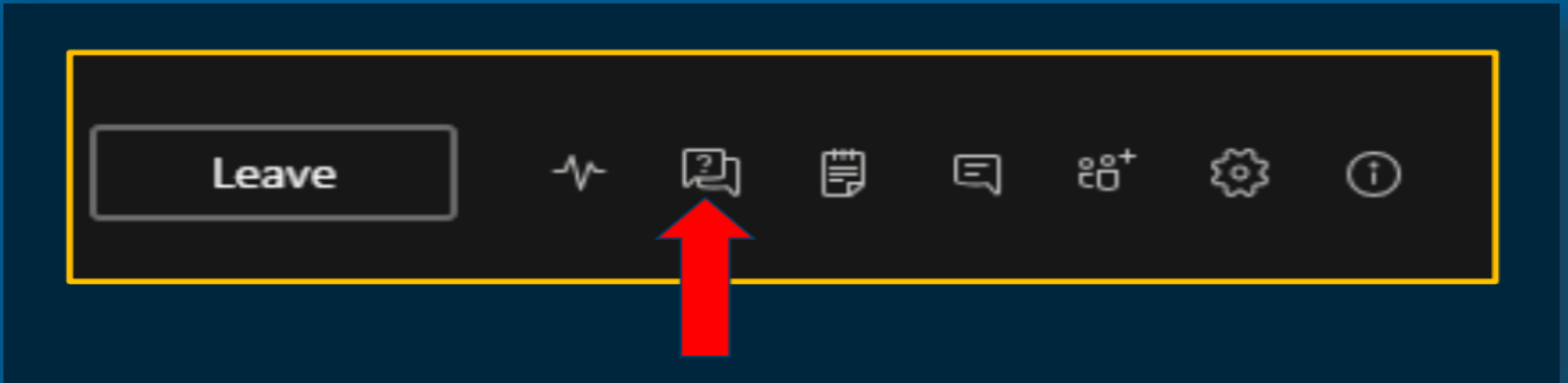
How does the Q&A work?

- 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 **11:50 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

David Boyd, BH Provider Network Director

Donald Reuss, VP of BH & IDD Network Operations (**Host**)

George Ingram, VP of PH Provider Network Operations & Value Based Contracting

Jeremy Norman, Innovations Care Management Manager

Jenny Carson, BH & IDD Provider Network Contract Manager

Kate Glance, Regulatory Reporting Director

Utilization Management, Claims, and Care Management Teams

Today's Production Team

Breonna Martin, Provide Educator (Producer)

Justine Tullos, Administrative Support Professional (Q&A Moderator)

Kendra Chapman, Provider Educator (Co-producer)

Olivia Wilson, Provider Educator (Co-producer Trainee)

“

WELCOME
Vaya Health Providers

”

February is Black History Month

Founders of Black History Month **The Association for the Study of African American Life and History** have named the theme for 2025 [“African Americans and Labor”](#)

“Black people’s work has been transformational throughout the U.S., Africa, and the Diaspora. The 2025 Black History Month theme, “African Americans and Labor,” sets out to highlight and celebrate the potent impact of this work.”

Celebrate with [The African American Cultural Celebration](#), the statewide kickoff to Black History Month in NC, held at the North Carolina Museum of Natural Sciences this year.

Learn about Black History in NC:
[A Storied Past: North Carolina's African American History](#)



Black Pioneers in Behavioral Health



Jennifer Eberhardt, Ph.D.

An esteemed professor of psychology at Stanford University. Her work has provided the evidence needed to educate law enforcement officers in implicit bias training. In 2014, Dr. Eberhardt's work earned her the famous MacArthur "Genius Grant" Fellowship.



Mamie Phipps Clark, Ph.D. And Kenneth Bancroft Clark, Ph.D.

The Clarks are best known for the famous "Doll Study" in which more than 200 Black children participated. They provided invaluable evidence in favor of ending school segregation in the supreme court case Brown vs. The Board of Education. They cited that school segregation was psychologically harmful to black children.



Beverly Daniel Tatum, Ph.D.

Author of "Why Are All the Black Kids Sitting Together in the Cafeteria And Other Conversations About Race." Beverly Tatum's tireless work on racism, psychology, and the education system earned her the American Psychological Association Award for Outstanding Lifetime Contribution to Psychology in 2014.

On Your Radar

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."

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.



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](#):
 - **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.

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.

Behavioral Health Clinical Coverage Policy (CCP) Updates

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 Clinical Coverage Policies 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 today 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)

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- 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.

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).

Guidance on NC Innovations Waiver DCW Expense Reporting Form

- 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.**



Provider Portal Updates

Vaya Provider Portal Virtual 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. 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 Virtual 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. 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.](#)

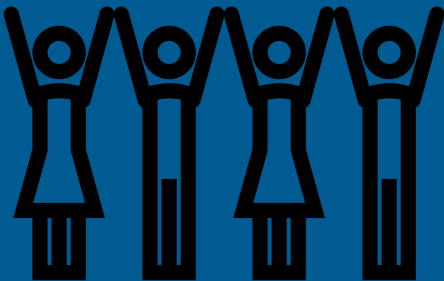
For more information, email provider.training@vayahealth.com. Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

Quality Management Updates

National Black History Month

50,579,102

The Black or African American alone or in combination population in 2023



90.1%

The percentage of African Americans aged 25 and older with a high school diploma or higher in 2022

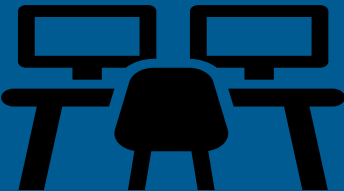


161,031

The number of Black-owned businesses in the United States in 2021

35.3%

The percentage of the employed Black population aged 16 and older working in management, business, science and arts occupations in 2023



Learning and Participation Opportunities

NC Child Treatment Program 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.

NC Child Treatment Program Child-Parent Psychotherapy Training Opportunity

- 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.



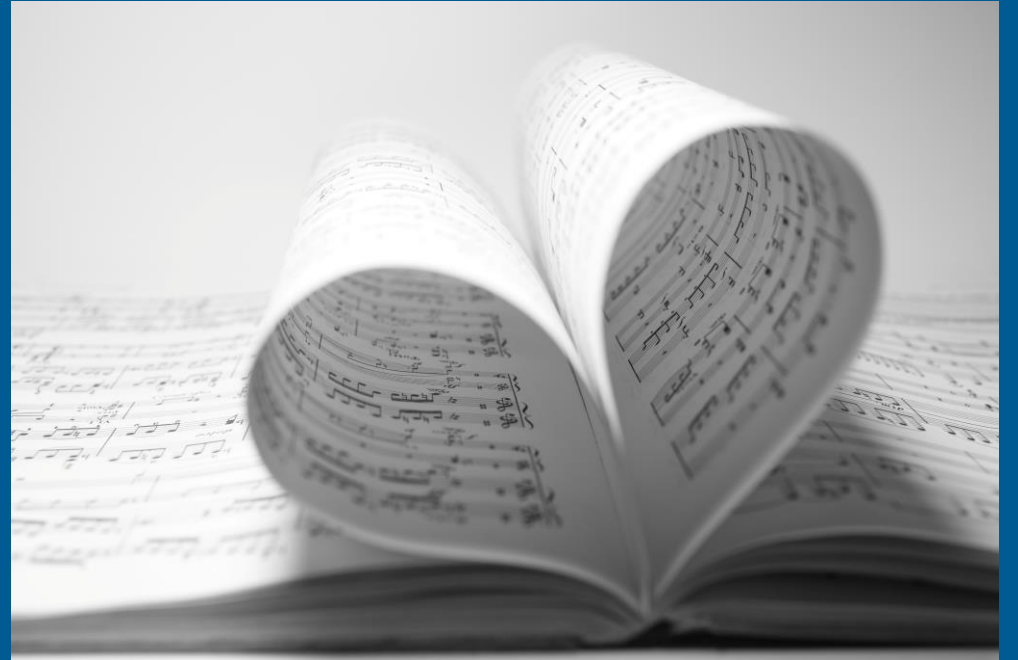
Self Direction Coalition of North Carolina Conference March 13, 2025

- 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.](#)

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.



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.

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.](#)

Authorization Questions? Join Open Office Hours for Providers

- 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.*



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**** Friday, February 21, 2025, 11 a.m.-12 p.m. ****



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