

# Provider Touchpoint Webinar for Physical Health Providers

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Friday, February 14, 2025



VAYAHEALTH

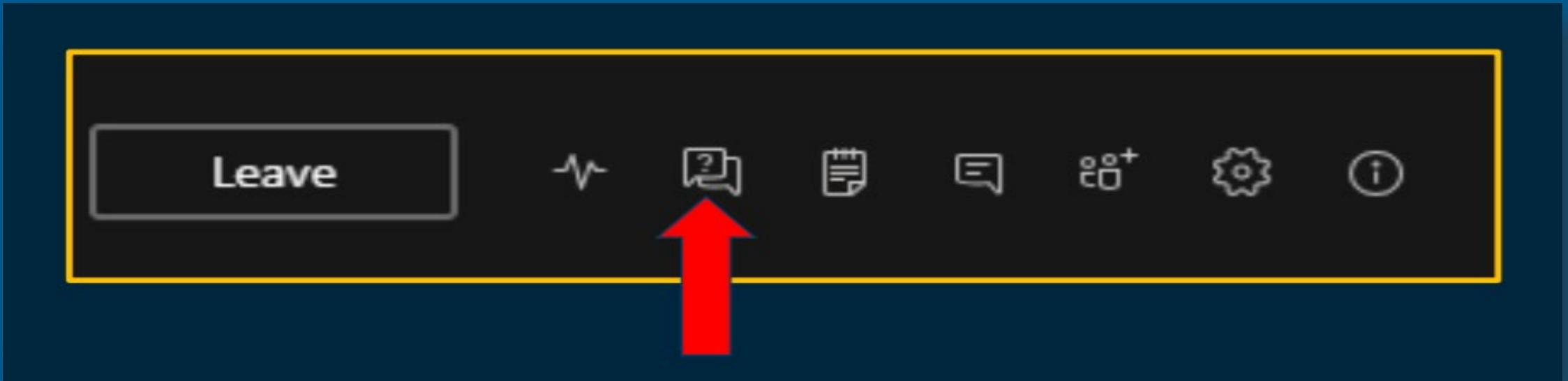
# How does the Q&A work?

- 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](mailto: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

**Angela Evans**, UM Management BH Clinical Director

**Casey Pialet-Forgrave**, TCM Oversight Manager

**Detra Friley-Clark**, Provider Enrollment Director

**Dr. Jay Vora**, Pharmacy Director NC Medicaid Management

**Kate Glance**, Regulatory Reporting Director

**Kurt Boldt**, Assistant VP Physical Health PNO (Host)

**Tiffany Nelson**, PH Provider Network Contract Manager

**Trisha Ventura**, Independent Assessment Director

**Utilization Management, Care Management, Claims & Network Contracting Teams**

# Today's Production Team

**Cryss McMillan** Provider Educator (Co-producer)

**Monica Thomas,** Administrative Support Professional (Producer)

**Olivia Wilson,** Provider Educator (Co-producer Trainee and Q&A Moderator)

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**WELCOME**  
**Vaya Health Providers**

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# 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."*

Explore the NC African American Heritage Commission's [Black History Month toolkit](#) featuring a creative collection of resources highlighting Black North Carolinians impact on **Environmental Justice**

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.

# **Chris Weathington, Director-Practice Support**

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NCAHEC

**NC AHEC**

**RECRUIT  
TRAIN  
RETAIN**

# **NC AHEC Practice Support Overview**

# About NC AHEC

The North Carolina Area Health Education Centers Program was established in 1972 to recruit, train and retain the state's health workforce needs.

NC AHEC's Program Office, nine regional centers, and the Duke AHEC Program provide educational programs and services that bridge academic institutions and communities to improve the health of the people of North Carolina with a focus on underserved populations.

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**Health Careers & Workforce Diversity**

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**Student & Preceptor Services**

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**Graduate Medical Education Services**

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**Continuing Professional Development**

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**Practice Support**

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**Library Services**

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**Library Services**

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# AHEC Practice Support

- **The aim is to help practices thrive with value-based care across their entire patient panel including Medicaid, Medicare and all other payors.**
- **This service is offered at no cost via a team of 42 practice support coaches located at 9 regional AHEC centers across North Carolina.**
- **Our coaches work 1:1 with independent primary care practices and specialists, FQHCs, rural health centers, health departments with primary care services, behavioral health providers and some health system primary care/specialist practices.**



 **NC AHEC PROGRAM OFFICE PRACTICE SUPPORT TEAM**

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**TRACEY D'ADDEZIO**

Program Specialist  
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**KIM MOSER**

Marketing & Communications Specialist  
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# Practice Support Team



- **42 experienced and knowledgeable practice support coaches in physical and behavioral health across 9 regional teams**
- **1 embedded health science librarian and digital library resource**
- **Clinical Advisor- Dr. Adam Zolotor, Family Physician**
- **Program Office with expertise in program management, fiscal and contract operations, quality improvement, Medicaid managed care, behavioral health integration, health information technology and communications**

# Practice Support Services

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Quality & Health Equity Improvement (Medicaid, Medicare QPP/MIPS, All Payors)

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Medicaid managed care education & issue resolution

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Clinical workflow redesign & process improvement

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Behavioral health integration (including Collaborative Care Model)

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COVID19 vaccine & clinical workflow assistance

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Practice operational assessments

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EHR optimization, telehealth integration

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HIE training and optimization

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Revenue cycle management & billing/coding guidance

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MOC-IV Credit for Clinicians Involved in Quality Improvement

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Advanced Medical Home (AMH) tier education and support

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Tailored Care Management (AMH+/CMA) support

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Community Health Worker integration and training

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Social Drivers of Health Workflow, Healthy Opportunities & NCCARE 360 Optimization

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Practice Manager Academy & Specialty Learning Collaboratives

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# NC AHEC Practice Support Covers 1,067 Practices Serving 100 Counties

## Total Number of Practices



Managed by Region ↑	Record Count
Area L	61
Eastern	188
Mountain	116
Northwest	148
Piedmont	94
South East	133
Southern Regional	130
South Piedmont	153
Wake	44
<b>Total</b>	<b>1067</b>

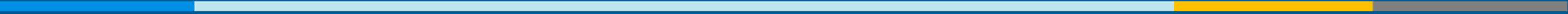
# Practice Satisfaction Surveys Report Strong User Experience with AHEC Coaches

## Practice Satisfaction Survey 2022 Results

- ✓ Recommend NC AHEC PS? 99%
- ✓ Satisfied with Quality of Information & Assistance by NC AHEC PS Coach? 90%

**Questions  
& Answers**





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# **On Your Radar**

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# Draft Updated Provider Manual Available for Comment

- Vaya has published a [draft updated version of our Provider Operations Manual](#) for a 30-day comment period.
- The draft features minor updates to the Member Rights and Responsibilities section to align with National Committee for Quality Assurance (NCQA) requirements and is scheduled to take effect March 14, 2025.
- To submit comments, email [manuals@vayahealth.com](mailto:manuals@vayahealth.com). The manual and all requirements outlined within it are a binding part of network providers' contracts with Vaya.
- As always, please refer to the Vaya website for the most recent version of the manual.

# TCM Providers Performance Review

- Vaya's Quality Management Department recently completed **Semi-Annual Tailored Care Management (TCM) Performance Reviews** of network providers contracted with Vaya to deliver TCM in 2024.
- [Read more about strengths, improvement opportunities, and provider feedback.](#)



# TCM Providers Performance Review

## Care Management Comprehensive Assessments

*Vaya reviewed a total of 136 CMCAs from 21 TCM providers.*

### **STRENGTHS:**

- 100% addressed immediate care needs
- 96% addressed physical health conditions, including dental conditions.
- 99.3% addressed standard unmet health-related resource needs.

### **IMPROVEMENT OPPORTUNITIES:**

- 79% included a detailed medication history

## Care Plans/ISPs

*Vaya reviewed a total of 123 of 132 requested care plans/ISPs from 21 TCM providers.*

### **STRENGTHS:**

- 98.4% included clinical needs, including any BH, I/DD, TBI, or dental needs.
- 93.4% included strategies to mitigate risks to the health, well-being, and safety of the member and others.

### **IMPROVEMENT OPPORTUNITIES:**

- 66.9% did not include emergency/natural disaster/crisis plans.
- 15% did not include interventions for medication monitoring.

# Pharmacy Claims: 340B Drugs

- As a reminder, providers billing for 340B drugs on professional claims must indicate a drug was purchased under a 340B purchasing agreement by appending the “UD” modifier on the drug detail.
- Providers are required to bill the cost that is reflective of their actual acquisition cost instead of their usual and customary charges for 340B drugs.
- This requirement applies to all 340b providers for *Tailored Plan* members.
- If you have questions, contact your assigned Provider Network Contract Manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# DME Authorization Request Submission Guidance

- As a reminder, some Durable Medical Equipment (DME) for Vaya Tailored Plan members is authorized by Vaya, 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**.

# DME Authorization Request Submission Guidance

- 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 Innovations Waiver ATEs as they did prior to Tailored Plan launch.*



# Personal Care Service Reassessment Process

- As NC Medicaid has transitioned beneficiaries to Vaya's Tailored Plan, we have found many members are overdue for reassessment and are working quickly to correct this.
- Vaya's PCS Assessment Team will contact members to complete the PCS reassessment with no need for action on the provider's part.
- We will extend PCS authorizations at the current level of service for these members until needed reassessments are complete.

# Provider Advisory Council Meeting

**February 19, 2025, 10 a.m. - 12 p.m.**

- The Vaya Provider Advisory Council (PAC) serves as an advisory body on issues affecting network providers.
- The PAC operates pursuant to a set of bylaws and is a *self-governing committee*.
- All Vaya providers are encouraged to participate in monthly PAC meetings.
- To receive PAC communications or for more information about upcoming meetings, email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com)

# Reminder: Expiration of Physical Health Authorization Flexibilities

- As a reminder, *physical health authorization flexibilities for Behavioral Health and I/DD 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.**
- Please note upcoming end dates for flexibilities associated with [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.**

# Reminder: Expiration of Physical Health 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.**



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# Provider Portal Updates

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# Vaya Provider Portal Trainings

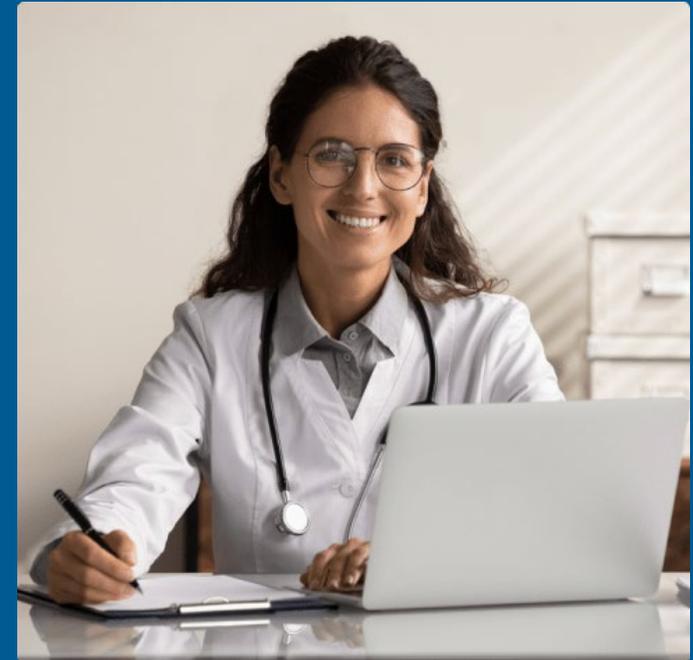
Vaya will offer virtual trainings in January and February to help providers navigate our [Provider Portal](#).

- **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. 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. 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](mailto:provider.training@vayahealth.com).

- *Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.*

# 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](mailto:ServiceDesk@vayahealth.com) or call **1-800-893-6246, ext. 1500**.



# Reminder: Access to Vaya's Provider Portal

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

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Submit and review claims

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Create and review authorization requests

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Manage users

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Explore resources, and more

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# 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](#)

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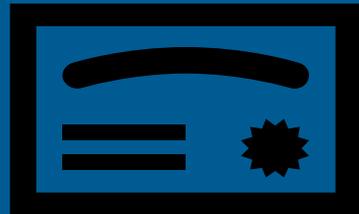
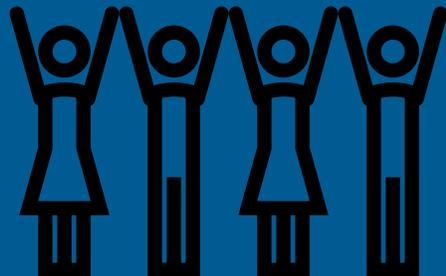
# Quality Management Updates

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# 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

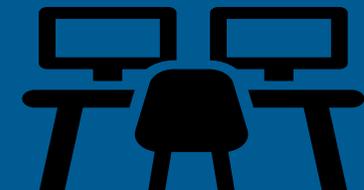


**161,031**

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



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# Learning and Participation Opportunities

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# 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. 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.*



# 2025 Medicaid Expansion

- A collaborative effort of Care Share Health Alliance, the NC Community Health Center Association, and the NC Navigator Consortium, **these free in-person trainings** will cover Medicaid expansion outreach, education, and enrollment best practices.
- Trainings will take place from approximately **9:30 a.m. to 4:30 p.m.** and be offered in each of the state's six Medicaid Managed Care Regions during **February and March**.
- [Learn more and register online.](#)
- For more information, email Erin Storie at [ERStorie@CareShareHealth.org](mailto:ERStorie@CareShareHealth.org)

# Client Care Web Database and Referrals Information Session March 11, 2025, 10 – 11:30 a.m.

- Vaya, in partnership with Rapid Resources for Families, Alliance Health, and Partners Health Management, invites all child residential providers to join an **informational call on the benefits of the Client Care Web (CCW) Database.**
- This includes providers of Residential Level II Family Type and Group, Residential Level III, and Psychiatric Residential Treatment Facility services.
- We strongly encourage providers to use the CCW Database to receive placement referrals and track bed vacancy and treatment outcomes through admission and discharge data. [Register online.](#)
- For more information, contact Meredith Newman at [mnewman@ncrapidresource.org](mailto:mnewman@ncrapidresource.org) or Rashel Lauret at [rlauret@ncraidresource.org](mailto:rlauret@ncraidresource.org).

# Virtual Reconnect for Resilience Training

## March 19-20, 2025, 9 a.m. – 5 p.m.

- [Resources for Resilience](#) will offer a virtual, 14-hour interactive training. Participants will learn:
  - How stress affects the brain and body
  - Practical, science-based strategies to manage stress on the spot
  - Ways to build resilience in yourself and those around you
- Individuals impacted by Hurricane Helene are eligible to attend at no cost. [Learn more.](#)





**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint webinar for **Physical Health Providers**

**\*\* Friday, February 28, 2025, 11 a.m.-12 p.m.\*\***



VAYAHEALTH