

# Provider Touchpoint for Behavioral Health and I/DD Network Providers

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Friday, February 21, 2025



VAYAHEALTH

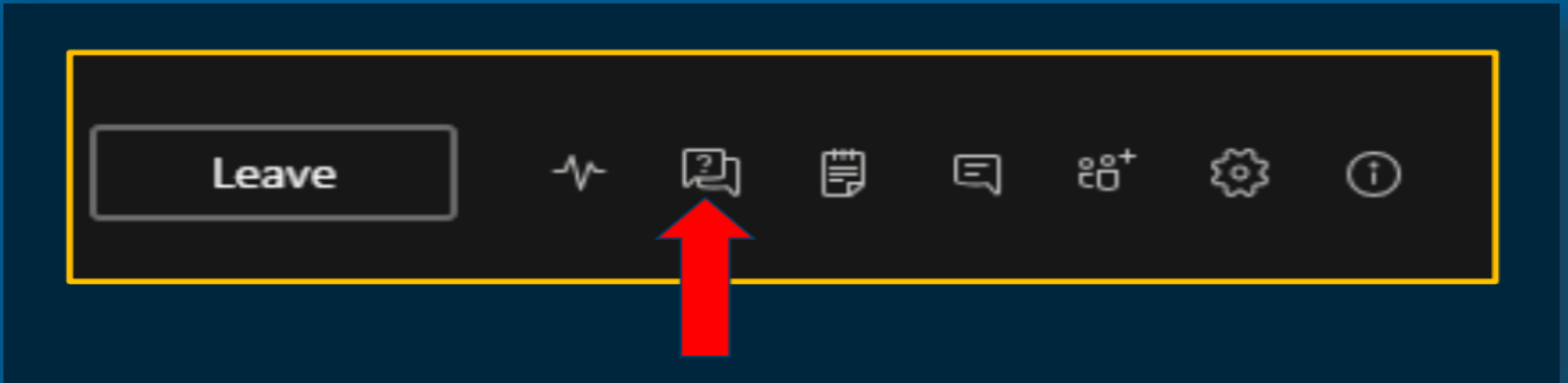
# How does the Q&A work?

- 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**, Utilization Management BH Clinical Director

**David Boyd**, BH Provider Network Director

**Deborah Hendren**, Member Engagement Manager

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

**Jennifer Jennings**, SU Network Development Director

**Kelsie Kee Clark**, Transition & Housing Director

**Patty Wilson**, Vice President of Learning & Development

**Sarah Frei**, SDoH Network Development Director

**Stacey McClain**, RN Care Management Manager

**Utilization Management, Claims, and Care Management Teams**

# Today's Production Team

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

**Kendra Chapman**, Provider Educator (Producer)

**Olivia Wilson**, Provider Educator (Co-producer)

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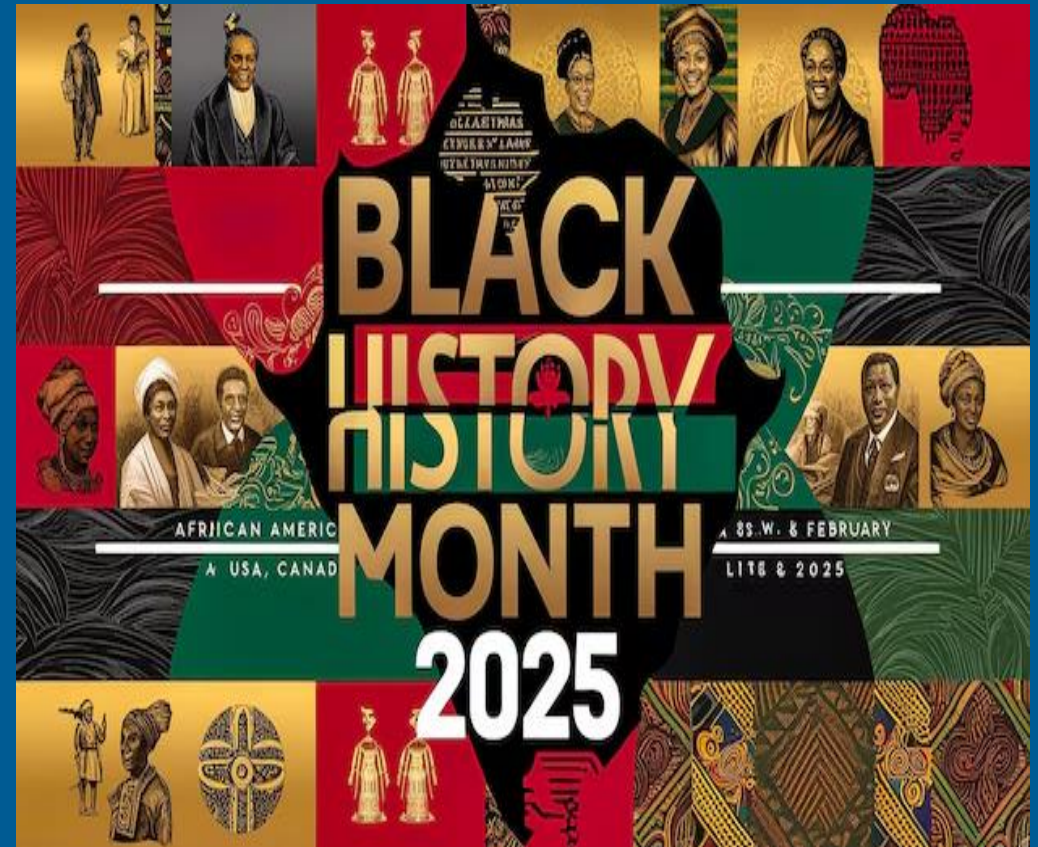
**WELCOME**  
**Vaya Health Providers**

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# Celebrating Black History Month

Every February our nation observes Black History Month to celebrate and recognize the many ways Black history, culture, leadership, and innovation have influenced and contributed to all facets of life in the United States.



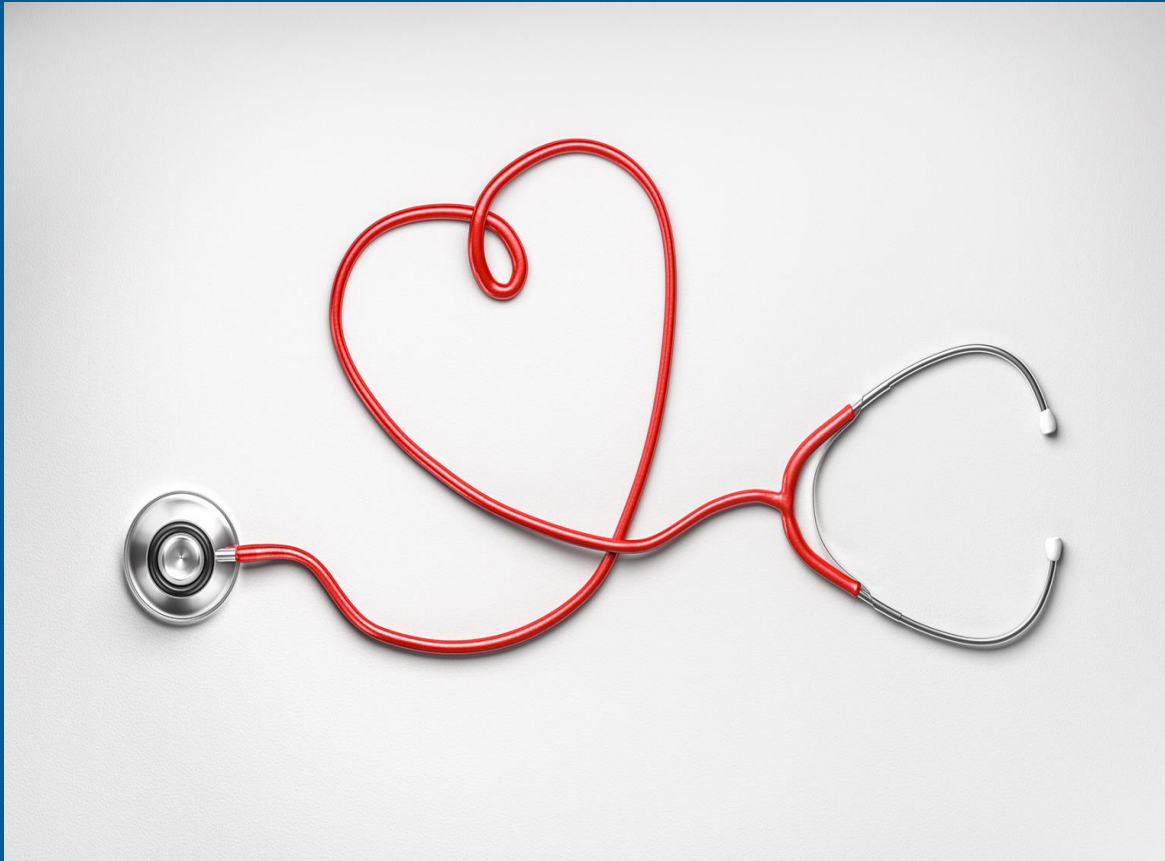
# Celebrating Black History Month

This year, the U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH) celebrates Black History Month with its 2025 theme, [Advancing Commitments to Health Outcomes](#).

The Office of Minority Health (OMH) encourages public, community, and nonprofit private organizations to adopt this theme in their 2025 communication to highlight how they are **advancing commitments to supporting healthier outcomes for underrepresented groups**.



# National Heart Health Month



- Heart Disease is very common.
- In the United States, heart disease is the leading cause of death for men, women, and people of most racial and ethnic groups.
- In 2022, 1 in every 5 deaths in the United States was caused by heart disease.
- High blood pressure is a leading cause of heart disease.

# National Heart Health Month

- Nearly half of U.S. adults have high blood pressure, which puts them at risk for heart disease and stroke.
- And just 1 in 4 people with high blood pressure has it under control.
- Heart disease is costly. The cost of health care services, medications, and lost productivity from heart disease amounted to \$252.2 billion between 2019 and 2020.





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# Guest Presentation

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VOICES  
T O G E T H E R



# VOICES

T O G E T H E R

MUSIC THERAPY: CRISIS RESPONSE FOR  
VULNERABLE POPULATIONS

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FEBRUARY 2025



VOICES  
T O G E T H E R

PRESENTED BY:

EZEQUIEL BAUTISTA, MT-BC

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FEBRUARY 2025



VOICES  
TOGETHER



## SERVICES

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Voices Together is offering music therapy group sessions as a crisis response service to Vaya Health members to support individuals with lived experiences related to Hurricane Helene and the aftermath.





VOICES  
TOGETHER

## SERVICES

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Our music therapists in Western North Carolina are experienced in trauma-informed care, psychological first aid, and serving vulnerable populations in a variety of settings.

# VOICES MUSIC THERAPY

VMT

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FEBRUARY 2025

## VOICES MUSIC THERAPY

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The therapeutic services music therapists offer can be particularly helpful in supporting emotional health in a crisis, offering tools for coping, validating client experiences, and processing.

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Voices Music Therapy (VMT) interventions can benefit not only a wide range of ages but also a wide range of individual needs, including emotional, mental, and behavioral health needs.

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VOICES  
TOGETHER



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## CRISIS INTERVENTION RESPONSE CAN BE SUITED TO MEET THE NEEDS OF ALL THOSE IMPACTED BY HURRICANE HELENE, INCLUDING:

- Adults with Intellectual and Developmental Disabilities in community-based facilities such as structured day programs or residential settings
  - Older adults in assisted-living facilities or skilled nursing facilities
  - Children and youth in community settings
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OUR THERAPISTS ARE AVAILABLE NOW TO SERVE THE FOLLOWING COUNTIES:

**Buncombe**

**Haywood**

**Madison**

**McDowell**

**Yancey**

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VOICES TOGETHER IS OFFERING A SERIES OF MUSIC THERAPY  
GROUP SESSIONS FOR MEMBERS AND PROVIDERS.

IF YOU ARE INTERESTED IN SERVICES, PLEASE CONTACT US:

[WESTERN@VOICESTOGETHER.ORG](mailto:WESTERN@VOICESTOGETHER.ORG)





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# On Your Radar

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# 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](mailto:registration@mahec.net) or call 828-257-4475.



# 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.

# Updated: Retainer Payments for HCBS Providers Impacted by Hurricane Helene

- 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](#).

# 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.



# 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.



# Vaya Member Mondays

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](mailto:MemberEngagement@vayahealth.com) or call **1-800-893-6246** and ask to speak with a Member Engagement Coordinator.



# Critical Time Intervention In Lieu of Service Sunsetting

- The Vaya Critical Time Intervention (H0032U5HK) “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](mailto:provider.info@vayahealth.com).



# 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](mailto:provider.info@vayahealth.com).

# 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](mailto: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)

# Nicotine Replacement Therapy for Uninsured Individuals Receiving Substance Use Treatment

- 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](mailto:provider.info@vayahealth.com).

# Substance Use CCPs Posted for Public Comment

- NC Medicaid has posted the following [clinical coverage policies for substance use disorder services](#) for public comment:
  - 8D-4: Clinically Managed Population Specific High Intensity Residential Program (ASAM 3.3)
  - 8D-5: Clinically Managed Residential Services (ASAM 3.5)
- We strongly encourage providers to review each policy and submit any questions or comments directly to [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov) no later than Feb. 25, 2025.

# 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.*



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# **Service and Authorization Updates**

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# 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**.

# Reminder: DME Authorization Requests

- 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.*



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# **Learning and Participation Opportunities**

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# 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.](#)





**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**\*\* Friday, March 7, 2025, 11 a.m.-12 p.m. \*\***



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