

# Provider Touchpoint Webinar for Physical Health Providers

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Friday, February 28, 2025



VAYAHEALTH

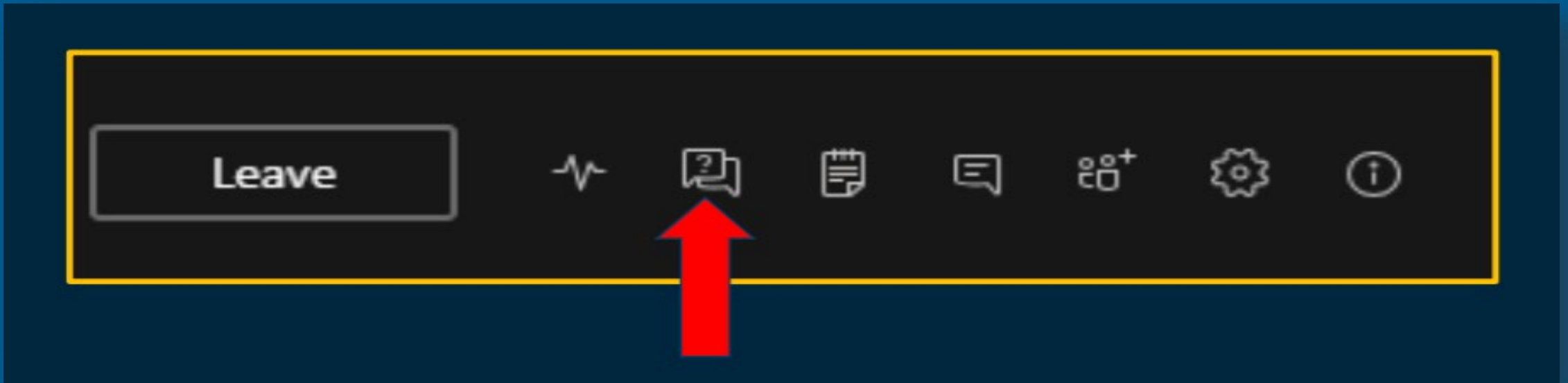
# How does the Q&A work?

- 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

**Christine Gillenkirk**, PH Provider Network Contract Manager

**Heidi Miller**, Value Based Analytics Manager

**Jody Meywes**, Claims Supervisor

**Kate Glance**, Regulatory Reporting Director

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

**Sonya Columbus**, PH Provider Network Contract Manager

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

# Today's Production Team

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

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

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

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# Provider Touchpoint Webinar New Format

Previously, we offered separate Provider Touchpoint webinars for physical health and for behavioral health, I/DD, and TBI providers. *Beginning March 7, 2025, we will offer biweekly Provider Touchpoint webinars in a combined format for all network providers.*

**March 7, 2025, 11 a.m. – 12 p.m.: All Network Providers**

For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.



# 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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# **On Your Radar**

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# 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](#).

# Expiration of Hurricane Helene Authorization Flexibilities

- As a reminder, [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**.
- 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**.
- Please note [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.**

# 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 <https://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).

# 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.

# 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.*



# Billing Procedure Update for Adult Care Home PCS Claims

- Vaya notified providers in [Provider Communication Bulletin 2024-25, Issue 41](#) (Dec. 12, 2024) that the rate methodology for NC Medicaid Direct providers rendering Personal Care Services in congregate settings would change effective Jan. 1, 2025.
- However, to provide additional support to providers, **the rate methodology changes are postponed until April 1, 2025.**
- For more information, review the [NC Medicaid Bulletin](#). Vaya will address the new rate methodology in detail in an upcoming Provider Communication Bulletin.
- If you have questions, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Current Network Needs

SERVICE	REGION
Pediatric Specialists	All counties
Skilled Nursing Facilities	All counties
Primary Care Providers (PCP)	All counties
Ear, Nose & Throat Specialists (ENT)	All counties
Neurology	All counties

# Current Network Needs

SERVICE	REGION
Oncology	All counties
All other specialists	All counties
Durable Medical Equipment (DME)	All counties
Home Healthcare Providers	All counties
Hospitals	All counties
Physical Therapists, Occupational Therapists, Speech Therapists	All counties



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# Provider Portal Updates

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# 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](#)

# 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**.



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# Quality Management Updates

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# Heart Health Data and Information

Each year, more than 350,000 cardiac arrests occur outside of the hospital in the United States, and 90% of these are fatal.

About 70% of the cardiac arrests that happen outside of a hospital happen at home.

Less than 12% of individuals who experienced a cardiac arrest in public had a bystander applied AED.

More than 23,000 children experience cardiac arrest outside of the hospital each year. 40% are related to sports. Nearly 20% are infants.

A 2017 study found that only 39% of women in cardiac arrest received CPR from strangers in public, compared with 45% of men, and men's odds of surviving were 23% higher than women.

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# **Learning and Participation Opportunities**

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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**.



# Temple University Free Webinars

The Temple University Collaborative on Community Inclusion will offer a free training with funding from NCDHHS.

Upcoming session

**March 18, 2025, 12 -1 p.m.: Identifying the Functional in Fun** will identify how providers can support member engagement in recreation to facilitate social connection.

[Register online](#)



# NC Child Treatment Program: Apply for the Trauma-Focused CBT Cohort

- The NC Child Treatment Program is accepting applications for the Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) Cohort 33. The deadline is March 14, 2025. [Learn more.](#)
- To apply for registration, select the appropriate application below:
  - [Individual Clinician/ Private Practice Application](#)
  - [Clinician Application](#)
  - [Agency Application](#)
- Vaya has funding that can help interested clinicians complete TF-CBT training.
- For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com).



# Henderson County Behavioral Health Conference

## March 24, 2025, 8:30 a.m. – 5 p.m.

- The Henderson County Behavioral Health Conference in Flat Rock is an opportunity for experts, advocates, and leaders to collaborate on advancing innovative and evidence-based practices.
- This in-person, one-day conference has a \$25 fee and will focus on areas including **mental health, substance use, resiliency and wellness, and sector-based interventions**, with an **emphasis on evidence-based strategies and emerging trends**.
- Five continuing education contact hours (CEUs) will be available.
- [Get more information and register online.](#)
- If you have questions, call **828-257-4475** or email [registration@mahec.net](mailto:registration@mahec.net).



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint webinar for **ALL** Providers: **March 7, 11 a.m.-12 p.m.**



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