



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinar April 4, 2025, 11 a.m. – 12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – APRIL 4, 2025

Authorization or Claims 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 or any associated claims issues. As a reminder, [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025, and [Hurricane Helene flexibilities](#) for non-Innovations Waiver services ended Feb. 28, 2025.

We invite you to drop in or stay for the full session. *Registration is not required.*

We will hold sessions from 2 – 3 p.m. on Tuesdays during April (April 1, 8, 15, 22, and 29, 2025). [Join on Microsoft Teams.](#)

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.

Value-Based Incentive for Tobacco Cessation Assessments

Vaya offers providers value-based incentive payments for every tobacco cessation assessment they complete for individuals with active tobacco use.

Providers can receive a 5% rate increase using code **90791YG** when they complete a qualifying assessment. *No specific template or assessment tool is required.*

For more information, visit the [Rate and Checkwrite Schedules](#) page of our Provider Central website. The code and value-based rate is effective as of July 1, 2024, and provider contracts have been updated to reflect the new code.

Reminders: Provider Portal Systems Access Administrators and User Profiles

Vaya is seeing an increase in requests for technical assistance related to systems access administrators (SAAs). Please note the following reminders about Vaya's [Provider Portal](#).

Each provider organization is required to designate one systems access administrator (SAA) for their organization. If an SAA leaves your organization, you are responsible for completing the [Network Provider Systems Access Administrator Designation](#) form to request deactivation of the previous SAA's profile and assignment of a new SAA immediately.

For security purposes, Provider Portal profiles are automatically disabled if the user does not log in to their account for **90 days**. We recommend logging in to the portal at least once per month to ensure uninterrupted access. If your profile has been disabled, contact your organization's SAA to have it reenabled. If you are the SAA, email ServiceDesk@vayahealth.com.

PHYSICAL HEALTH PROVIDERS

Update: Billing Procedure 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 providers rendering Personal Care Services (PCS) in congregate settings would change. In [Provider Communication Bulletin 2024-25, Issue 55](#) (Feb. 27, 2025), we shared that the rate methodology changes were postponed until April 1, 2025, for Adult Care Home PCS claims. For more information, review the [NC Medicaid Bulletin](#).

Please note the following details regarding claims submission:

Effective for dates of service on or after April 1, 2025, PCS claims in congregate care settings will reimburse a single date of service per line based on the approved prior authorization (*per diem* pricing). *If billed with more than one unit per service date on a claim line, the claim line will be denied.*

Providers should follow the applicable modifier guidelines below when billing claims for PCS in congregate care settings:

Adult Care Homes	HC
Combination Homes	TT
Special Care Units	SC
Family Care Homes	HQ

Supervised Living Facilities (for adults with mental health/substance use disorders)	HH
Supervised Living Facilities (for adults with I/DD)	HI

If you have questions, contact your provider network contract manager or provider.info@vayahealth.com.

*Note that claims billed in an “in-home” setting for PCS with **HA** and **HB** modifiers are subject to electronic visit verification (EVV) requirements and should continue to be submitted through HHAeXchange.*

Collaborative Care Management Capacity Building Funds

The NC General Assembly has earmarked \$5 million for capacity building for NC Medicaid-enrolled primary care practices across the state to adopt Collaborative Care Management (CoCM). Eligible practice sites can qualify to receive up to \$50,000 to support implementation of the model in-house, \$30,000 to expand an existing in-house CoCM model, or \$20,000 to newly adopt CoCM by outsourcing the model to an external vendor. To date, 27 practices have been awarded funding to start CoCM services.

[To apply](#), connect with the Area Health Education Center’s practice support coaches. For more information about the funding opportunity or the CoCM model, visit Community Care of North Carolina’s [website](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

Side by Side Celebrates Autism Acceptance Month April 7, 2025, 2 - 3:15 p.m.

Join a special Side by Side for Autism Acceptance Month with the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services. The webinar will feature advocate Ray Hemachandra, a Vaya Consumer and Family Advisory Committee member, and a panel of adults with autism who will share personal insights, experiences, and essential guidance for improving services and supports.

The event will bring together individuals, families, advisory groups, LME/MCOs, and community partners to foster understanding and meaningful change by learning from advocates for people with autism. [Register online](#).

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayahealth.com





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