

Provider Touchpoint for Network Providers

Friday, March 21, 2025



VAYAHEALTH

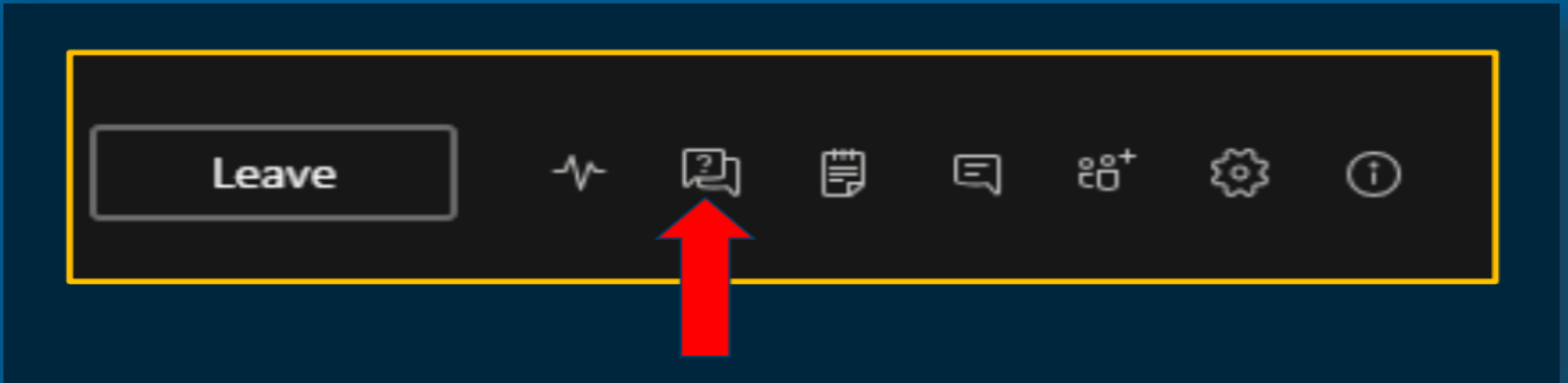
How does the Q&A work?

- 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.

- 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

Danyale Isaacs, BH & IDD Provider Network Contract Manager

Davan Wildcatt, Tribal Provider Network Contract Manager

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

Jennifer Jennings, SU Network Development Director

Jill Queen, Provider Quality Operations Director

Kate Glance, Regulatory Reporting Director

Kim Abram, PH Provider Network Contract Manager

Tiffany Munday, Integrated Care Management Director

Tiffany Nelson, PH Provider Network Contract Manager

Utilization Management, Claims, and Care Management Teams

Today's Production Team

Breonna Martin, Provider Educator (Producer)

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

Monica Thomas, Administrative Support Professional (Co-producer)

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WELCOME
Vaya Health Providers

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March is Women's History Month

Every year, March is designated Women's History Month by presidential proclamation. The month is set aside to honor women's contributions in American history.

The National Women's History Alliance selects and [publishes the yearly theme](#). The theme for Women's History Month 2025 is "Moving Forward Together! Women Educating & Inspiring Generations."

Women's contributions have advanced many fields, often despite having to work behind the scenes. Historically, fiercely determined and compassionate women have made great strides in psychology, counseling and social work. In honor of Women's History Month all March, Vaya is honoring some of these pioneering women.



Women Pioneers in Health



Dr. Marsha Linehan

Dr. Marsha Linehan developed dialectical behavior therapy, which has helped many people with conditions such as borderline personality disorder, PTSD and substance abuse. Linehan continues to practice and teach psychology and has trained other mental health professionals worldwide.



Dr. Martha Bernal

Dr. Martha Bernal, the first Latina to receive a Ph.D. in psychology in the United States, contributed substantially to the advancement of ethnic minority psychology. Through her work, Bernal advanced a viewpoint that recognizes multiculturalism importance in training, recruitment and research.



Virginia Satir

Nicknamed the “Mother of Family Therapy,” Virginia Satir was an influential author and social worker who co-founded the Mental Research Institute in Palo Alto, California. In 1962, she received a grant enabling her to create the nation’s first formal family therapy program, which she directed.

Guest Presentation



Microenterprise Presentation for IDD Awareness Month

Presenter: **Michelle Cates**, Abilities FIRST
Microenterprise Job Coach

What is a Microenterprise?



A Microenterprise is a small business with less than 5 employees and small start up costs.



**How can owning my own
business work for me?**

HMM

- **Set your own schedule**
- **Create an engaging and rewarding day**
- **Develop a career based on your needs**
- **Community integration**
- **Increase your self-esteem**



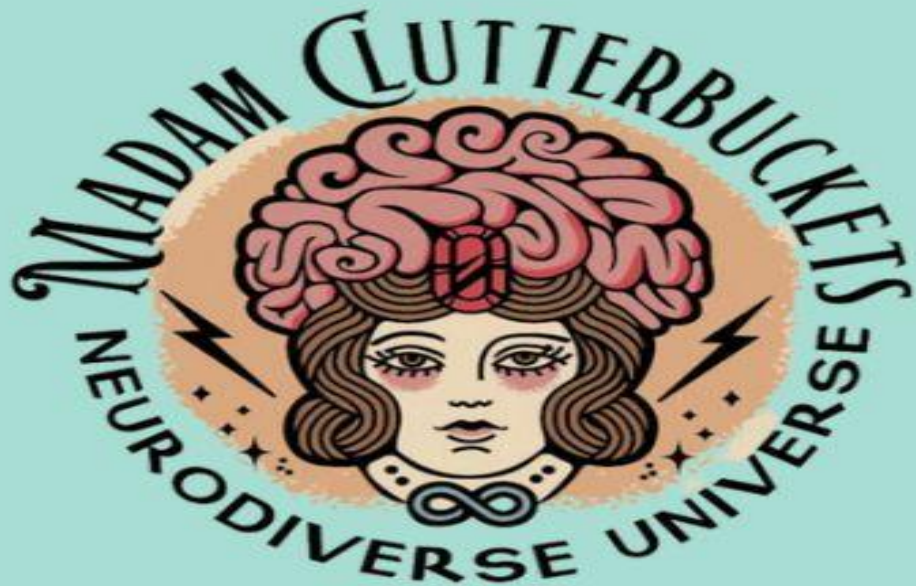
I matter



ABILITIES FIRST
MICROENTERPRISES



In Stores Near You



A UNIQUE SHOPPING EXPERIENCE



In The Wild



Interested in owning your own business?

Contact Michelle Cates

michelle@firstwnc.org

On Your Radar

How to Verify a Member's Medicaid Plan

- Providers can verify whether a Medicaid member is enrolled in the Vaya Tailored Plan or NC Medicaid Direct PIHP through the [Provider Portal](#). For instructions, reference our [Provider Portal, Enrollment, Update, and Discharge Job Aid](#).
- Please note Vaya manages only behavioral health, I/DD, and TBI services for NC Medicaid Direct members. Physical health services, pharmacy benefits, Long-term Services and Supports (LTSS), and Non-Emergency Medical Transportation (NEMT) for NC Medicaid Direct beneficiaries members are managed through [NCTracks](#). Visit the [NCDHHS NEMT webpage](#) for guidance on transportation services.

How to Verify a Member's Medicaid Plan

- Additionally, Vaya issues Medicaid ID cards for Tailored Plan members only. NC Medicaid Direct members receive ID cards through the [local Department of Social Services \(DSS\)](#).
- If you have questions, contact your provider network contract manager or provider.info@vayahealth.com.



ROI Needed to Exchange Part 2 Substance Use Information with Providers

- As a reminder, 42 CFR Part 2 has heightened privacy requirements for the access, use, disclosure, and re-disclosure of information relating to substance use.
- If you are submitting information containing substance use that is subject to Part 2 program requirements, please include a copy of the Release of Information (ROI) signed by the member with your service authorization request.
- Vaya must have a valid ROI on file for us to exchange Part 2 substance use information.

Shared Decision-Making Tools

Shared decision-making helps ensure patients are actively involved in treatment choices by discussing potential benefits and risks of different options with health care providers. This approach allows patients to make informed decisions that align with their values and preferences, ultimately leading to better patient engagement and improved health outcomes.

Vaya's updated [Clinical Practice Guidelines and Leveling Tools](#) feature resources for providers, including shared decision-making aids, to provide guidance on navigating behavioral and physical health decisions in collaboration with a patient.

Review the tools below for more information:

- [Should I Get a Mammogram? \(ages 40-49\) \(Español\)](#)
- [How Often Should I Get a Mammogram? \(ages 50-74\) \(Español\)](#)
- [Should I Get a Mammogram? \(ages 75+\) \(Español\)](#)
- [Decisions in Recovery: Treatment for Opioid Use Disorders](#)

Analenisgi Inpatient BH Unit Accepting Referrals

- The Analenisgi Inpatient Unit at Cherokee Indian Hospital Authority offers a safe and supportive 10-bed facility in Cherokee for adults facing acute mental health challenges.
- Services include inpatient psychiatric stabilization and detoxification in an environment that fosters recovery and hope.
- The unit is accepting voluntary admissions for Vaya Medicaid members, including beneficiaries enrolled in the Behavioral Health and I/DD Tailored Plan and those in NC Medicaid Direct.
- **Patients do not have to be an enrolled member of the Eastern Band of Cherokee Indians to be eligible. [Learn more.](#)**

Updates to ILOS Definitions

Vaya has updated the following “in lieu of” services (ILOS) definitions on the [Covered Services](#) page of our Provider Central website:

- Family-centered Treatment: H2022 U5 U1, H2022 U5 U2, H2022 U5 U3, and H2022 U5 U4
- High-fidelity Wraparound: H0032 U5

Please review the definitions carefully for updated requirements and code revisions. If you have questions, email provider.info@vayahealth.com.

Residential Treatment Services: Specialty Care Program Pilots Capacity Assessment Survey

- The Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) is developing in-state specialized care capacity to serve youth with complex, co-occurring residential treatment needs.
- **This effort includes a survey of Psychiatric Residential Treatment Facility (PRTF) providers to assess capacity for specialty care program pilots in licensed facilities for children and youth with problem sexual behavior or complex trauma with significant dysregulation.**
- Division of MHDDSUS staff will review survey results to develop pilot programs and make funding determinations. [Get more information and access the survey online](#) by April 5, 2025.

Guidance on CPR & First Aid Training for Innovations Providers & EORs

- Providers of NC Innovations Waiver services are responsible for ensuring direct care workers are certified in CPR and First Aid prior to delivering services.
- For details on the requirement, please review [NC Medicaid Clinical Coverage Policy 8-P](#).
- To ensure staff have appropriate skills to respond to life-threatening events, Vaya is requiring CPR and First Aid training (initial and ongoing recertification) be provided by a live instructor. Live instruction ensures a certified trainer can both demonstrate and evaluate critical life-saving skills in person.
- Providers should begin implementing this standard by May 1, 2025. For more information, email provider.info@vayahealth.com

IPS-SE Code Changes

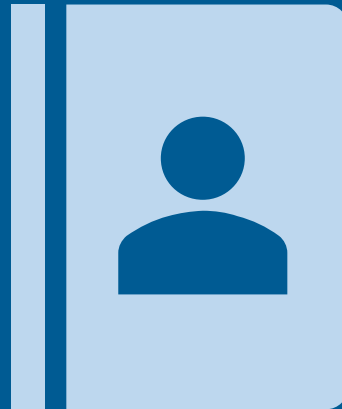
- The Division of MHDDSUS has notified Tailored Plans of State-funded Individual Placement and Support – Supported Employment (IPS-SE) code changes with a proposed effective date of April 7, 2025.

[Read more.](#)



Updated Provider Operations Manual

- Vaya has published an updated [Provider Operations Manual](#) on our Provider Central website.
- The manual features minor revisions to the Member Rights and Responsibilities section to align with National Committee for Quality Assurance (NCQA) requirements effective March 14, 2025.





Provider Portal Updates

Reminders: Provider Portal Systems Access Administrators User Profiles

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

Quality Management Updates

Women in the Workforce Today

Women represent 47% of all US employees.

Several factors contribute to a lower labor force participation rate for women.

- More women stay home to care for children, due in part to the prohibitive cost of childcare.
- As a result of the wage gap between men and women, it often makes more sense for women to stay home while men work.

As of May 2024, the women's labor force participation rate in the US was 57.6%, down from 58% in 2020, compared to 67.8% of men.

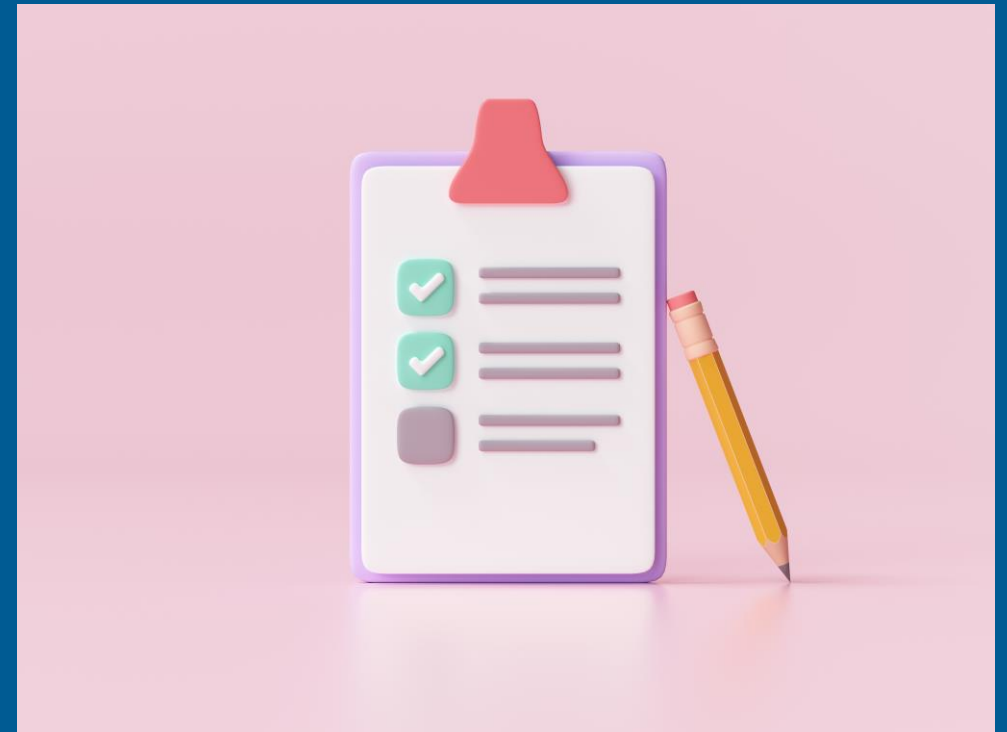
Women in the US earn 16 cents per dollar less than men. Over the course of a week, women's median wages trail men's by \$203, accumulating to a \$10,000 deficit annually.

Women account for 26% of positions in the C-Suite in the United States.



Brief Provider Surveys to Launch this Spring

- Provider feedback plays a vital role in Vaya's ability to serve members and recipients with excellence, thoughtfulness, and integrity.
- Over the next few weeks, physical and behavioral health providers can expect to receive surveys from Vaya on various topics.
- Your participation is instrumental to our continued efforts enhance performance and increase provider satisfaction. If you have questions, email provider.info@vayahealth.com



NCI Survey: Thank You to Providers

- Vaya would like to extend a heartfelt thank you to all providers who participated in the 2025 National Core Indicators® survey.
- Your efforts allow members to share feedback that gives Vaya, network providers, and NCDHHS a better understanding of their needs and helps improve services for individuals with I/DD. We appreciate the amount of time and work this endeavor requires.



NC Health Workforce Survey: Employer Participation Requested

- The [NC Health Care Workforce Survey](#) gathers key data on jobs critical to health care operations to drive statewide workforce improvements.
- If you have not already taken the survey or directly shared your data with the University of North Carolina's Cecil G. Sheps Center for Health Services Research, we encourage you to respond by **April 4, 2025**.
- For more information, email htadata@ncahec.net.



Learning and Participation Opportunities

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 prior authorization 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 March and April (March 25 and 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.

Temple University Free Webinars

- The [Temple University Collaborative on Community Inclusion](#) will offer the following upcoming webinars:
- **April 1, 2025, 12 – 1:15 p.m.**, Assessing Community Participation. [Register online](#).
- **April 22, 2025, 12 – 1 p.m.**, Giving Back to Others and Society: Supporting Volunteering as a way of Enhancing Mattering. [Register online](#).
- **May 13, 2025, 12 – 2 p.m.**, Developing a Community Inclusion Supports Plan. [Register online](#).
- **June 10, 2025, 12 – 1 p.m.**, Promoting Community Connections. [Register online](#)

Applied Suicide Intervention Skills Training (ASIST)

April 15 – 16, 2025, 8 a.m. – 5 p.m.

- Vaya and Buncombe County Health and Human Services will offer a free, in-person [LivingWorks](#) ASIST Suicide Prevention training for community members.
- This two-day workshop features powerful videos, discussions, and simulations to teach you how to support someone experiencing a behavioral health concern or crisis and to help prevent suicide by recognizing signs, providing skilled interventions, and developing a safety plan.
- The workshop will be held at Vaya's administrative office, 200 Ridgefield Court, Suite 218, Asheville, NC 28806.
- [Register online](#) by April 8, 2025.
- Attendance is capped at 30 participants. For more information, email provider.training@vayahealth.com

IDD Legislative Caucus Listening Session: March 26, 11 a.m. - 1 p.m.

- The I/DD Legislative Caucus will hold a listening session at the Legislative Building in Raleigh. [Registration](#) is suggested but not required.
- If you have already registered, you do not need to register again; however, please note the time change.
- The North Carolina Council on Developmental Disabilities is encouraging attendees to schedule visits with legislators before and after the event.
- [Find your legislators](#) by entering your address and clicking NC House and NC Senate. Click the legislative assistant's name to send an email to request a meeting.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Townhall for Network Providers

**** Friday, April 4, 2025, 11 a.m.-12 p.m. ****

