



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinar

Provider Touchpoint is your source for the latest information on topics that affect Vaya Health network providers. **Please note the Provider Touchpoint scheduled for April 18, 2025, has been cancelled.**

The next Provider Touchpoint for all network providers will be **11 a.m. – 12 p.m., May 2, 2025**, and will transition to a new townhall format. We will share details and the event link in an upcoming Provider Communication Bulletin.

Authorization or Claims Questions? Join Open Office Hours with Vaya and EviCore

Join Vaya's virtual open office hours for answers to your questions about the expiration of prior authorization flexibilities or any associated claims issues. **Additionally, we will have a representative from EviCore by Evernorth on hand to answer questions related to claims or authorizations for specialty physical health services requested through EviCore's portal.** 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 15, 22, and 29, 2025). [Join on Microsoft Teams.](#)

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.

***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.*

Provider Advisory Council Monthly Meeting

April 16, 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.

Vaya encourages all network providers to participate in monthly PAC meetings. To receive PAC communications or for more information about upcoming meetings, email ProviderAdvisoryCouncil@vayahealth.com.

PHYSICAL HEALTH PROVIDERS

EviCore: Authorization Request Guidance

Vaya is seeing an increase in requests for technical assistance related to claims/ authorization mismatches due to incorrectly entered service locations on authorization requests submitted to EviCore, which reviews requests for certain specialty physical health services on Vaya's behalf.

Note the following reminders about submitting prior authorization requests through the [EviCore portal](#):

- The NPI and address of the service location in the request *must match* the NPI and address of the service location in the billing NPI section of the claim for the service.
- For example, if an authorization is requested under the NPI and address of an individual practitioner, but the claim instead lists the NPI and address of the corporation or practice group to which the individual practitioner belongs, the claim may be denied.
- A specific NPI and address auto-populate when building a case. Please make sure the auto-populated NPI and address match the NPI and address that will be in the billing NPI section of the claim.

For help with authorization requests to EviCore, email Portal.Support@evicore.com or join Vaya's weekly Open Office Hours mentioned above to speak with an EviCore representative.

Survey: Home Health Provider Billing

HHaEXchange is conducting a brief provider survey to prepare for a return to hard launch for electronic visit verification (EVV) for Home Health Services under NC Medicaid Managed Care. The survey includes questions about your organization's status with each Standard Plan and Behavioral Health and I/DD Tailored Plan and your billing preferences.

Vaya requires all providers contracted to provide Home Health Services to Vaya members to respond to the [NC Home Health Provider Billing Survey](#) by May 9, 2025.

Please complete the survey only once per organization tax ID for all health plans. If your organization has multiple tax IDs, please complete a separate survey for each ID. Do not include any member information in your responses, as survey results will be shared with the state's Medicaid plans.

Note that selecting the direct billing option will disable the e-billing setup in HHaEXchange. Please ensure you can bill health plans directly while continuing to use HHaEXchange for visit data capture.

If you have questions, email provider.info@vayahealth.com. Thank you for your participation.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

New 1915(i) Resources Available

NCDHHS has published a new [1915\(i\) toolkit](#) in English and Spanish to help Medicaid beneficiaries understand and access 1915(i) services. The following materials are available for download:

- [PowerPoint with essential details about 1915\(i\)](#)
- [1915\(i\) Flyer](#)
- [1915\(i\) Community Living and Supports Flyer](#)
- [Social media copy and graphics](#)
- [Email templates and newsletter graphic](#)
- Webinar: [“Accessing Home and Community-Based Services through 1915\(i\)”](#) and related [Questions and Answers](#)

[Learn more](#) about 1915(i) services.

LEARNING AND PARTICIPATION OPPORTUNITIES

The Arc of Buncombe County Spring Fling May 14, 2025, 6 – 9 p.m.

The Arc of Buncombe County will host a Spring Fling to support individuals with I/DD and the organization’s Specialized Summer Camp Scholarship Fund. [Learn more and purchase tickets.](#)

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



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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