



Provider Touchpoint

**Friday, August 8th ,
2025**



Provider Touchpoint

Friday, August 8th, 2025

- Welcome
- National Immunization Awareness Month
- Provider Spotlight
- Provider Network Announcements
- Learning & Participation Opportunities
- Final Q&A



Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- 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
- **Keep an eye out for trivia!**

Where Can I Find...



Provider Touchpoint
Recordings & Resources

Provider Central > Resources
> Provider Touchpoint



**Provider Communication
Bulletin**
Sign-up & Archive

Provider Central > Resources >
Communication Bulletins



Today's Guests

- **Angela Evans**, Utilization Mgmt BH Clinical Director
- **Ayofemi Powell**, Quality Management Specialist
- **Christina Wells**, Quality Management Operations Manager
- **Christine Gillenkirk**, Physical Health PN Contract Manager
- **Courtney Stiles**, Care Management Director
- **David Boyd**, BH Provider Network Director
- **Detra Friley-Clark** Provider Enrollment Director
- **Donald Reuss**, VP of BH & I/DD Network Operations
- **George Ingram**, VP of PH Network Operations & Value Based Contracting (**Host**)
- **Kim Abram**, PH Contract Manager
- **Tiffany Munday**, Integrated Care Management Director
- **Vanita Shipp**, Mental Health Network Development Director

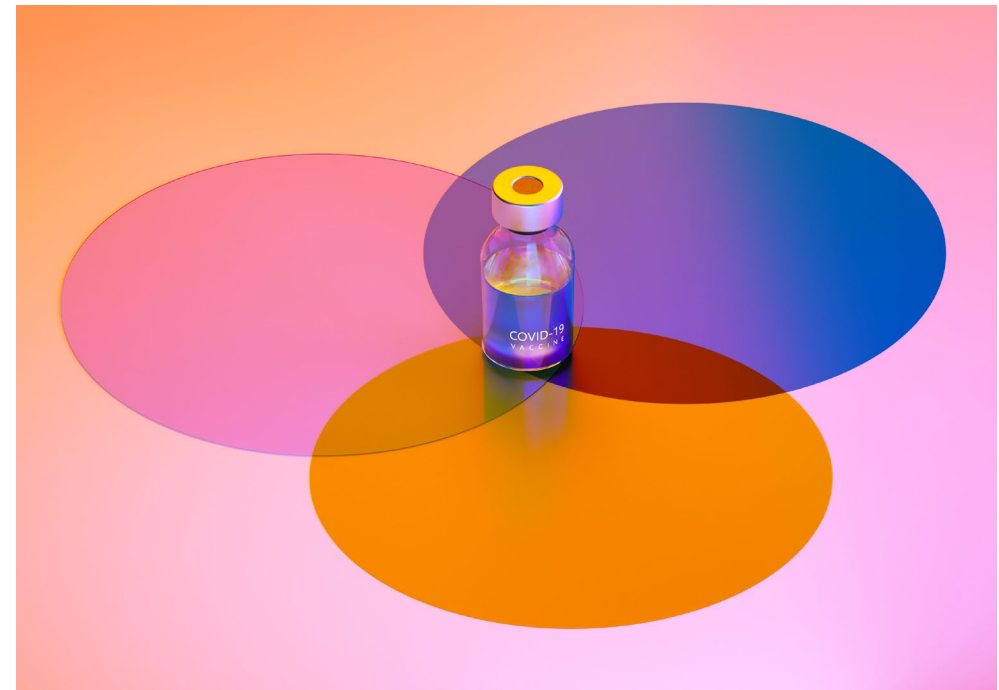


Welcome!



National Immunization Awareness Month

- **Purpose:** To highlight the importance of staying up to date on recommended vaccines across all age groups.
- **Why It Matters:** Vaccines protect against serious diseases and support lifelong health.
- **Call to Action:**
 - Encourage patients and members to catch up on routine vaccinations.
 - Promote conversations with trusted healthcare providers.
 - Help raise awareness in your community.
- **Together, we can protect our communities through education and immunization.**
- Learn more about how to contribute positively as a Healthcare Professional: [National Immunization Awareness Month \(NIAM\) | Vaccines & Immunizations | CDC](#)



Provider Spotlight



Provider Spotlight

Duke Cancer Center

“Duke Cancer Center went above the call of duty to assist our member in getting much needed medical equipment”

–Tiffany Nelson, PH Contract Manager

“The Duke Cancer Center is a state-of-the-art patient care facility that offers almost all outpatient services in one convenient location. Our programs and services include a patient resource center, retail pharmacy, self-image boutique, quiet room, café and outdoor garden. Our goal is to provide you with high-quality cancer care, and outstanding patient experience.”



A Round of Applause for...

Duke Cancer Center!



DukeHealth



1st Q&A Check-in





On Your Radar Provider Announcements

Draft Provider Operations Manual Available for Review

- A [draft of the updated Vaya Provider Operations Manual](#) is available for review for a 30-day comment period. Please send any comments to manuals@vayahealth.com by **Aug. 30, 2025**.

Provider Portal Weekend Maintenance

- Due to system maintenance, Vaya's [Vaya Health Provider Portal](#) will be unavailable from 8 p.m. Saturday, Aug. 9, to 5 a.m. Sunday, Aug. 10, 2025. Please do not attempt to use the portal during this time.



Updated Record Management and Documentation Manual Available

- NCDHHS has published an updated [Record Management and Documentation Manual](#), also known as the RMDM. The updated version is effective July 8, 2025.
- For more information, email ProviderInfo provider.Info@vayahealth.com.

A stack of green folders and a pen on a desk.

Vaya Health's Provider Directory: Updating Your Data

- Vaya continually seeks opportunities to ensure provider data is up to date, properly maintained, and accurately displayed in our online [Provider Directory](#). Please note the following reminders to keep your information current by submitting updates via NCTracks.
- Memo: [Vaya Health's Provider Directory—Updating Your Data](#)

Coming Soon: 2025 Perception of Care Survey



- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services oversees administration of the **annual Consumer Perceptions of Care Survey**. Survey results help **inform policy decisions** designed to improve the public service system.
- The survey administration period is planned to begin **Aug.11, 2025**. All survey responses will be submitted electronically via the NCDHHS web-based survey platform. Telephonic and two-way audio-video administration will also be permitted.
- Vaya will **email all participating providers with information about survey administration guidelines, helpful tips, and additional resources.**



Reminder: Managed Care EVV Home Health Implementation

Managed care electronic visit verification (EVV) implementation hard launch for Home Health services takes effect **Oct. 1, 2025**.

➤ EVV Resources and Contacts

HHaEXchange Customer Support:

NCsupport@hhaexchange.com or 1-855-400-4429

[Vaya EVV webpage](#)

[NCDHHS EVV webpage](#)

A woman with dark hair tied back, wearing a white and grey striped long-sleeved shirt, is sitting at a desk. She is looking at a laptop screen and has her hands on the keyboard. On the desk, there is a white mug and some papers. In the background, there is a red shelf and a red pendant lamp.

Quarterly Provider Incident Report (Form QM-11) Waiver

- Vaya has obtained a waiver of Rule [10A NCAC 27G .0604\(e\)](#) from NCDHHS.
- If you have questions, please email Vaya's Quality Management Department at IncidentReport@vayahealth.com.



Utilization Management Resources

- **Vaya's Utilization Management (UM) Team evaluates service authorization requests** using applicable federal and state rules, regulations, clinical coverage policies, and other guidance.
- **Access them here:** [Authorization Guidelines](#) page of our Provider Central website.
- For information about clinical practice guidelines and shared decision-making tools, peer review, and the Medicaid Early and Periodic Screening, Diagnostic, and Treatment benefit, visit our [Authorization Information](#) webpage.
- If you have questions about UM criteria, please email UM@vayahealth.com.



2nd Q&A Check-in





Behavioral Health, I/DD, AND TBI PROVIDER Announcements

TCM Services and Referral Options


- Care management is a **free benefit available to qualifying Vaya members** who may need special medical and social support.
- For more information, visit our [Care Management](#) webpage. To make a referral, or for a member to opt in to TCM, call the Vaya Member and Recipient Service Line at **1-800-962-9003** or download and submit the [TCM Opt In/Out or Change Form](#).

LPA Coordination of Benefits Change

- Vaya has **implemented a system bypass** to allow licensed psychological associates (LPAs) to bill **Psychological Testing CPT codes (96130, 96131, 96136, and 96137) for Medicare beneficiaries without having to enroll with Medicare.**
- Moving forward, LPAs may be reimbursed for those codes for dual-eligible members without first billing Medicare
- If you have questions, please email provider.info@vayahealth.com.

‘Strong Minds, Strong Communities’ RFA

- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with the University of North Carolina at Greensboro, **is seeking applications from community organizations to implement the [“Strong Minds, Strong Communities”](#) mental health intervention**, which helps expand access to care for underserved populations. Selected organizations can receive up to \$166,950 in Year 1 funding to recruit, hire, and manage a team of community health workers and a licensed clinical supervisor.
- Informational sessions will take place [2-3 p.m. Aug. 5, 2025](#), and [10-11 a.m. Aug. 7, 2025](#). **Applications are due Sept. 1, 2025.**
- Review the [request for applications](#) and [download the application](#) online. For more information, email Claire Poindexter at c_poinde@uncg.edu.



Updated 1915(i) Assessment Tool

- NCDHHS has announced the **updated 1915(i) Assessment Tool** will be effective Oct. 1, 2025.
- [Access the tool and learn more about recent changes.](#)
- If you have any questions, contact your provider network contract manager or email provider.info@vayahealth.com

RFI Opportunity: I/DD Services for the Eastern Band of Cherokee Indians (EBCI)

- EBCI is developing a **comprehensive service and support system for individuals with I/DD, including autism**, and has released a request for information (RFI) to gather insights, capabilities, and recommendations from qualified providers to inform the service planning and decision-making process.
[Review the full RFI.](#)
- Vaya encourages all interested providers to **review the RFI and submit responses by 4 p.m. Sept. 5, 2025, to EBCIRFI@ccr-email.com.**
- For more information, email **Kara Froberg at kfroberg@ccr-email.com by Aug. 11, 2025**. Questions or requests for clarification will not be answered individually; rather, they will be added to a Question and Answer **(Q&A) document** that will be distributed to all interested parties by **Aug. 15, 2025**.



Learning & Participation Opportunities

Building Health Equity Training Now Available

- This free, self-paced Vaya training provides an overview of health equity research, guiding principles, and terminology.
- We encourage provider organizations to consider using this training with their staff as a group.
- Visit the Vaya Learn Portal to [access the training](#).
- For more information, email provider.training@vayahealth.com



Learning & Participation Opportunities

NCDHHS Telehealth Infrastructure Grant Program: Wave 4 Now Open

- To learn more about the grant and how to apply, visit the [program webpage](#). The application deadline is Aug. **11, 2025**.



Final Q&A Check-in





Thank You

Join us again on Friday, August 22, 2025!

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

