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ALL NETWORK PROVIDERS

Vaya Health Holiday Closing

In observance of the Memorial Day holiday, Vaya will be closed Monday, May 29, 2023. Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) will continue to operate from 7 a.m. to 6 p.m., every day except Sundays, including on holidays. Our 24/7 Behavioral Health Crisis Line is open 365 days a year at 1-800-849-6127.

Provider Touchpoint Tomorrow, May 26, 2023, 11 a.m.-12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya network providers. We encourage all network providers to attend. Registration is not required. The link to each webinar is published both the week prior to and the week of the event in the Provider Communication Bulletin.

PROVIDER TOUCHPOINT – MAY 26, 2023

Prior Authorization Flexibilities to End May 31/Provider Portal Prior Authorization Process

Beginning April 1, 2023, Vaya implemented prior authorization flexibilities as we transitioned to our new [Provider Portal](#). These flexibilities will end at 11:59 p.m. on May 31, 2023, for both Medicaid and State-funded services.

Services that require prior authorization and that are delivered after May 31, 2023, must have an authorization in place for claims to pay. Vaya will accept requests for retrospective service authorization through **June 30, 2023**.

Please refer to the [Authorization Guidelines](#) page on Vaya's Provider Central website for information about prior authorization requirements.

Effective June 1, 2023, providers will use the Vaya [Provider Portal](#) to submit authorization requests and to view authorization history. Providers who have been submitting requests and admission notifications in April and May (using a non-standard fax process) must begin submitting requests in the portal at this time. Please note the following guidance:

For services authorized prior to April 1, 2023:

- For authorizations that lapsed in April or May, providers should submit a concurrent request with a start date of June 1, 2023, to continue the service.
 - Authorization requests for services beginning June 1, 2023, should be for concurrent timeframes that would have been requested in April or May.
 - *Example: If a request for Residential Services Level II – Family Type (Therapeutic Foster Care) was approved prior to April 1, 2023, and the authorization for the service ended in April or May, the provider should submit a concurrent request for these services with a start date of June 1, 2023. There is no need to pro-rate your request to subtract the services rendered in April and May.*
- For authorizations that were set to end after June 1, 2023, the provider may submit a concurrent request with a start date contiguous to the end date of the existing authorization.
 - *Example: If a service was authorized through June 30, 2023, the provider may place a continued stay request up to two weeks prior to the end of that authorization requesting the amounts they normally would for a concurrent request beginning July 1, 2023. If the authorizations ended in April or May, providers must submit a concurrent request beginning June 1, 2023, for the usual concurrent amount.*

For services that began in April or May 2023:

Providers must submit authorization requests and admission notifications for services that began in April or May as if the service is beginning on June 1, 2023. *Example: If a member began receiving Residential Services Level II – Family Type (Therapeutic Foster Care) in April or May, the provider should submit a notification service authorization request (SAR) for the 180-day passthrough to begin on June 1, 2023.*

For State-funded services:

Providers submitting SARs for State-funded services may need to establish recipient eligibility and complete enrollments prior to submitting the request.

For help using the [Provider Portal](#), attend one of our [Open Office Hours for Providers](#) (more information below), review job aids available on the [Resources](#) page of the Provider Central website, or call the Provider Support Service Line at 1-866-990-9712, Monday-Saturday, 7 a.m.-6 p.m. We will continue to share portal authorization training information in upcoming Provider Communication Bulletins.

New NCDHHS Guidance on Person-Centered Planning

To align with [NCDHHS LME/MCO Joint Communication Bulletin #J445](#) (March 9, 2023), Vaya's utilization review process will incorporate the State's person-centered planning guidance effective June 1, 2023. **Providers *may begin using* the person-centered planning guidance and plan templates on this date and *must begin using* the updated guidance and templates beginning Oct. 2, 2023.**

Information about which services require submission of a person-centered plan or SAR are available on the [Authorization Guidelines](#) page of Vaya's Provider Central website. Person-centered planning

PROVIDER PORTAL

REMINDER: Bookmarking the Provider Portal

When logging in to the Vaya Provider Portal, the portal URL will include a login token that expires after 15 minutes. If a user bookmarks the portal after logging in, the bookmark will contain the expiring token and cause login failure if accessed in the future.

To create a correct bookmark, choose one of two options:

- Bookmark the Provider Portal homepage at <https://providers.vayahealth.com/provider-portal/> and then click “Log in.”
- Bookmark the following URL to go directly to the sign-in screen: <https://providerportal.vayahealth.com>.

If you have questions, email the Vaya Service Desk at ServiceDesk@vayahealth.com.

Service Line Limit on CMS-1500 Claims

The Electronic Data Interchange (EDI) will not accept a claim billed using the CMS-1500 form that has more than 50 service lines on a single claim. Please make sure these claims include 50 service lines or fewer per claim.

Saving Unsubmitted Claims

Please note: If a claim has been saved for more than seven days in the Vaya [Provider Portal](#) without being submitted, the portal will delete it to prevent excessive saved claims.

REMINDER: Replacing Your Organization’s Designated Systems Access Administrator

To replace your organization’s System Access Administrator (SAA), complete the online [SAA Designation Form](#) and select “A request to replace our current designated SAA.” If no additional information is required, Vaya will complete your change request within two business days.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Medicaid 1915(i) Authority Updates

As Behavioral Health and I/DD Tailored Plans will operate under North Carolina’s 1115 Demonstration Waiver, they will no longer offer home and community-based services under the 1915(b)(3) authority. Pending federal approval, NCDHHS expects to transition from 1915(b)(3) to 1915(i) services starting July 1, 2023.

For more information, see the [NC Medicaid Managed Care Provider Playbook Fact Sheet](#), which includes implementation timeframe details and information for care managers. Please remember that members must have a completed independent assessment and be deemed eligible by NCDHHS to access 1915(i) services.

Due Dates for Non-UCR Payment Expenditures

On May 24, 2023, Vaya received the final date established by the NCDHHS Office of the Controller for processing non-UCR payments for SFY 2022-23. To meet the NCDHHS deadline, providers must submit any invoices for actual non-UCR expenditures incurred through May 31, 2023, to Vaya's Finance Department by end of day on Monday, June 5, 2023. Invoices for actual non-UCR expenditures incurred between June 1-5, 2023, also must be submitted to Vaya's Finance Department by end of day on Monday, June 5, 2023.

For more information, please review the following memos from NCDHHS:

- [SFY23 Year-End Non-UCR Federal Payment and Settlement Process](#)
- [SFY23 Year-End Non-UCR State Special Categorical Funds Payment Process](#)

Please note that NCDHHS does not allow submission of estimated or projected non-UCR expenditures. To ensure reimbursement, any additional actual non-UCR expenditures incurred through June 30, 2023, will be due to Vaya's Finance Department by the end of day on July 20, 2023.

If you have questions about the submission deadlines, contact your Provider Network Contract Manager or Jamie Brendle, Senior Staff Accountant, at jamie.brendle@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Open Office Hours for Providers

Vaya continues to offer virtual open office hours for providers three days a week in May 2023 and through June 21, 2023. Providers are invited to drop in to ask questions related to doing business with Vaya. Subject matter experts on multiple topics will be available each session to answer your questions.

To join, please select the link below:

- [May 30, 2023, 9-11 a.m.](#)
- [May 31, 2023, 11 a.m.-1 p.m.](#)
- [June 1, 2023, 1-3 p.m.](#)
- [June 7, 2023, 11 a.m.-1 p.m.](#)
- [June 8, 2023, 1-3 p.m.](#)

Vaya will announce additional open office hours in future Provider Communication Bulletins.

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.

Save the Dates: Upcoming NC Innovations Waiver Processes Trainings for TCM Providers

Vaya will present NC Innovations Waiver processes trainings on the following dates for Tailored Care Management (TCM) providers serving waiver participants:

- **July 20, 2023, 9-11 a.m.:** Care Management Comprehensive Assessment Requirements and Care Plan Requirements. [Join online.](#)
- **July 25, 2023, 10 a.m.-12 p.m.:** NC Innovations Emergency Slot Request, Invoice-Based Innovations Services, Innovations Waiver Transfer, and Innovations Waiver Slot Terminations. [Join online.](#)
- **Aug. 2, 2023, 8:30-10:30 a.m.:** Appendix K Flexibilities and RA Letters. [Join online.](#)
- **Aug. 8, 2023, 2-4 p.m.:** IFDS, RADSE, and Out-of-State Travel. [Join online.](#)

Care managers working with Innovations Waiver participants should attend all four trainings. We will

record the trainings for individuals who cannot attend and to help train future staff.

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

VAYA HEALTH | vayahealth.com | providers.vayahealth.com



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