

Provider Touchpoint

Friday, February 23, 2024



VAYAHEALTH

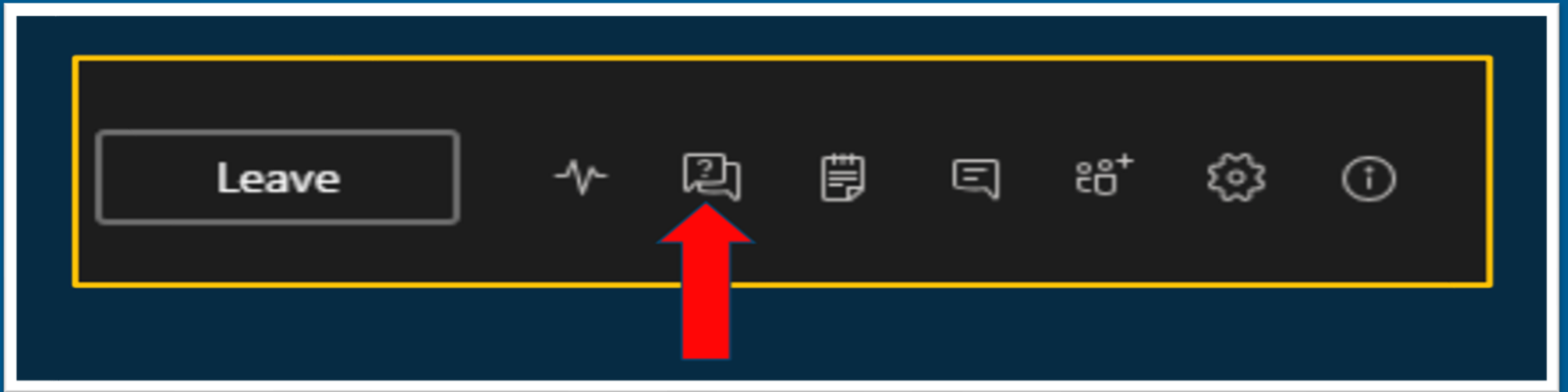
How does the Q&A work?

- 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.



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Archive:

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Today's Vaya Participants

David Boyd, BH Provider Network Director

Donald Reuss, Vice President of BH & IDD Network Operation

George Ingram, VP of Physical Health Network Operations and Value Based Contracting (**Host**)

Jennifer Jennings, Director of Substance Use Network Development

Kate Glance, Director of Regulatory Reporting

Dr. Melissa Hamm, BH/IDD/TBI Utilization Management (UM) Director

Today's Vaya Participants

Paul Tax, Data Analyst

Sarah Frei, Healthy Opportunities Pilot Director, Provider Network Operations

Stacey McClain, RN Manager, Care Management

Vanita Shipp, Mental Health Network Development Director

Walter Linney, BH & IDD PN Contract Manager

Utilization Management, Claims and Care Management teams

Today's Production Team

Breonna Martin, Provider Educator (Co-producer)

Cryss McMillan, Provider Educator (Producer)

Justine Tullos, Provider Education and Communications Manager (Q &A moderator)

Shamika Howard, Provider Educator (Co-producer)

Today's Guest Presenters



PHILIP COOPER

CHIEF CHANGE AGENT | CCHW, CPSS



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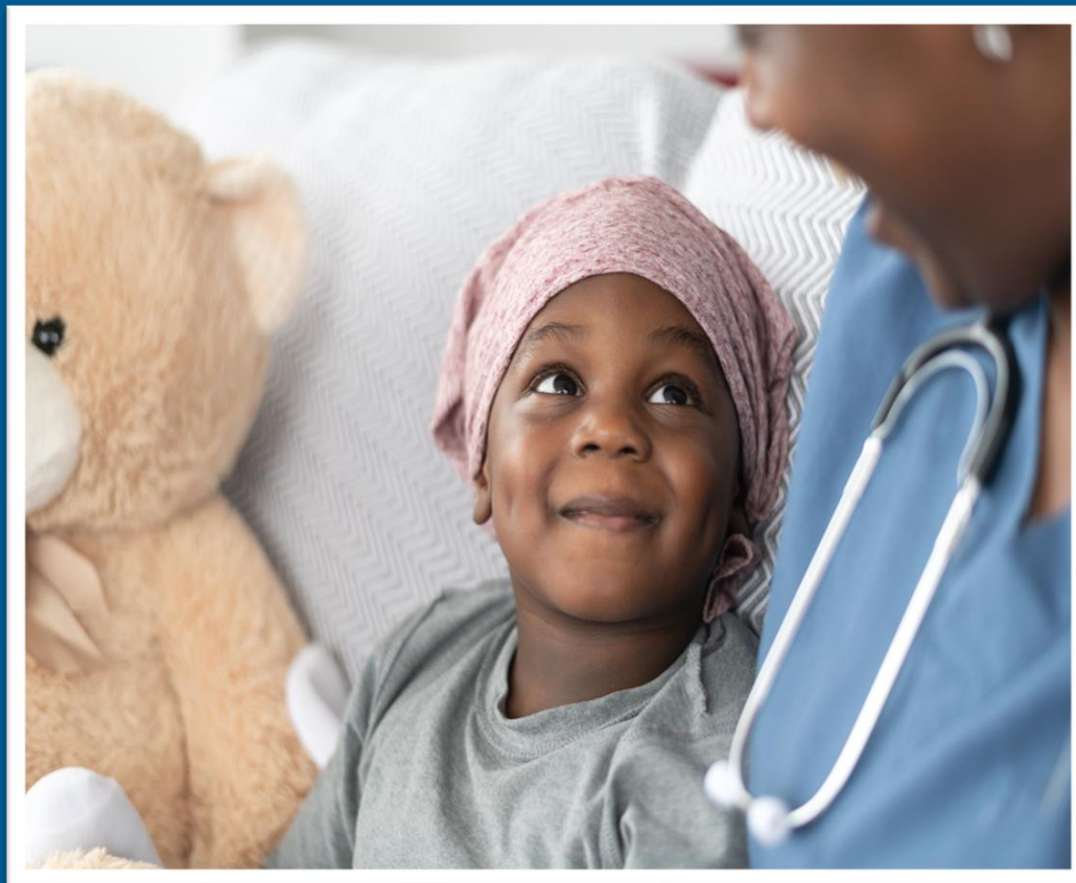
WELCOME
Vaya Health Providers

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National Day: Celebrating Black History Month

The **National Medical Association (NMA)** established in 1895, is the nation's oldest and largest organization representing African American physicians and health professionals in the United States.

- “Conceived in no spirit of racial exclusiveness, fostering no ethnic opposition, but born out of the urgency of the American environment...” the **NMA** extended equal rights and privileges to all physicians and health professionals.
- The **NMA** remains committed to eliminating disparities in health and attain professional medical care for all people.



Guest Presentation



PHILIP COOPER

CHIEF CHANGE AGENT | CCHW, CPSS

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🌐 www.operationgateway.org



Reentry – the OG Way

Decreasing recidivism by addressing
the social determinants of health of
returning citizens

www.operationgateway.org

Reentry Process

CHANGE AGENT



5 P's

Proper Planning Prevents Poor Performance

CHANGE AGENT

In Reach Wherever Possible

Prisons, Jails, Treatment Centers,
Residential Treatment Programs

WIOA Process

Start Working on steps prior to
discharge whenever possible

Fair Chance Employer Partners

Second Chance employers, recovery
friendly employers, but know that
those two are NOT equivalent.



Vocational Rehabilitation ASAP

Intake Appointments prior to
discharge whenever possible.

SNAP Benefits

Don't Wait to Apply. Complete
application prior to discharge

Driver's License Restoration

Research. Know the fines, know
the fees, know the process for
restoration.

SDOH

Social Determinants of Health



Social Determinants of Health
Copyright-free

 Healthy People 2030

01

Health Care Access and Quality

02

Neighborhood and Built Environment

03

Social and Community Context

04

Education Access and Quality

05

Economic Stability





“

If you make it hard for them to do good, then you make it easy for them to do bad

- Dennis Gaddy, The OG of NC Reentry





Vaya STRONG

- **Conversation started in 2019**
- **First contract was with YMI**
- **Next contract was with Land of Sky**
- **Black History was made when Operation Gateway signed contract on 2/9/24.**



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CHIEF CHANGE AGENT | GCHW, CPSS



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On Your Radar

NCDHHS Draft Olmstead Plan

- NCDHHS is seeking public comment on its *draft 2024-25 Olmstead Plan* now through March 7, 2024. [Provider Communication Bulletin 2023-24 Issue 39](#) (Feb. 22, 2024) includes a link to the draft.
- The plan is designed to help people with disabilities live in and experience the full benefit of inclusive communities.
- NCDHHS plans to publish the final, two-year plan in April 2024 and implement it in calendar years 2024 and 2025.
- To submit comments, email the [Technical Assistance Collaborative](#) (TAC) at ncolmstead@tacinc.org.
- For more information about the Olmstead Plan, visit the [NC Olmstead](#) page of the NCDHHS website. To learn about the U.S. Supreme Court's 1999 decision in *Olmstead v. L.C.*, visit the [Community Living and Olmstead](#) page of the U.S. HHS website.

NC CORE Payment Model for IPS-SE

Since Vaya [Provider Communication Bulletin 2023-24 Issue 34](#) (Feb. 1, 2024), which included a link to the updated **NC CORE Payment Model**, there is a slight change in the payment model as follows:

- For *Milestone 2, Collaboration with Career Profile*, the initial publication included a rate of \$2,120 and a billing frequency of “twice”. The revised standardized NC CORE Payment Model only allows a billing frequency of “once” with a rate of \$4,240 for the outcome “Completion of the Career Profile”.
- [Provider Communication Bulletin 2023-24 Issue 39](#) (Feb. 22, 2024) includes a link to the revised standardized **NC CORE Payment Model**.
- Prior authorization is *not required* for the milestones included in the model. For additional information, contact your provider network contract manager or email provider.info@vayahealth.com.

NC Innovations-Relative as Direct Support Employee (RADSE) Update

The federal Centers for Medicare & Medicaid Services (CMS) recently approved an amendment to the NC Innovations Waiver effective March 1, 2024. The amendment addresses changes resulting from the Feb. 29, 2024, expiration of Appendix K flexibilities, which were instated to support waiver participants during the COVID-19 public health emergency.

Providers, Employers of Record (EORs), and Managing Employers should note the guidance in the memo linked below, which pertains to Relatives as Direct Support Employees (RADSEs) for Innovations Waiver participants.

[Provider Communication Bulletin 2023-24 Issue 39](#) (Feb. 22, 2024) includes additional details.

For more information, contact your provider network contract manager or email providerinfo@vayahealth.com.

Additional Phone Support for Individuals living with MH Behavioral Health Needs

- On Feb. 20, 2024, NCDHHS launched a new, statewide [Peer Warmline](#) staffed by peer support specialists who offer non-clinical support and resources to those in crisis. Peer support specialists are people living in recovery with mental illness and/or substance use who provide support to others who can benefit from their lived experience.
- Run by the [Promise Resource Network](#) (PRN), working in tandem with the [988 Suicide and Crisis Lifeline](#).
- Like **988**, the warmline is available *24 hours a day, seven days a week*.
- Individuals who wish to speak with a peer can call the warmline at **1-855-PEERS NC (1-855-733-7762)**. Those who call **988** will also have the option to connect with the Peer Warmline if they prefer it.

Launch Date: Healthy Opportunities Pilot

NCDHHS has announced the [Healthy Opportunities Pilot \(HOP\)](#) will launch **May 1, 2024**.

- **HOP** is the nation's first comprehensive program to test and evaluate the impact of providing evidence-based, non-medical interventions related to housing, food, transportation, and interpersonal safety and toxic stress to eligible Medicaid beneficiaries.
- To qualify, Beneficiaries must be Medicaid Direct Enrollees who are eligible for Tailored Care Management (TCM); have at least one qualifying physical or behavioral health condition and one qualifying social risk factor, as [defined by NCDHHS](#); and reside in a county that is participating in the pilot.

The following counties in Vaya's region are participating in **HOP**:

- Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, and Yancey.
- [Impact Health](#) is the **HOP** Network Lead for these counties.

Launch Date: Healthy Opportunities Pilot

- **HOP** will cover the cost of 29 interventions defined and priced in the NCDHHS [HOP Service Fee Schedule](#).
- These services were selected based on their potential to improve health outcomes and/or lower health care costs and address the housing, food, transportation, and interpersonal violence and toxic stress needs of qualifying Medicaid beneficiaries.
- Providers can refer members who could potentially benefit from **HOP** services after the pilot launches by contacting the member's care manager or calling Vaya's Member and Recipient Service Line at **1-800-962-9003**, *available 7 a.m.-6 p.m., Monday-Saturday, including holidays*.

Service and Authorization Updates

Guidance on Sunsetting of Innovations Waiver and TBI Appendix K Flexibilities

On Nov. 22, 2023, the Centers for Medicare & Medicaid Services (CMS) approved the continuance of certain NC Medicaid Appendix K flexibilities, which were instated to support waiver participants during the COVID-19 public health emergency.

While some flexibilities were included in the State's amendments to the NC Innovations and TBI waivers and will be permanent effective March 1, 2024, other Appendix K flexibilities will end Feb. 29, 2024.

NC Medicaid has issued guidance outlining the permanent flexibilities approved in the Innovations Waiver amendment.

- For more information see "[Guidance on Sunsetting of Innovations Waiver Appendix K Flexibilities](#)" on the NC Medicaid website, and "[Guidance on Sunsetting of TBI Waiver Appendix K Flexibilities](#)".

QUESTIONS? call Vaya's Provider Support Service Line at **1-866-990-9712** or email UM@vayahealth.com.

1915(i) Authorization Guidelines Posted

Vaya's Utilization Management (UM) Team published authorization guidelines for all Medicaid 1915(i) Waiver services on the [Authorization Guidelines](#) page of our Provider Central website.

The guidelines went into effect **Feb. 19, 2024**.

If you have questions, email UM@vayahealth.com or call **1-800-893-6246, ext. 1513**.

NC Innovations Waiver Assistive Technology Vendors

As a reminder, NC Innovations Waiver Assistive Technology vendors must ensure they have *prior authorization* before services can be provided, *including annual service renewals*.

For renewals, vendors should contact the member's assigned care manager at least *four weeks prior to the authorization end date* to confirm whether services will be reauthorized.

To obtain the care manager's name and contact information, call Vaya Health's Provider Support Service Line at **1-866-990-9712**. The care manager can provide more information about service renewals and authorizations.

For questions contact your provider network contract manager or email provider.info@vayahealth.com.



Rates Updates

Rate Update – General Information

- In Dec. 2023, Vaya Health announced Standard Rates changes effective for date of service Jan. 1, 2024, for select service and codes across the following Medicaid Benefit Plans: Medicaid 1915(b) Clinician and Non-Clinician; 1915(b)(3); 1915(i); and 1915(c) (Innovations). Select Medicaid (c) (Innovations) Rate Changes are also in the process of being applied retroactive to July 1, 2023.
- Providers are responsible for ensuring that your billing systems are filing claims at or above the reimbursement rate to earn the full rate amount.
- When the Vaya standard rate becomes higher than an existing / approved provider-specific or member-specific rate, the latter will be lapsed or end-dated so that the higher rate is the one being paid.

Rate Updates – Claims Reprocessing

- Review the [Provider Communications Bulletin 2023-2024 Issue 31](#), Jan. 25, 2024, and updated Vaya Rate Schedule information.
- Visit the [Provider Touchpoint \(January 26, 2024\)](#) on our Provider Central webpage for additional details.
- To view current rate schedules, visit our [Rate and Checkwrite Schedules](#) webpage.
- Make changes to your claims and billing systems to ensure that you are billing at a rate at or above the new standard or contract rate.
- Once received, review the Attestation form, execute and return it to Vaya Health as instructed

If you have questions or need assistance, contact your Provider Network contract manager or email provider.info@vayahealth.com.

Tailored Care Management: Additional Information on Medicaid Rate Changes

Providers of Tailored Care Management (TCM) for Vaya members under the state's Medicaid 1915(c) (NC Innovations) or 1915(i) waivers should note the following changes to the TCM standard rates effective for dates of service beginning Feb. 1, 2024:

- **T1017 HT (Standard TCM):** New rate: \$343.97 (rate for dates of service through Jan. 31, 2024: \$269.66)
- **T1017 U4 (Add-on code for Innovations/1915[i] waivers):** New rate: \$79.73 (rate for dates of service through Jan. 31, 2024: \$78.94)

Two separate lines on the same claim are required when listing the standard and add-on codes listed above.

Tailored Care Management: Additional Information on Medicaid Rate Changes

If you have filed claims with a billed charge **at or above the updated rates**, Vaya will reprocess the claims to pay at the new, higher rate. However, providers who billed charges less than the updated rate will need to file replacement claims to be reimbursed at the higher rate.

Vaya has updated our standard rate schedules for Innovations Waiver and 1915(i) services to reflect this change. To view current rate schedules, visit the [Rate and Checkwrite Schedules](#) page of our Provider Central website.

Please remember to make necessary changes to billing systems, including in the **HHaEXchange** system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement.

QUESTIONS? Contact your *provider network contract manager* or email provider.info@vayahealth.com.

BH I/DD Tailored Plan Updates

Launch of the IDD Residential Vacancy Tracker

Beginning Feb. 19, 2024, network providers of I/DD services must report bed vacancies in Unlicensed or Licensed Alternative Family Living (AFL) sites and group homes to Vaya using our new online [I/DD Bed Board – Residential Vacancy Reporting Form](#)

Vaya teams that support referrals / admissions to residential facilities will use this information to:

- provide members with more immediate access to residential supports
- decrease the time / administrative burden associated with identifying available residential placements
- offer providers a more efficient process to fill vacant beds

Review the [job aid](#) on Vaya's Provider Central website.

QUESTIONS? contact your provider network contract manager or email provider.info@vayahealth.com.

1115 Substance Use Demonstration Waiver Update

NC Medicaid has announced a new publication date for two 1115 SUD Demonstration Waiver clinical coverage policies. The following policies will be posted to the [Program Specific Clinical Coverage Policies webpage on May 1, 2024](#):

- CCP 8A-12, Substance Abuse Intensive Outpatient Program (SAIOP), 2.1
- CCP 8A-13, Substance Abuse Comprehensive Outpatient Treatment (SACOT), 2.5

NC Medicaid has delayed implementation of four 1115 SUD Demonstration Waiver clinical coverage policies related to withdrawal management until May 1, 2024. For more information, see [Provider Communication Bulletin 2023-24, Issue 33](#) (Jan. 25, 2024).

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

1115 Substance Use Demonstration Waiver Update

NC Medicaid announced the following Clinical Coverage Policies have been posted for 45-day public comment:

- Clinically Managed Low Intensity Residential (ASAM 3.1)
- Clinically Managed Population Specific High Intensity Residential (ASAM 3.3)
- Clinically Managed Residential Services (ASAM 3.5)
- Medically Monitored Intensive Inpatient Services (ASAM 3.7)

Please use the link below to review the draft policies and provide any comments or feedback. The public comment period ends 4/7/24.

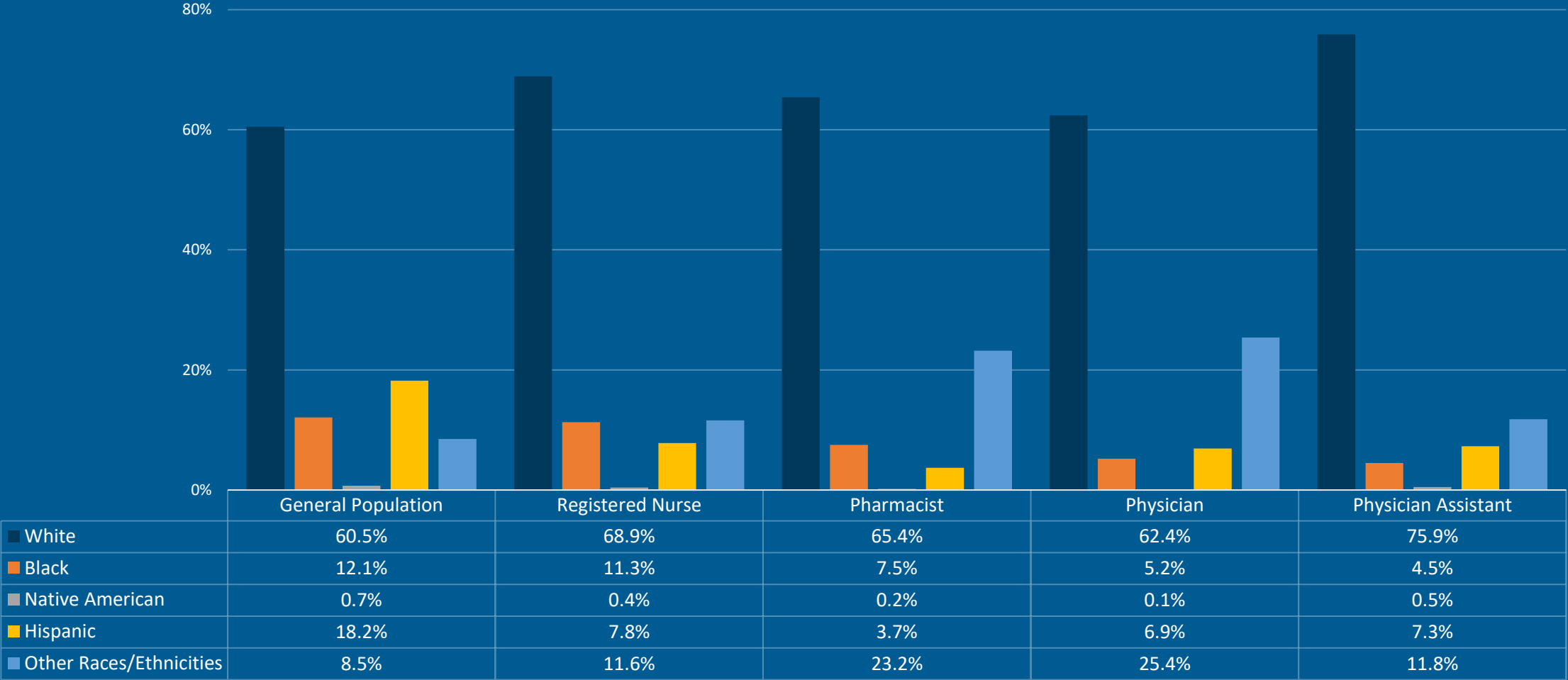
<https://medicaid.ncdhhs.gov/meetings-notices/proposed-medicaid-policies>

Quality Management Updates

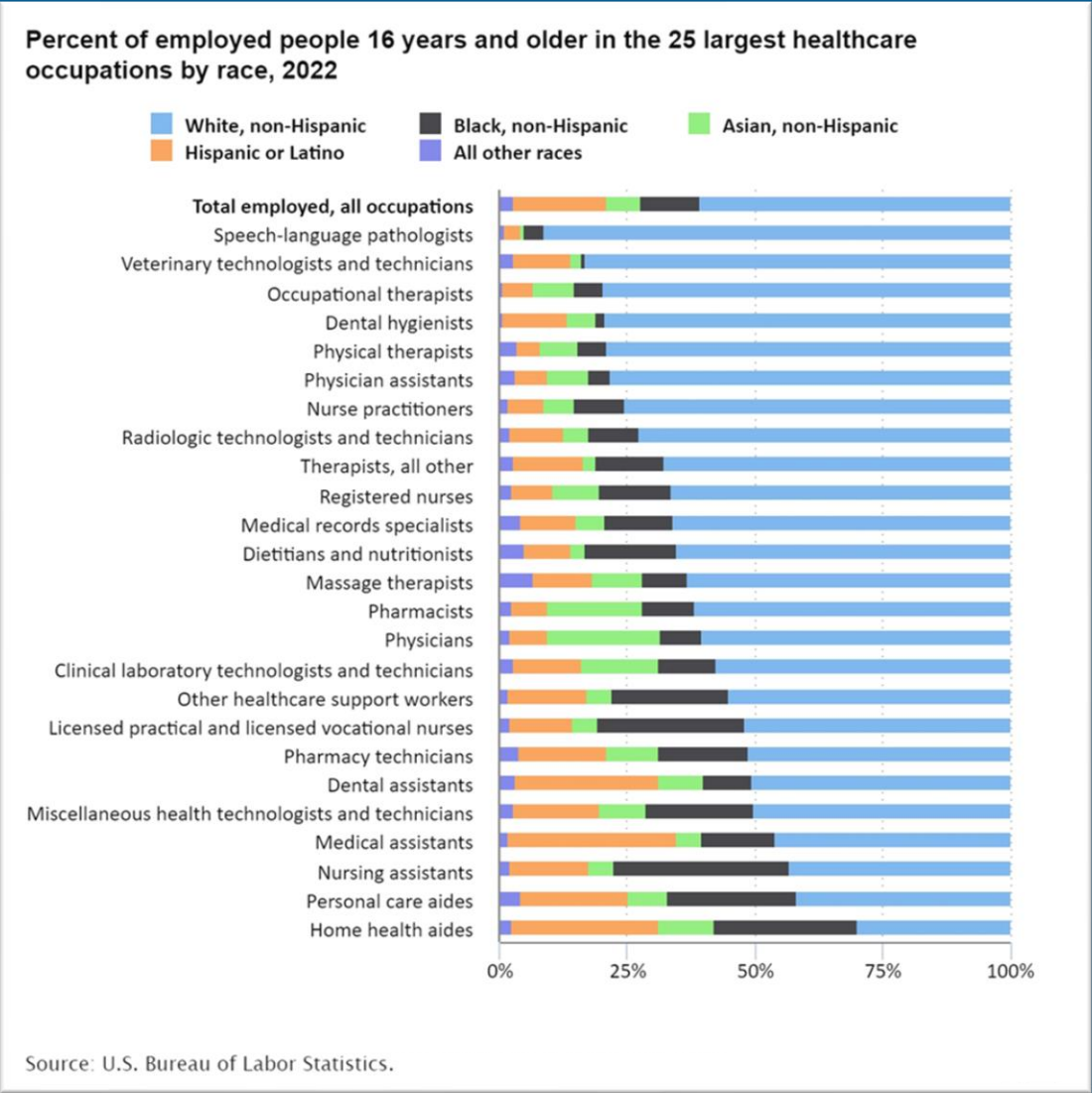
Vaya 2024 Provider Satisfaction Survey

- We encourage all Vaya network providers to participate. The annual survey will supplement the survey for providers contracted with LME/MCOs that historically has been administered by NCDHHS through a third-party vendor. Because the results of the NCDHHS survey were analyzed and provided in aggregate to LME/MCOs, we expect the annual Vaya survey to improve our ability to collect feedback to assess provider perceptions of our ability to interact with our provider network.
- We will also use survey results to help us provide targeted training and support to network provider organizations, as well as providing Vaya region specific data to the Provider Advisory Council.
- You can access the survey here, in the Provider Communication Bulletin, or on Provider Central:
 - [_2024 Vaya Health Provider Satisfaction Survey](#)
- The survey is now available through March 8, 2024, and takes 10-15 minutes to complete. Email questions to provider.info@vayahealth.com.

Diversity in Healthcare Professions (2019 ACS Survey)



Diversity in Healthcare Professions (2022 US Bureau of Labor)



Learning and Participation Opportunities

Youth Substance Use Webinar

The North Carolina Department of Justice (NC DOJ) and NCDHHS will host a youth substance use webinar as part of NC DOJ's [Protecting the Next Generation of North Carolinians](#) series.

Next webinar is on February 28, 2024, [Register online](#).

Presenters:

- *Kelly Crosbie*, MSW, LCSW, director of the NC Division of MHDDSSUS
- *Randy Abbott*, parent advocate, recovery resource advocate, Alcohol/Drug Council of NC
- *Jarmichael R. Harris*, MS, LCAS, director of Scholastic Recovery, Addiction Professionals of NC
- *Josh Stein*, NC Attorney General

To learn more about this webinar series, which includes previous sessions on [Safe Gun Storage](#) and [Online Crimes](#), visit the [NC DOJ website](#).

Scholarship Opportunity for Individuals Pursuing their Clinical Licensure

[Rapid Resource for Families](#) (RRFF) and the [Family Focused Treatment Association](#) (FFTA) have partnered to offer five **\$10,000** scholarships to individuals interested in pursuing their clinical license to address workforce shortages in the child welfare and/or behavioral health sectors.

Applications are open through March 14, 2024, for individuals seeking to enroll or who are enrolled in a master's degree program in the 2024-25 academic year and who plan to obtain clinical licensure and work in North Carolina upon completion. [Apply online](#)

For more information, contact Rapid Resource For Families Executive Director Meredith Newman at mnewman@ncrapidresource.org or call 1-980-505-4376.

Pathways to Permanency: Prudent Parenting and Normalcy

The [Pathways to Permanency](#) project's "Common Language and Shared Understanding" workgroup and [Rapid Resources for Families](#) will offer several training sessions in *prudent parenting and normalcy* for youth in foster care. The target audience for these sessions is foster parents and professionals who work with families and youth involved in the foster care system.

Prudent parenting and normalcy are not only a standard of practice – they are legally required to help ensure children and adolescents in foster care can thrive in environments where they can experience typical youth experiences. Participants in this 90-minute virtual training will learn about:

- The [reasonable and prudent parenting standard](#)
- Normalcy activities for youth in foster care
- Tips for encouraging prudent parenting and normalcy

Pathways to Permanency: Prudent Parenting and Normalcy

Register online by selecting one of the following training date links below:

- [Feb. 29, 2024, 6-7:30 p.m.](#)
- [March 13, 2024, 11:30 a.m.-1 p.m.](#)
- [March 28, 2024, 5-6:30 p.m.](#)

For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com

Pathways to Permanency: Health Plan 101

Free, 90-minute virtual training to provide an overview and develop a shared understanding of the key functions of health plans. [Register online](#) for one of the dates below:

- March 8, 2024, 11-12:30 p.m.
- March 15, 2024, 10-11:30 a.m.
- March 18, 2024, 2-3:30 p.m.
- March 20, 2024, 10-11:30 a.m.

You may register for *any region*, regardless of where your organization is located. Once you register, you should receive an email with the virtual link. If you do not see the email in your inbox, please check your spam folder.

QUESTIONS?

- Email Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com.



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, March 8, 2024



VAYAHEALTH