

Behavioral Health Provider Touchpoint

Friday, April 19, 2024



VAYAHEALTH

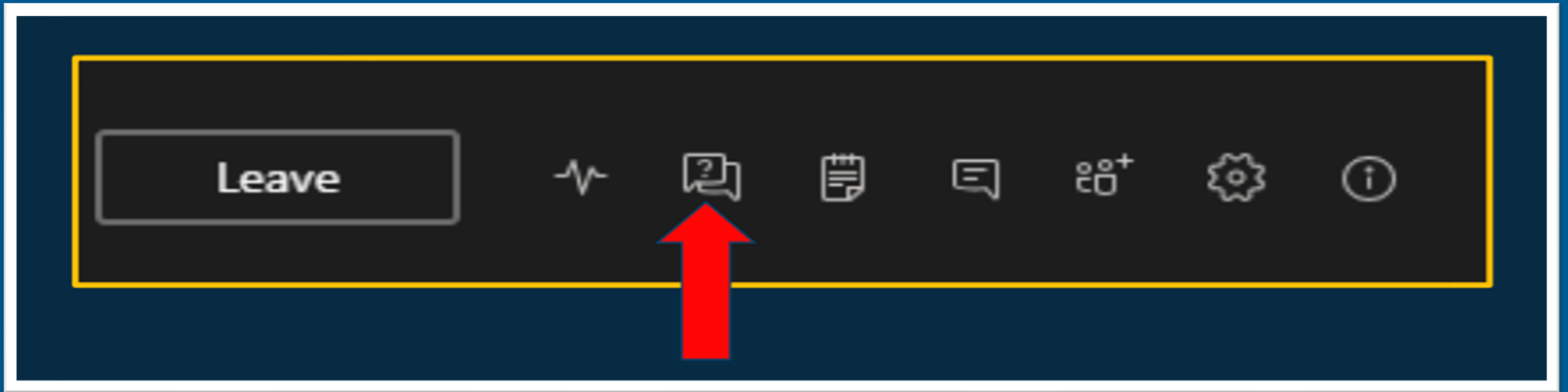
How does the Q&A work?

- 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.



Where can I find ...

Provider Touchpoint recordings and
resources:

[Provider Central](#) > [Learning Lab](#) >
[Provider Touchpoint](#)

Provider Communication Bulletin sign-
up and archive:

[Provider Central](#) > [Learning Lab](#) >
[Communication Bulletins](#)

Today's Vaya Participants

Angela Evans, Utilization Management BH Clinical Director

Kurt Boldt, Asst. Vice President of PH Network Operation & VB contracting (Host)

David Boyd, BH Provider Network Director

Donald Reuss, Vice President of BH & IDD Network Operation

George Ingram, Vice President of PH Network Operation & VB contracting

Kate Glance, Regulatory Reporting Director

Patty Wilson, Vice President of learning & Development

Vanita Shipp, Mental Health Network Development Director

Sarah Frei, Healthy Opportunities Pilot Director

Tommy Duncan, Provider Education & Communications 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, Administrative Support Professional (Q&A moderator)

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WELCOME
Vaya Health Providers

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Earth Day

- Earth Day is an annual celebration that honors the achievements of the environmental movement and raises awareness of the need to protect Earth's natural resources for future generations.
- Earth Day is celebrated on April 22 in the United States and on either April 22 or the day the spring equinox occurs throughout the rest of the world.



[Earth Day \(nationalgeographic.org\)](https://www.nationalgeographic.org/earth-day/)





On Your Radar

Vaya Learning Summit 2024

Strengthening Our Foundation for Success

Thursday, May 2, 2024

- Register on MAHEC's [Vaya Learning Summit 2024](#) webpage.
- For assistance, email registration@mahec.net or call 828-257-4475.
- The registration fee for the day is \$50, with CEUs available.

Session Topics

- Neurocognitive Disorders: The Basics of Dementia
- Working Together to Improve Maternal Health
- Tools to Strengthen Our Approach to Health Disparities and Ethics
- Facing the Emotional Challenges of Chronic Illness
- 1115 Substance Use Demonstration Waiver and Stigma Awareness/The Impact of Alcohol Exposed Pregnancies: An Overview of Fetal Alcohol Spectrum Disorders
- Building Hope: A Foundation for Suicide Awareness and Prevention

Maternal Health Outcomes Presentation

Objectives:

- Examine recent data and underlying trends associated with maternal health outcomes
- Understand the influence of historical context and structural racism on maternal health outcomes
- Recognize emerging strategies and solutions aimed at addressing vital conditions associated with maternal health

Vaya Telephone Service Lines Overview

Vaya's service lines include:

Provider Support Service Line: **1-866-990-9712**

- This line is available 7 a.m.-6 p.m., Monday-Saturday, including holidays, for providers who have general questions, need technical assistance, or would like to request to add a site or service.

Member and Recipient Service Line: **1-800-962-9003**

- This line is available 7 a.m.-6 p.m., Monday-Saturday, including holidays, to help Vaya members/recipients and the public with non-emergency issues and questions.

Behavioral Health Crisis Line: **1-800-849-6127**

- This line is available 24 hours a day, seven days a week, to all members, recipients, and residents of Vaya's region experiencing a mental health or substance use disorder crisis.

Vaya Telephone Service Lines Overview

What Can I Expect When Calling Vaya:

- Vaya is required to verify the identity and/or organizational affiliation of Provider Support Service Line callers, even when the representative is familiar with the caller.
- To do this, the agent will ask for your provider organization's **National Provider Identifier (NPI)** group number or **tax ID number (TIN)**, also known as **Employer Identification Number (EIN)**.
- Provider's calling about a specific member/recipient must provide **three pieces** of member/recipient-identifying information, such as first and last name, date of birth, and either Social Security Number or Medicaid ID number.

Healthy Opportunities Pilot

- Vaya will launch The [Healthy Opportunities Pilot \(HOP\)](#) on May 1, 2024 for Tailored Care Management (TCM) Eligible – Medicaid Direct Members.
- 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, Vaya beneficiaries must:
 - Be a Medicaid Direct Enrollee who is 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](#);
 - Reside in a county that is participating in the pilot.

Healthy Opportunities Pilot

- These Vaya counties 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.

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.
- For more information link to Vaya's [Healthy Opportunities](#) webpage.

Healthy Opportunities Pilot

- 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.*

CHESS HEALTH App Announcement

- The NC Division of Mental Health, Developmental Disabilities and Substance Use Services (Division of MHDDSUS) is partnering with [CHESS Health](#) to offer free access to the [Connections App](#).
- Connections is an evidence-based smartphone app that reinforces coping and recovery skills, to interested providers in LME/MC) networks.
- CHESS Health is a digital health company with a mission to address substance use disorder (SUD) through evidence-based solutions.
- The company's Connections app offers support through 24/7 access to a team of certified peer recovery support specialists with a variety of backgrounds, lived experiences, and recovery pathways.
- The app also includes a care management dashboard, analytics, and a rewards module for contingency management. [Learn more](#).

CHESS HEALTH App Announcement

- Vaya will work with CHESS HEALTH to support this initiative through outreach to network behavioral health providers.
- In the coming weeks, be on the lookout for an email from CHESS HEALTH inviting your organization to a short webinar about using the Connections app.

COVID-19 Mitigation Funding Announcement

- Vaya has received funding for **COVID-19** mitigation and is partnering with [NC MedAssist](#) to purchase testing supplies for providers.
- NC MedAssist has developed an online form for providers to order **COVID-19** testing supplies at *no cost*.
 - Supplies include testing kits, gloves, wipes, and masks. To place an order, visit <https://medassist.org/prevention/> and enter the password “**STOPCOVID**” by *June 30, 2024*.
 - All orders will be delivered directly to providers.

COVID-19 Mitigation Funding Announcement

Providers may submit funding proposals for any of the following COVID-19 mitigation strategies:

- Testing staff and clients in shelters, group homes, residential treatment facilities, day programs, and room and board programs.
- Purchasing resources for testing-related operating and administrative costs otherwise supported by these housing programs.
- Hiring workers to coordinate resources, develop strategies, and support existing community partners to prevent infectious disease transmission in these settings.

COVID-19 Mitigation Funding Announcement

- Procuring tests and other mitigation supplies for people experiencing homelessness and for those living in congregate settings (e.g., thermometers, smocks, liquid soap, paper towels, hand sanitizer, face shields)
- Installing temporary structures, leasing properties, or retrofitting facilities as necessary to support **COVID-19** testing and mitigation (e.g., touch-free hand-sanitizing stations, touch-free hand dryers in restrooms, air purifiers, HVAC air scrubbers, light sanitizer wands)
- Creating capacity for quarantine and other **COVID-19** mitigation strategies through additional staffing or space allocation to serve people with behavioral health conditions

For more information or to submit a proposal, email vanita.shipp@vayahealth.com or jennifer.jennings@vayahealth.com; *deadline for proposals is April 30, 2024.*

Update to NCTracks: Reverification Terminations for Providers of State-funded Services

- Effective **May 19, 2024**, NCDHHS will update the NCTracks termination process for providers who fail to complete the reverification process or whose reverification application is denied due to a negative background finding.
- In these cases, [NCTracks](#) currently *terminates the provider* from participation in NC Medicaid plans only. Moving forward, *the termination will also apply to provision of State-funded services* administered by the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDDSUS).

Update to NCTracks: Reverification Terminations for Providers of State-funded Services

- Examples of negative background findings include failure to complete fingerprinting, incorrect data, or expired credentials (e.g., license, accreditation, certification).
- Providers who are terminated from health plan participation *must submit a reenrollment application* to continue rendering services to NC Medicaid beneficiaries or recipients of State-funded services.
- For more information and links to training documents, visit the [Provider Re-credentialing/Re-verification](#) page of the NCTracks website.

Seeking Input: 2024 Direct Support Profession Survey

- The Division of MHDDSUS is seeking input from direct support professionals to help shape the design of future workforce development initiatives.
- This [anonymous online survey](#) takes about two minutes to complete and is open through **April 26, 2024**.

Service and Authorization Updates

Updates to Provider Portal Authorizations

- Today, providers will notice a few changes to the Authorizations page of our [Provider Portal](#).
- We will replace the “Unable to Process” (UTP) decision status with “Dismissed.”
- When viewing an authorization request, the status will appear as “Void” in the authorization header, rather than “Approved” as was previously displayed.
- The decision status will reflect the reason Vaya was unable to process the request. The “Dismissed” status will appear in the Services section under Status when the authorization is open in the portal.

Updates to Provider Portal Authorizations

- We will add two new authorization templates to reduce provider burden and ensure requests are quickly routed to appropriate Utilization Management (UM) staff for review:
 - Research-Based Behavioral Health Treatment (RB-BHT) for Applied Behavior Analysis (ABA) Service Providers
 - I/DD Residential for Medicaid Long-term Community Supports (LTCS) and State-funded I/DD or Traumatic Brain Injury (TBI) Residential Services, including Supervised Living

Please note: To see the decision status for each service on a service authorization request (SAR) with multiple service lines, open the full authorization in the portal.



Rates Updates

Standard Rate Schedule for Medicaid 1915(b) Clinician-Based Services For LPAs

- In [Provider Communication Bulletin 2023-24 Issue 47](#) (March 28, 2024), Vaya announced updates to our Standard Rate Schedule for Medicaid 1915(b) Clinician-Based Services to align with new NC Medicaid fee schedules.
- Additionally, Vaya is updating our licensed psychological associate (LPA), License Group 128, clinician rates for the full series of Psychological Testing CPT codes 96110 to 96137.
- The approved rate increases fully match clinician rates for licensed psychologists (LPs), License Group 109, for these codes.
- The increases are effective retroactive to Jan. 1, 2024, and are available on the [Rate and Checkwrite Schedules](#) page of our Provider Central website.

Standard Rate Schedule for Medicaid 1915(b) Clinician-Based Services For LPAs

- Vaya will reprocess claims that were previously filed at or above the higher charge to support the higher reimbursement rate.
- If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

BH I/DD Tailored Plan Updates

Tailored Plan Launch Timeline

Key Date	Event
April 13, 2024	Tailored Plan Auto-Enrollment begins.
April 15, 2024	Beneficiary Choice Period begins; Beneficiaries can choose a Primary Care Physician (PCP) by contacting their Tailored Plan.
May 15, 2024	Last day for beneficiaries to choose a PCP before PCP auto-assignment
May 16, 2024	PCP Auto-Assignment (by Tailored Plan) for beneficiaries who have not chosen a PCP.
May 23 – June 7, 2024	Tailored Plans begin mailing welcome packets and ID cards with PCP assignment beneficiaries.
July 1, 2024	Tailored Plan launch.

What is the PCP Selection Period

- The PCP Selection Period is the time in which members can select their preferred Primary Care Provider for Tailored Plan.
- Members may choose a PCP during the Selection Period from the dates of **April 15 - May 15, 2024**, by contacting their Tailored Plan.
- Members who do not choose a PCP during this time will be auto- assigned a PCP by the Department of Health Benefits (DHB) starting on **May 16, 2024**.
- Member mailings and new Medicaid ID cards (with selected PCP) will be mailed out from **May 23 - June 7, 2024**.

What is the PCP Selection Period

- The selected PCP choice will be effective once Tailored Plan launches on **July 1, 2024**.

Please note: Members can change their PCP without cause at anytime within 30 days of PCP assignment and up to 2 times annually by calling Vaya member services.

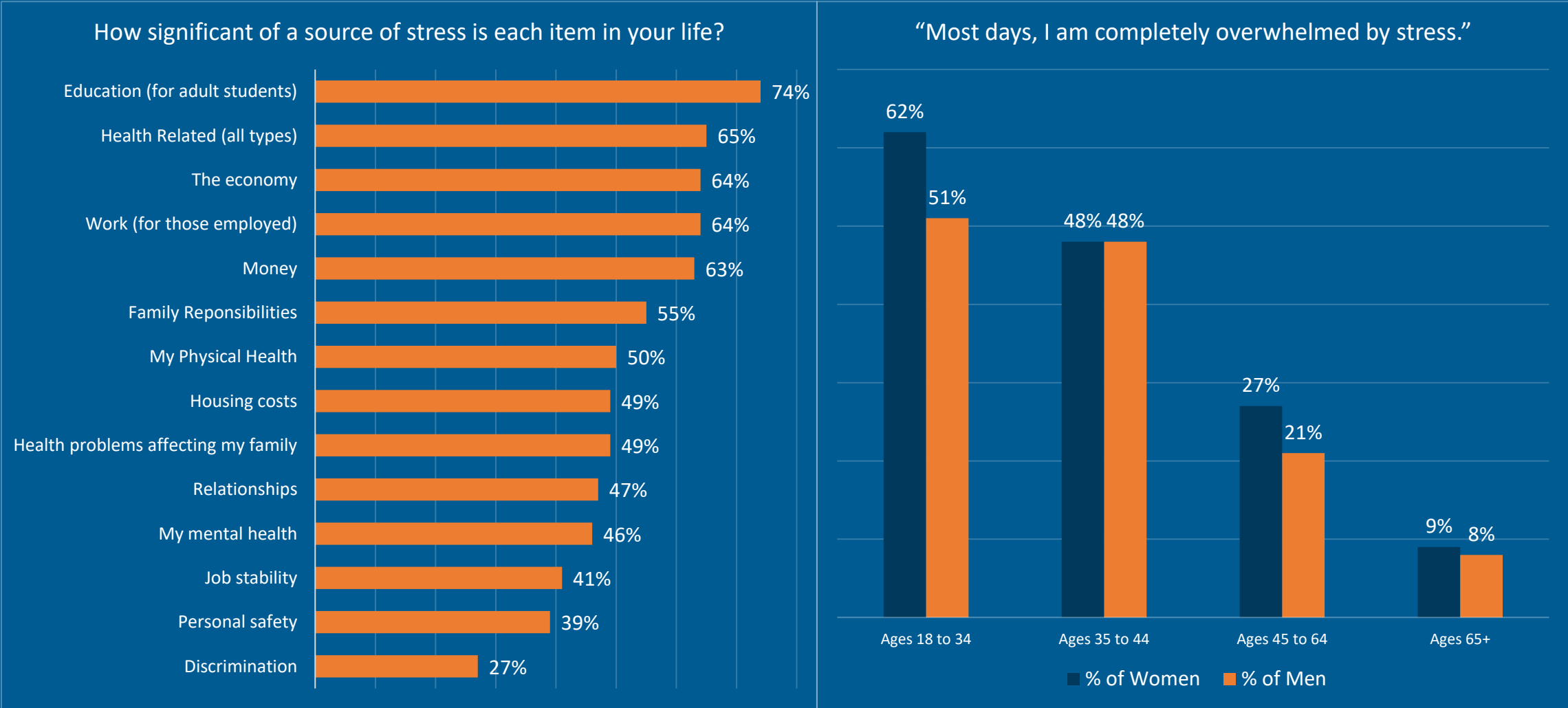
Tailored Plan: Checklist for Providers

Providers are encouraged to complete the following activities before the Tailored Plan (TP) launches on **July 1, 2024**.

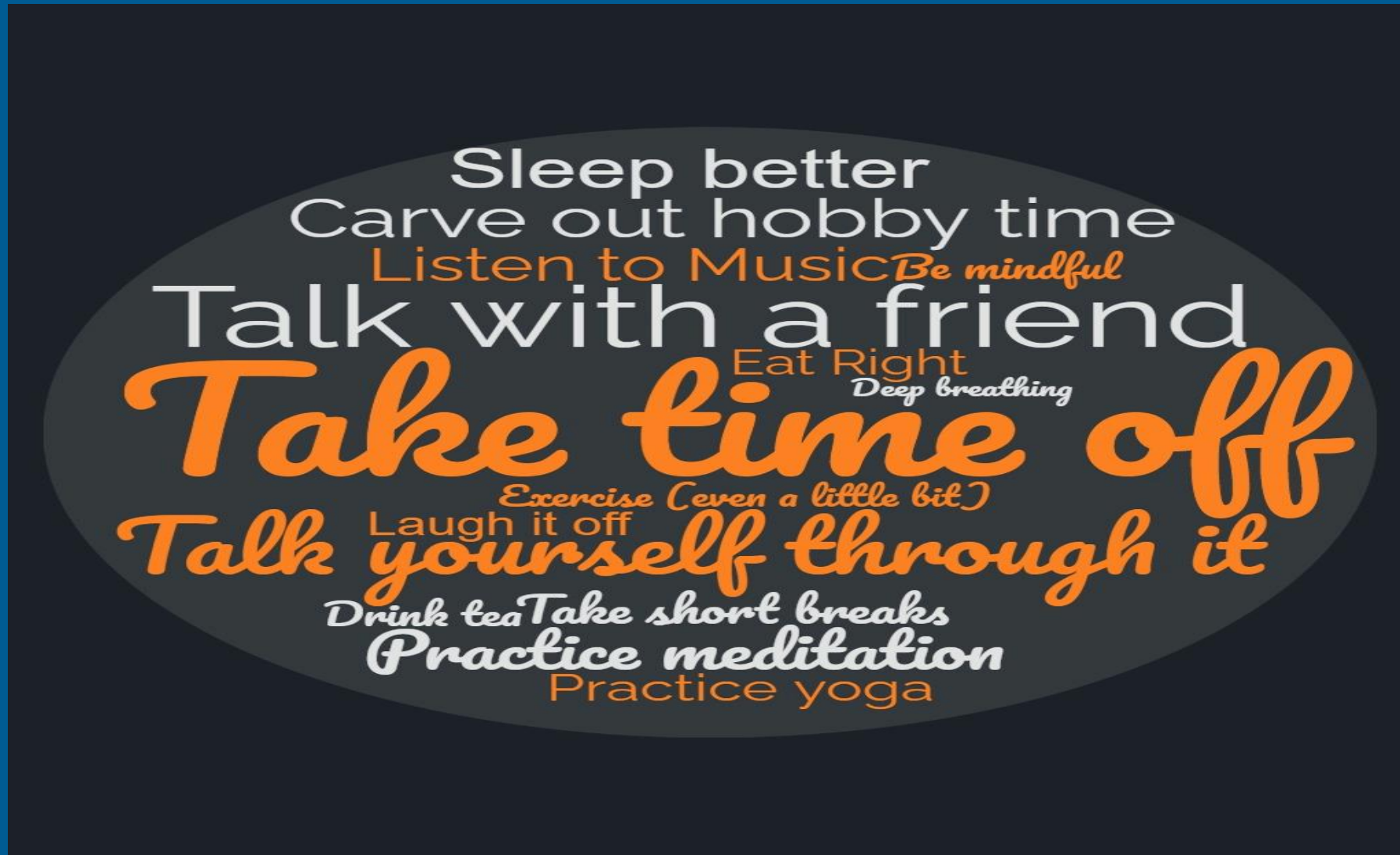
- Review the terms of your contract with each Tailored Plan.
- Notify/educate your office staff of the Tailored Plans with which you are contracted, as well as the areas of service covered by that agreement.
- Review your NCTracks provider record for accuracy and submit changes using the Manage Change Request (MCR) process.
- Encourage current members/beneficiaries to respond to the enrollment notification to self-select a PCP before May 16, 2024.

Quality Management Updates

Stress Awareness Month



Need a way to relieve some stress?



Learning and Participation Opportunities

Residential Roundtable Quarterly Meeting

Today, April 19, 2024, 2-4 p.m.

[Join on Microsoft Teams](#)

- Vaya hosts a quarterly residential roundtable for child residential providers.
- This collaborative effort aims to build connections and strong working relationships between Vaya and providers.
- For more information or to request agenda items, email provider.training@vayahealth.com.

NCCDD RFA: Proactive Approaches to Justice for People with I/DD

- The [North Carolina Council on Developmental Disabilities](#) (NCCDD) is seeking applications to invest in proactive approaches to keeping individuals with I/DD safe and out of the criminal justice system during emergency situations and crises. [Apply online](#) by 5 p.m., May 31, 2024.
- For more information, see the [RFA announcement](#) on the NCCDD website.
- NCCDD staff will host a virtual grant application workshop from April 22, 2024. The event will include a Q&A session. [Join on Zoom](#) (Meeting ID: 161 911 3298, Passcode: 372286) or call in at 646-828-7666.
- If you have questions and cannot attend the workshop, email RFAinfo@nccdd.org.
- After the event, NCCDD will post all questions and responses on the [Apply for RFAs](#) page of its website.

Early Childhood Training Opportunity for Clinicians in **Mitchell and Yancey Counties**

- [The NC Child Treatment Program](#) (CTP) is collaborating with the North Carolina Administrative Offices of the Courts, the Safe Babies Courts State Advisory Committee, and NCDHHS to launch Safe Babies Court Team pilot programs in several North Carolina counties, including Mitchell and Yancey.
- [Safe Babies Court Team](#) is a zero to three program that aims to reduce the time a child spends in foster care before reaching a permanent, safe home.
- NC CTP will offer training and implementation support for mental health organizations and clinicians who wish to learn and practice child-parent psychotherapy (CPP) as part of the Safe Babies Court Team.

Early Childhood Training Opportunity for Clinicians in **Mitchell and Yancey Counties**

- Providers can apply for CPP training tuition support. NC CTP will host an information session for from 12-1 p.m., April 22, 2024. [Join on Zoom](#).
- If you have questions, email Beverly Glienke at beverly.glienke@duke.edu.

Head Injury ECHO for Providers

Each Wednesday from April 24-May 29, 2024, 4-5 p.m.

- This six-week training series is designed for primary care providers, interdisciplinary experts, and non-clinical support staff involved in the care of individuals with TBI.
- Continuing education credits will be provided.
- [Register here.](#)
- For questions, email Erinn Barnett, Head Injury ECHO for Providers Project Coordinator, at ecbarnett@alaska.net.

I/DD Statewide Town Hall in Charlotte

May 2, 2024, 6:30 p.m. (in-person and zoom option)

The North Carolina Council on Developmental Disabilities (NCCDD) is hosting a town hall meeting focusing on key priorities for developmental disabilities in North Carolina. [Register here.](#)

In-person location: [Double Tree by Hilton Hotel Charlotte Airport](#)



Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Friday, May 3, 2024



VAYAHEALTH