

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, May 3, 2024



VAYAHEALTH

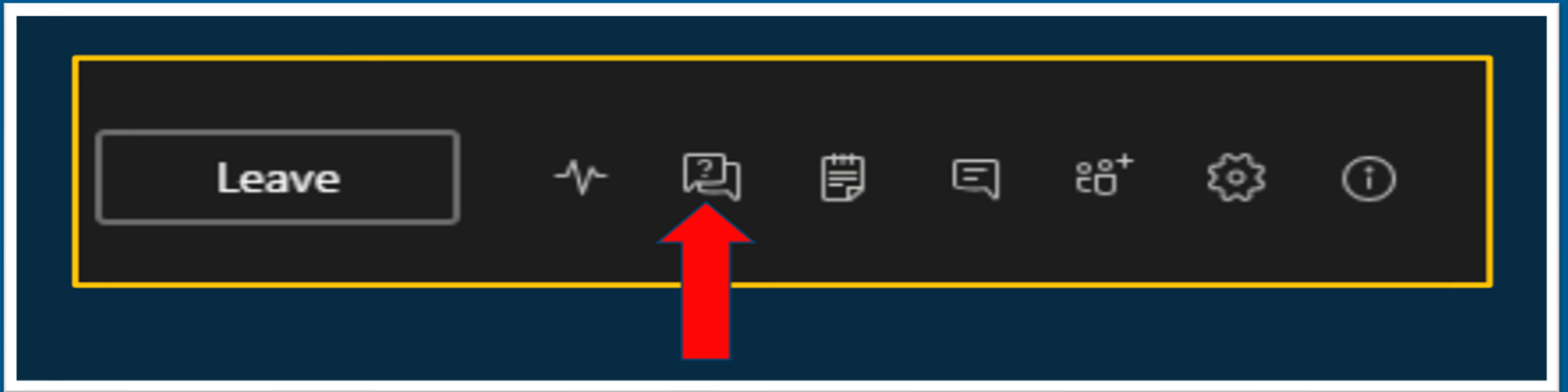
How does the Q&A work?

- 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

Casey Pialet-Forgrave, TCM Oversight Manager

Donald Reuss, Vice President of BH & IDD Network Operation (**Host**)

Edel Santos, Assistant VP of Clinical Solutions

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

Jennifer Jennings, Substance Use Network Development Director

Kate Glance, Regulatory Reporting Director

Tommy Duncan, Provider Education & Communications Manager

Utilization Management, Claims, and Care Management teams

Today's Production Team

Breonna Martin, Provider Educator (Co-Producer)

Justine Tullos, Administrative Support Professional (Q&A Moderator)

Shamika Howard, Provider Educator (Producer)

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WELCOME
Vaya Health Providers

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Cinco de Mayo

- Cinco de Mayo, or the Fifth of May, is a holiday that celebrates the date of the Mexican army's May 5, 1862, victory over France at the Battle of Puebla during the Franco-Mexican War.
- In the United States, Cinco de Mayo is widely interpreted as a celebration of Mexican culture and heritage, particularly in areas with substantial Mexican American populations.
- Chicano activists raised awareness of the holiday in the 1960s, in part because they identified with the victory of Indigenous Mexicans (such as Juárez) over European invaders during the Battle of Puebla.



Cinco de Mayo

- Today, revelers mark the occasion with parades, parties, mariachi music, Mexican folk dancing, and traditional foods such as tacos and mole poblano.



Mental Health Awareness Month



- Mental Health Awareness Month was established in 1949 to increase awareness of the importance of mental health and wellness in Americans' lives and to celebrate recovery from mental illness.
- For the past 20 years, the Substance Abuse and Mental Health Services Administration (SAMHSA) has recognized Mental Health Awareness Month (MHAM) every May to increase awareness about the vital role mental health plays in our overall health and well-being.

Mental Health Awareness Month



- Vaya is proud to join this national movement to combat stigma, provide support, educate the public, and advocate for people with mental illness.

Legislative Updates

Legislative Updates

- The General Assembly session has begun, and legislators have started to file bills. We will be monitoring bills that affect health care, LMEs, and providers.
- Legislative leaders say the goal of this session is to update the second year of the biennial budget that begins July 1 and not tackle big policy issues. (But they always say that.)
- The state's finance experts show about a \$1.4 billion surplus based on the latest projections.
 - That would translate into about a 5-10% surplus when the books close June 30. That's healthy, but not a bonanza.
- The other important development is the announcement of the Samantha R lawsuit settlement, which will prescribe changes to how those with I/DD are served by the public system.
 - We are still researching details of the settlement and will have more to share with you later.



On Your Radar

Introduction to Vaya Provider Touchpoint Webinar for Physical Health Providers

May 8, 2024, 11 a.m.-12 p.m.

The **Introduction to Vaya Provider Touchpoint** webinars offers physical health providers an opportunity to learn more about Vaya and how we will work together when the Behavioral Health and I/DD Tailored Plan launches July 1, 2024.

All Vaya network providers are welcome to join.

INTRO TO VAYA PROVIDER TOUCHPOINT - MAY 8, 2024

Please note: Beginning in June 2024, we will also offer in-depth Provider Orientation webinars. These webinars will prepare physical health providers to do business with Vaya.

Request for Feedback from TCM Providers

- The [NC Standardized Care Management Monitoring Tool](#), developed by LME/MCOs in collaboration with NCDHHS, will be used to conduct annual monitoring of plan- and provider-based Tailored Care Management (TCM) per the TCM Provider Manual.
- The tool is available on the [Tailored Care Management](#) page of Vaya's Provider Central website.
- Vaya encourages TCM providers to review the tool and submit feedback and any questions by email to Medicaid.TailoredCareMgmt@dhhs.nc.gov no later than Friday, May 10, 2024.
- NCDHHS and LME/MCOs will compile a Q&A document to share with providers.

Job Fair and Hiring Event (Haywood County)

Mountains of Talent Fest

May 16, 2024, 2pm- 6pm

- Vaya network providers in the western counties are encouraged to host a table at this job fair and hiring event.
 - There is no cost for space, but it is limited to 100 tables for employers and resource groups.
 - This hiring event will be open to all jobseekers.
 - Smoky Mountain Event Center (formerly Haywood County Fairgrounds), 758 Crabtree Road, Waynesville, NC 28785
- **To request a table for this event:** call NCWorks (828) 558-6172 or email haywoodcounty@ncworks.gov.
- RSVP by May 10, or sooner, if you would like to participate in this event.
- The flyer for this event will be available later today, along with the slide deck and recording of today's webinar, on the [Provider Touchpoint](#) page of Provider Central.



Provider Portal Updates

Provider Portal Training: Authorizations

May 8, 2024, 2-5 p.m.

- Vaya will host a virtual training on how to view and complete authorizations in the Vaya [Provider Portal](#).
- All network providers are welcome to join, if you are new to using the portal, need a refresher course, or have questions.
- No prior registration is required. [Join on Microsoft Teams](#).
- Job aids and previously recorded trainings are available on the [Resources](#) page of our Provider Central website.
- If you have questions about this training, email provider.training@vayahealth.com.

Service and Authorization Updates

Delayed Implementation of Substance Use Waiver Services

- NC Division of Health Benefits (DHB) has announced that the following services **will not** promulgate on 5/1/24 as previously indicated:
 - Substance Use Intensive Outpatient (SAIOP)
 - Substance Use Comprehensive Outpatient (SACOT)
 - Ambulatory Withdrawal Management with/without extended onsite monitoring (ASAM 1 WM and 2 WM)
 - Clinically Managed Residential Withdrawal Management (ASAM 3.2 WM)
 - Medically Monitored Intensive Withdrawal Management (ASAM 3.7 WM)
- At this time, no date has been announced by the Department on when these services will promulgate.
- If you have any questions, or would like more information, please email provider.info@vayahealth.com.

1915(i) Updates

1915(i) Annual Assessment Guidance

- NCDHHS has provided guidance on annual assessments for members who are eligible for 1915(i) home- and community-based (HCBS) services:

Annual Assessment Requirements

- Per federal regulations, the independent assessment must be conducted **at least every 12 months** (and more frequently if the member's support needs or circumstances change significantly) to use in revising the member's plan of care/Individual Support Plan (ISP).
- Care managers should work toward aligning member reassessments with the member's birth month.

1915(i) Annual Assessment Guidance

- To help stagger reassessment timelines, some members may require an off-cycle reassessment:
 - **Example 1:** A member had an eligibility determination in July 2023 and has a September birthday. If the member has not yet been reassessed, they should be reassessed now (in May). The member can be reassessed again in September to align their eligibility with their birth month.
 - **Example 2:** A member had an eligibility determination in July 2023 and has a May birthday. The member should be reassessed now (in May) to align their eligibility with their birth month.

1915(i) Annual Assessment Guidance

- **Please note:** The NCDHHS guidance for 1915(i) assessments is different than its NC Innovations Waiver guidance
- NCDHHS is encouraging completion of reassessments 60 days prior to the end of the member's eligibility; however, this is not required.
 - For example, reassessments for members who were initially assessed in July 2023 should begin now.

1915(i) Annual Assessment Guidance

Service Orders

- NCDHHS has clarified that 1915(i) services do not require separate service orders if the member has signed their plan of care/ISP.
- The Department also has published [a reminder about the transition to 1915\(i\) services from 1915\(b\)\(3\) services](#), which are expected to end June 30, 2024.
- If you have questions, please contact your provider network contract manager or email provider.info@vayahealth.com.

BH I/DD Tailored Plan Updates

CHESS Health App Launch

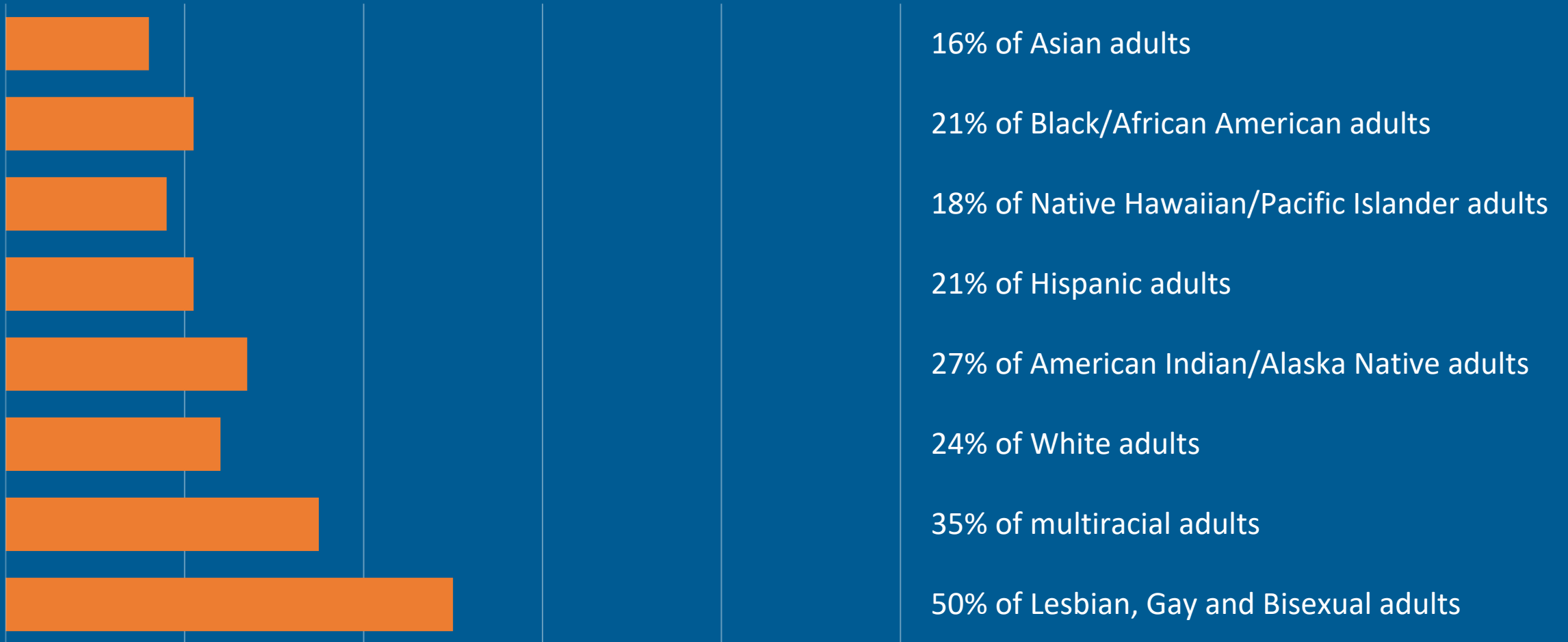
- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDD SUS) is partnering with [CHESS Health](#) to offer free access to the [Connections App](#), an evidence-based smartphone app that reinforces coping and recovery skills, to interested providers in LME/MCO networks.
- CHESS Health is a digital health company with a mission to address substance use disorder through evidence-based solutions. The company's eRecovery platform 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 Launch

- 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 CHESS Health app.**

Quality Management Updates

Annually, mental illness affects...

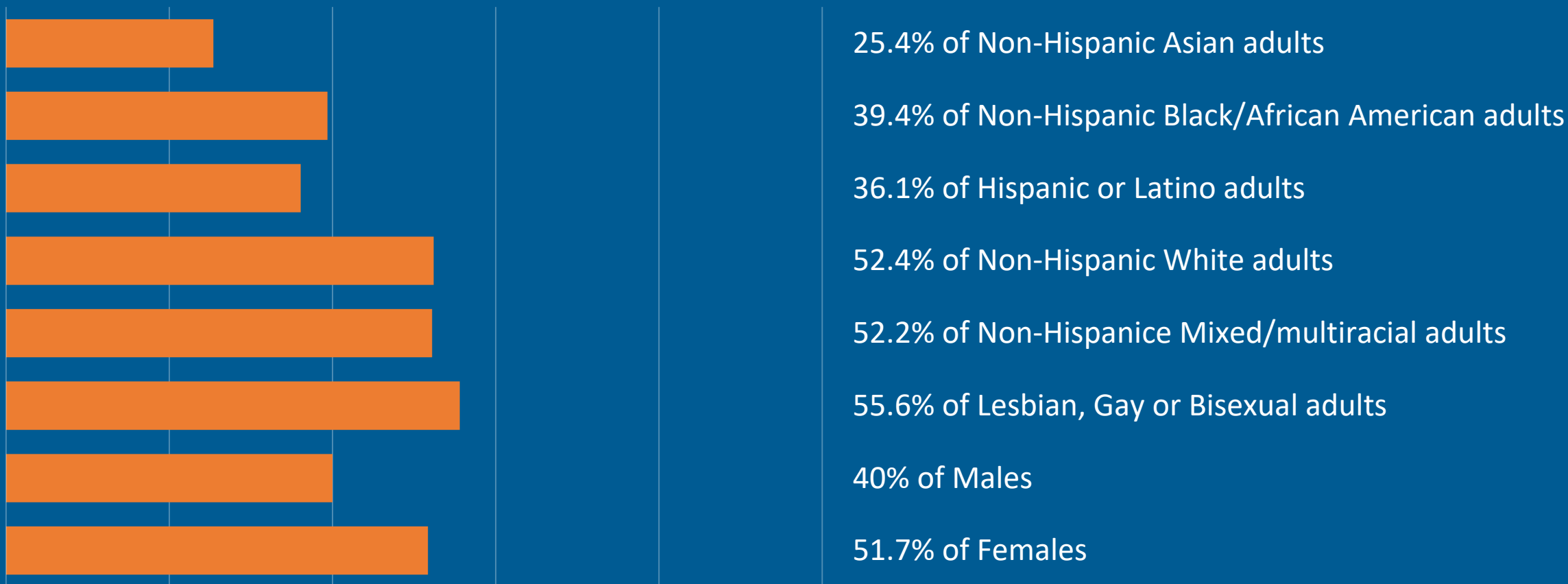


What that means is that...



1 in 5 adults in the US experience a mental health condition each year.

Annual Treatment Rates Among US Adults with Any Mental Illness





Questions, Thoughts, Comments

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, May 17, 2024



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