Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, June 28, 2024

Copyright © 2024 Vaya Health. All rights reserved.

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.

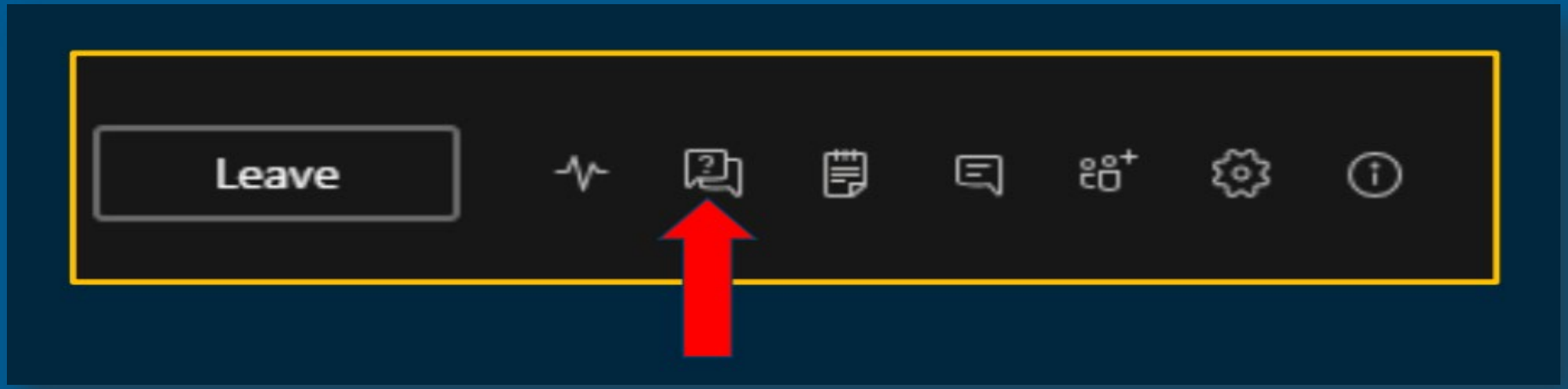
Copyright © 2024 Vaya Health. All rights reserved.

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.

Copyright © 2024 Vaya Health. All rights reserved.

- 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.



Copyright © 2024 Vaya Health. All rights reserved.

Where can I find …

Provider Touchpoint recordings and resources:

Provider Central > Resources > Provider Touchpoint

Provider Communication Bulletin sign-up and archive:

Provider Central > Resources > Communication Bulletins

Copyright © 2024 Vaya Health. All rights reserved.

Today's Vaya Participants

Britney Phifer, Care Manager Director

Bryan Hardie, Behavioral Health UM Manager

Christine Gillenkirk, PH Network Contract Manager

Colleen Finnegan, Claims Specialist

Deon Lytle, PH Network Contract Manager

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

Dr. Jay Vora, Pharmacy Director of NC Medicaid Managed Care Program

Jennifer Jennings, Substance Use (SU) Network Development Director

Copyright © 2024 Vaya Health. All rights reserved.

Today's Vaya Participants

Karla Mensah, Vice President of Member and Recipient Services

Kate Glance, Regulatory Reporting Director

Mary Stokas, Business Operations Director

Utilization Management, Claims, and Care Management teams

Copyright © 2024 Vaya Health. All rights reserved.

Today's Production Team

Cryss McMillan, Provider Educator (Producer)

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

Monica Thomas, Administrative Support Professional (Co-producer)

Copyright © 2024 Vaya Health. All rights reserved.

WELCOME

Vaya Health Providers

Copyright © 2024 Vaya Health. All rights reserved.

Fourth of July

- The Fourth of July or Independence Day has been a federal holiday in the United States since 1941, but the tradition of celebrating Independence Day goes back to the American Revolution.
-
- On July 2nd, 1776, the Continental Congress voted in favor of independence, and two days later delegates from the 13 colonies adopted the Declaration of Independence.

- From 1776 to the present day, July 4th has been celebrated as the birth of American independence, with festivities ranging from fireworks, parades, and concerts to more casual family gatherings and barbecues.

Copyright © 2024 Vaya Health. All rights reserved.

Fourth of July

- The tradition of setting off fireworks on the Fourth of July began in Philadelphia on July 4, 1777, during the first organized celebration of Independence Day.
- Ship's cannon fired a 13-gun salute in honor of the 13 colonies.
- That same night, the Sons of Liberty set off fireworks over Boston Common.
- *For more visit*: HISTORY of fourth of July

Copyright © 2024 Vaya Health. All rights reserved.

Guest Presentation

E-Prompt

UNC-Chapel Hill (Department of Psychiatry faculty):

Christina Cruz, MD, Ed.M.

Kaitlin Boyle, MD

Copyright © 2024 Vaya Health. All rights reserved.

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

- What is **E-PROMPT**?
  - A free education and mentoring resource available to any clinician in North Carolina interested in early psychosis care education.

EPI-NC
Early Psychosis Interventions of North Carolina

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

- What is **E-PROMPT**?
  - A free education and mentoring resource available to any clinician in North Carolina interested in early psychosis care education.

- How does **E-PROMPT** work?
  - Submit a question via the online submission form
  - An expert will respond within 3-5 business days with education and resources
  - You may also be prompted to sign up for virtual office hours for more extended conversation and mentoring depending on the question.

EPI-NC
Early Psychosis Interventions of North Carolina

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

- What can I ask?
  - **ANYTHING** related to caring for the ***early psychosis population***! Examples are:
    - What is coordinated specialty care and how do I refer?
    - Guidance on the medical work-up for early psychosis
    - Information on the differential diagnoses of causes of early psychosis
    - Guidance on recommended screening and monitoring tools

EPI-NC
Early Psychosis Interventions of North Carolina

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

- Can I discuss a specific case with **E-PROMPT**?
  - E-PROMPT cannot accept HIPAA protected information or comment directly on patient care.
  - E-PROMPT is not a consult service.
  - Instead, callers can learn through discussing how one would work-up and treat theoretical cases reflective of their real-world experiences

EPI-NC
Early Psychosis Interventions of North Carolina

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

E-PROMPT

Early Psychosis Resources: One-on-One Mentoring and Professional Training

Ready to ask a question? Visit https://go.unc.edu/EPROMPTQS
Or scan this QR code

For more information, visit our website:
go.unc.edu/E-Prompt

EPI-NC
Early Psychosis Interventions of North Carolina

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

EPI-NC

Early Psychosis Interventions of North Carolina

- EPI-NC was founded in 2015 and is an organization housed within the UNC Psychiatry Department. It is funded by the Federal Community Mental Health Services Block Grant and supported by the NCDHHS.

- Diana Perkins, MD, MPH is the founder and Director of EPI-NC and Felice Reddy, PhD is the Associate Director.

- EPI-NC serves to support early psychosis Coordinated Specialty Care services across the state through education, training, outreach, and fidelity monitoring.

https://www.med.unc.edu/psych/epi-nc/

Diana O. Perkins, MD, MPH

Felice Reddy, PhD

On Your Radar

Copyright © 2024 Vaya Health. All rights reserved.

NCDHHS Launches Comprehensive Workforce Plan to Address DSP Shortage

- NCDHHS has released a multi-year Direct Support Professional (DSP) Workforce Plan.
- The plan aims to address the critical shortage of DSPs who provide in-home and community-based services for individuals with I/DD in North Carolina.
- Implementation will begin on July 1, 2024. Learn more.

Copyright © 2024 Vaya Health. All rights reserved.

Planned Down Time: NC-TOPPS Website

- The NC-TOPPS website will be down from 5 p.m., Sunday, June 30, 2024, to 12 a.m., Monday, July 1, 2024, for system maintenance.
- If you have questions, email NCTOPPS@vayahealth.com .

Copyright © 2024 Vaya Health. All rights reserved.

Healthy Opportunities Pilot Launch

- The Healthy Opportunities Pilot (HOP) is well on its way to success. Since launch on May 15, 2024, Vaya has enrolled **over 100 members** in the **HOP** Program!
- **HOP** service categories include food, housing, transportation, and interpersonal safety and toxic stress
- The following participating counties are in Vaya's region: 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.

Copyright © 2024 Vaya Health. All rights reserved.

Healthy Opportunities Pilot Launch

- To qualify for **HOP**, beneficiaries must be eligible for Tailored Care Management (TCM) which equates to having 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.

- Providers can refer members who could potentially benefit from **HOP** services 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.

- If you have member-specific questions related to **HOP**, call the Member and Recipient Services Line.

- If you are a provider with other questions about **HOP**, contact your provider network contract manager or email provider.info@vayahealth.com

Copyright © 2024 Vaya Health. All rights reserved.

Healthy Opportunities Pilot Launch

- Any member who is transitioning from PIHP (Medicaid Direct) to Tailored Plan (TP) Medicaid on July 1, 2024, should experience ***no disruption with their HOP service***, as this administrative transition will be supported by our internal teams.

- If you are a TCM provider who has launched HOP and need support with the transition of care process for members transitioning from PIHP to TP, please reach out to Abbie at UniteUS (abbie@uniteus.com) or Sarah Frei, HOP Director, at Sarah.Frei@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Out of Network Process

Good Faith Outreach initiated May 2024

- Network Contract vs Out-of-Network Enrollment
- Vaya Portal access
- Electronic authorizations and claims

Limited Use of Member-Specific Out of Network Agreements

- NC Innovations Waiver Services
- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IDD)
- Enhanced Mental Health and Substance Use Services
- State-Funded (non-Medicaid) Services
- Services funded under the Transition to Community Living (TCL) program

Copyright © 2024 Vaya Health. All rights reserved.

Out of Network Process

Special payment support

- 100% of Medicaid Rate reimbursement Year 1 of Tailored Plan (TP).

What does this mean for you?

- Complete a Provider Network Contract or Out of Network Enrollment Packet as soon as possible by contacting providerinfo@vayahealth.com.
- Spread the word to specialists and colleagues.
- Expect quarterly outreach from Vaya to contract or enroll.

Copyright © 2024 Vaya Health. All rights reserved.

Member Care Transitions and ADT Feed Notifications

- Vaya's partnership with community hospitals enables successful care transition planning and support, beginning at time of admission.

- Essential to this support is expedient notification of any inpatient or emergency department admission, discharge, or transfer.

- Vaya uses the Admission, Discharge, and Transfer (ADT) feed supported by the NC HealthConnex event notification service, NC*Notify.

Copyright © 2024 Vaya Health. All rights reserved.

Member Care Transitions and ADT Feed Notifications

- Hospitals are required to enter thorough and detailed member hospitalization information into the ADT feed regularly, notifying Vaya of member care transitions as detailed in Section 10 of Vaya's Provider Operations Manual.

- Visit the NC Department of Information Technology's How NC*Notify Works webpage to learn more about the ADT feed and to access training and resources.

Copyright © 2024 Vaya Health. All rights reserved.

Tobacco Free Policy Effective July 1, 2024

- Effective July 1, 2024, Vaya network providers will be required to implement a tobacco free policy for all sites, including in buildings, on grounds, and in vehicles.

- These requirements apply to both Medicaid and State-funded services providers, with the following exceptions:
    - Retail pharmacies
    - Properties where no direct clinical services are provided
    - Non-Emergency Medical Transportation
    - Alternative Family Living (AFL) settings
    - Manufacturing sites that employ people who receive Adult Developmental Vocational Program services
    - Manufacturing sites that employ adults who receive other group day services

- For more information, see NC Medicaid's tobacco-related policy requirements . If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan “In Lieu of” Services

The following “in lieu of” services (ILOS) will go into effect for Tailored Plan members on July 1, 2024:

- ACT Step Down: H0040 U5
- Acute and Subacute Services Provided in Institute for Mental Disease: RC 0160
- Behavioral Health Crisis Risk Assessment and Intervention: T2016 U5 Tier III, T2016 U6 Tier IV
- Child-Focused Assertive Community Treatment (Child ACT): H0040 U5 HA
- Residential Services – Complex Needs: H0018 HA Child, H0018 HB Adult
- Critical Time Intervention: H0032 U5 HK
- Enhanced Crisis Response: H2011 U5 U1
- Family-centered Treatment: H2022 U5 U1, H2022 U5 U2, H2022 U5 U3, H2022 U5 U4
- High-fidelity Wraparound: H0032U5

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan “In Lieu of” Services

- In-home Therapy Services: H2022 HE U5, H2022 TS U5
- Long-term Community Supports: T2016 U5 U1 through T2016 U5 U4 and T2016 U5 U6 (Levels 1-5)
- Outpatient Plus: H2021 U5
- Rapid Care: S9480 U5 Rapid Care Services Low, S9480 HK U5 Rapid Care Services High
- Transitional Youth Services: H2022 U5

Vaya is updating the **Rate and Checkwrite Schedules** page of our Provider Central website to reflect these changes.

Updated service definitions for these ILOS are available on the Covered Services page of Vaya’s Provider Central website. Please review the definitions carefully for updated requirements and code revisions.
If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Provider Portal Updates

Copyright © 2024 Vaya Health. All rights reserved.

Systems Access Administrator

- Each provider organization is required to identify one systems access administrator (SAA) within their organization. **Please note:** For individual provider organizations, the *SAA* for your organization was identified by your contract signatory when your contract was executed.
- The SAA is responsible for managing the creation, support, and deactivation of user access to Vaya's Provider Portal for users within your organization.
- Vaya does not issue Provider Portal logins for provider organization staff other than the SAA.
- To learn more about our Provider Portal, refer to the job aids and recorded training posted on the Resources page of the Provider Central website.
- If you have questions about Provider Portal access, email servicedesk@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Provider Portal Virtual Trainings

- Vaya will offer several virtual trainings to help providers learn to navigate our **Provider Portal**.
    - *Registration is not required.*

- **Provider Portal: Portal Overview and Navigation-** will cover logging in and out, enrollment, updates, discharges, filing grievances and appeals, downloading reports, locating resources, and using the "Documents" feature.

- **Provider Portal: Claims Submission and Management-** will provide a demonstration on submitting claims.
    - **July 1, 2024, 2-4 p.m.** – Provider Portal: Portal Overview and Navigation. **Join online.**
    - **July 2, 2024, 2-4 p.m.** – Provider Portal: Claims Submission and Management. **Join online.**
    - **July 8, 2024, 2-4 p.m.** – Provider Portal: Portal Overview and Navigation. **Join online.**
    - **July 10, 2024, 2-4 p.m.** – Provider Portal: Claims Submission and Management. **Join online**.
    - **July 12, 2024, 10 a.m.-12 p.m.** – Provider Portal: Claims Submission and Management. **Join online**.

Copyright © 2024 Vaya Health. All rights reserved.

Provider Portal Virtual Trainings

- Provider Portal job aids and recordings of previous trainings are available on the **Resources** page of Vaya's Provider Central website. We will announce additional Provider Portal training dates and times in upcoming **Provider Communication Bulletins**.

- Please note: Vaya will offer Provider Portal: Prior Authorization Submission and Management later, as prior authorization requirements for physical health services are waived for 90 days after Tailored Plan launch.

- For more information about waived requirements and other temporary flexibilities, see **Provider Communication Bulletin 2023-2024, Issue 62** (June 6, 2024).

- For more information on trainings, email **provider.training@vayahealth.com**.

Copyright © 2024 Vaya Health. All rights reserved.

Service and Authorization Updates

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

The Vaya Health Behavioral Health and I/DD Tailored Plan will launch on July 1, 2024. Temporary authorization requirements and flexibilities include:

Physical Health Services

- Vaya will not require prior authorization for physical services until Oct. 1, 2024.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

Required Actions for State Plan Personal Care Services

Vaya will extend existing authorizations with an end date between June 30-Sept. 29, 2024, to end on Sept. 30, 2024. We will notify providers of these extensions through the Vaya Provider Portal.

- Vaya will honor existing authorizations for transferring members for the approved dates of service and units.
- To request a new episode of care beginning on or after July 1, 2024, contact Vaya's Utilization Management (UM) Team at **1-800-962-9003, ext. 1513**, or email UM@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

Behavioral Health, I/DD, and TBI Services

- Vaya will continue to require prior authorization for behavioral health, I/DD, and TBI services as indicated on the Authorization Guidelines page of our Provider Central website.
- We will accept retrospective service authorization requests (SARs) for service dates between July 1-Sept. 30, 2024, if submitted by 11:59 p.m. Easter time on Sept. 30, 2024.
- Claims for services that require prior authorization will not be reimbursed without an authorization in place.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

Pharmacy Benefits

Pharmacy authorization requirements are *not waived* at Tailored Plan launch.

- Vaya's pharmacy benefit manager, Navitus Health Solutions, will honor all pharmacy authorizations received through the transition of care process.
- Vaya and Navitus will not receive authorizations for medications used to treat opioid use disorder due to 42 CFR Part 2.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

Pharmacy Benefits

Pharmacy authorization requirements are *not waived* at Tailored Plan launch.

- To request an override, prescribers and pharmacies may call the Pharmacy Service Line at **1-800-540-6083**. Navitus will enter a one-time override if the member was receiving the requested medication prior to July 1, 2024.
- Navitus will follow up with the prescriber to obtain the paperwork necessary to complete authorization after issuing the override.
- Unlimited overrides are allowed through Sept. 30, 2024.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Prior Authorization Guidance and Flexibilities

Quick Reference for Tailored Plan Prior Authorization Requirements at Tailored Plan Launch

- Waiver of *physical health* prior authorization requirements: **July 1-Sept. 30, 2024**
- Relaxed *pharmacy* prior authorization requirements: **July 1-Sept. 30, 2024**
- Retrospective requests for *behavioral health, I/DD, and TBI* services: Accepted **July 1-Sept. 30, 2024**

Copyright © 2024 Vaya Health. All rights reserved.

Claims Updates

Copyright © 2024 Vaya Health. All rights reserved.

Vaya Health Address to Return Checks

- Please remember to use the following address when mailing a check back to Vaya:
    - Vaya Health
      PO Box 935747
      Atlanta, GA 31193-5747

- For more information, visit the Claims Adjudication and Payments page of our Provider Central website.

- For more information about overpayments and self-audits, please refer to our Provider Self-Audit Protocol for Paid Claims Audits and Provider Self-Audit Overpayment Summary.

- To inquire about a claim's status, contact your assigned Vaya claims specialist or the Claims Department at **1-800-893-6246, ext. 2455**, or claims@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Rates Updates

Copyright © 2024 Vaya Health. All rights reserved.

Standard Rate Increase: Long-term Community Support ILOS

- Effective July 1, 2024, Vaya will update our standard rates for Long-term Community Supports (LTCS), a community-based service for individuals who otherwise meet the Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) level of care.

- Rates for Levels 2-5 will increase to ensure appropriate reimbursement for the cost of meaningful day service and the administrative task of contracting. There is no change to the Level 1 rate.

<u>This change will affect the following rates</u>:

- T2016 U5U2 – Current rate: $159.47, new rate: $250.27
- T2016 U5U3 – Current rate: $184.25, new rate: $276.24
- T2016 U5U4 – Current rate: $222.20, new rate: $329.93
- T2016 U5U6 – Current rate: $213.53, new rate: $302.94

-

Copyright © 2024 Vaya Health. All rights reserved.

Standard Rate Increase: Long-term Community Support ILOS

- Vaya will be updating the **Rate and Checkwrite Schedules** page of our Provider Central website to reflect these changes.

- Please remember to make necessary changes to billing systems, including in the HHAeXchange system for all EVV services, and to bill charges at or above the posted rates to receive the full unit reimbursement.

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

Copyright © 2024 Vaya Health. All rights reserved.

BH I/DD Tailored Plan Updates

Copyright © 2024 Vaya Health. All rights reserved.

Vaya Total Care

- Beginning July 1, 2024, people living with serious mental health conditions, severe substance use disorders, I/DD, or traumatic brain injuries (TBI) can also receive physical health services and pharmacy benefits under a single plan: **Vaya Total Care**

- **Vaya Total Care** is a Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan focused on whole-person care. Under this plan, members receive care form their behavioral health providers in Vaya's provider network, but will also have access to doctors and specialists, pharmacy benefits, care managers, and long-term services and supports.

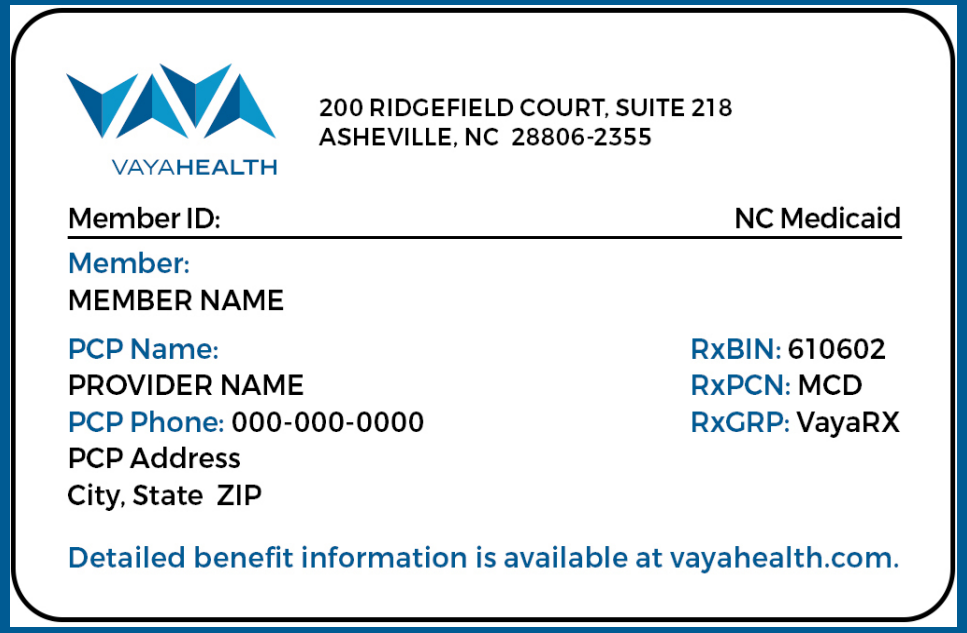
- **Vaya Total Care** is designed to make decisions easier, improve outcomes, and help members achieve better overall health and well-being through one plan and one point of contact.

- For more information, link here to our Vaya Total Care webpage.

Copyright © 2024 Vaya Health. All rights reserved.

PCP Assignment

- Vaya will mail member materials and new Medicaid ID cards (with selected PCP) from May 29, 2024-June 13, 2024.
- The member's PCP choice will be effective when Vaya Total Care launches on July 1, 2024.



Copyright © 2024 Vaya Health. All rights reserved.

Provider Touchpoint Webinars for Physical Health

- **Orientation webinars 11 a.m.-12 p.m. (Registration not required)**

  July 3, 2024, **Click Here** July 10, 2024, **Click Here**
  July 17, 2024, **Click Here** July 24, 2024, **Click Here** July 31, 2024, **Click Here**

- **Physical Health ongoing biweekly Touchpoint webinars (Registration not required)**

  - Beginning Friday, **July 26, 2024**, we will offer our bi-weekly *Physical Health Provider Touchpoints.*

- Visit the **Provider Touchpoint** page on **Provider Central** for recordings of past webinars and links and resources.

- *Sign up and stay tuned for more information* in upcoming **Provider Communication Bulletins**.

Copyright © 2024 Vaya Health. All rights reserved.

Guide to Tailored Plan Delegated Subcontractors (Third-Party Vendors)

Vaya Health will work with several delegated subcontractors (third-party vendors) as part of Behavioral Health and I/DD Tailored Plan Medicaid operations beginning July 1, 2024.

Links to each subcontractor's provider portal are available on our Provider Portal webpage of Vaya's Provider Central website.

Today, we are going to share more information with you about these vendors:

- Modivcare, Avēsis , Navitus Health Solutions, and EviCore.

Copyright © 2024 Vaya Health. All rights reserved.

Modivcare

- Modivcare will provide Non-Emergency Medical Transportation (NEMT).
- Modivcare's toll-free, Vaya-specific NEMT customer service line for members to schedule rides is available at **1-888-621-2084 (TTY: 1-866-288-3133)**, 7 a.m.-6 p.m., Monday-Saturday.
- To arrange member transportation and make reservations for facilities, Vaya network providers can access
- Modivcare's TripCare web application or call **1-855-397-3606.**
- Providers and members may also use the following lines for help scheduling trips:
  - Modivcare facility fax line: **1-855-397-3607**
  - Vaya's Member and Recipient Service Line: **1-800-962-9003** (for warm transfer to Modivcare)
-

Copyright © 2024 Vaya Health. All rights reserved.

Avēsis

Avēsis will manage routine, medical, and surgical eye care benefits. Avēsis' Vaya provider relations representative Eva Clarkson (**410-313-9268** or eclarkson@avesis.com).

Providers can also call the Avēsis provider service line at **833-282-2427**, 7 a.m.-6 p.m., Monday through Friday, excluding observed holidays.

If you have contracting questions or need help prior to July 1, 2024, email the Avēsis Provider Recruitment Team at ProviderVisionRecruitment@avesis.com.

Copyright © 2024 Vaya Health. All rights reserved.

Navitus Health Solutions

- Navitus Health Solutions (Navitus), Vaya's Pharmacy Benefit Manager, will manage pharmacy prior authorizations and appeals and assist with formulary questions.
- A medication search tool, preferred drug list, and formulary tier information are available on the Medication Search page of Vaya's website.
- Navitus will honor all pharmacy authorizations received through the Tailored Plan transition of care process.
- For more information, call the Pharmacy Service Line at **1-800-540-6083**.

Copyright © 2024 Vaya Health. All rights reserved.

EviCore

EviCore will conduct prior authorizations for radiology, cardiology, durable medical equipment (DME), and specialized therapies (e.g., occupational therapy, physical therapy, speech therapy).

EviCore's Vaya network provider relations team includes:

- For radiology, cardiology, and musculoskeletal (MSK) conditions: Merritt Senters (615-788-5568 or merritt.senters@evicore.com) or Patricia Allen (1-800-918-8924, ext. 24176, or pallen@evicore.com)
- For DME: Sasha Hampton (sasha.hampton@evicore.com).

- Visit the Training Resources of EviCore's website for video tutorials and other materials and view the EviCore Training Flyer here: EviCore Training Flyer.

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Welcome Packets

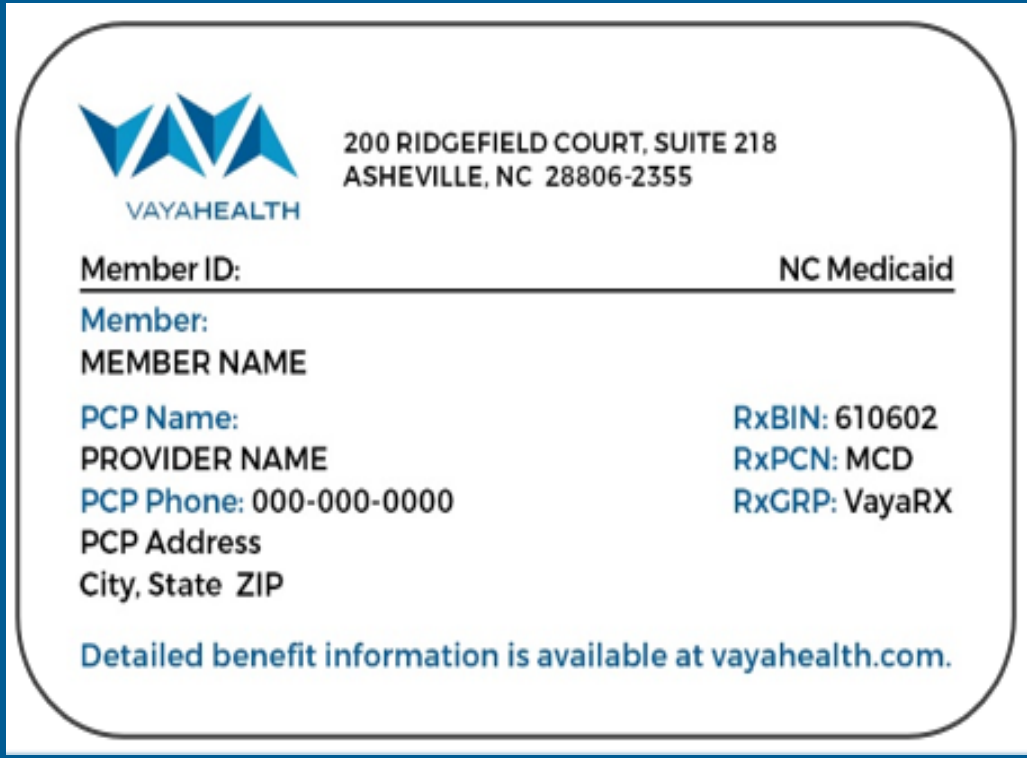
- Tailored Plan (TP) Welcome Packets were being sent by June 13, 2024, welcoming members to the TP. After that date they are mailed daily (Monday – Friday)

- The Tailored Plan Welcomes Packets include:
    - Tailored Plan Medicaid Welcome Letter
    - Tailored Plan Member Handbook
    - TCM Member Insert
    - TCM “opt in, opt out” Change Form
    - Vaya’s Notice of Privacy
    - NEMT Insert
    - Notice of Nondiscrimination

- If members need another handbook or have lost their Medicaid ID card, please direct members to Member and Recipient Service Line: **1-800-962-9003**

Copyright © 2024 Vaya Health. All rights reserved.

Tailored Plan Welcome Packets



Copyright © 2024 Vaya Health. All rights reserved.

Quality Management Updates

Copyright © 2024 Vaya Health. All rights reserved.

The Fourth of July – By the Numbers

Population of the 13 Colonies	Then*….	Vs. Now**
North Carolina	393,751	10,835,491
Pennsylvania	434,373	12,961,683
Virginia	747,610	8,715,698
Massachusetts	378,787	7,001,399
New Jersey	184,139	9,290,841
Connecticut	237,946	3,617,176
Maryland	319,728	6,180,253
New York	340,210	19,571,216
South Carolina	249,073	5,373,555
Delaware	59,094	1,031,890
Georgia	82,548	11,029,227
New Hampshire	141,885	1,402,054
Rhode Island	68,825	1,095,962

* Based on estimates from a variety of sources.
** Data from the US Census Bureau's 2023 Population Estimates.

- ☆ Fireworks date back as a tradition of Independence Day as early as the first anniversary in 1777.
- ☆ Approximately $396 million in fireworks were imported into the United States in 2023.
- ☆ According to the American Pyrotechnics Association, Americans spend more than $1 billion on fireworks each year. Of this, only 10% of firework displays are set of professionally, which may account for the estimated 12,900 firework-related emergency room visits across the country.
- ☆ According to Fortune Magazine, of those injuries occurring between June and July, almost 70% were experienced by men.
- ☆ According to the National Sausage and Hot Dog Council, Americans are expected to eat 150 million hot dogs over the July 4th holiday.

Copyright © 2024 Vaya Health. All rights reserved.

https://www.census.gov/programs-surveys/sis/resources/fun-facts/fourth-of-july.html

Learning and Participation Opportunities

Copyright © 2024 Vaya Health. All rights reserved.

Open Office Hours

Vaya will hold virtual open office hours for providers beginning July 1, 2024. Providers are invited to drop-in to ask questions related to doing business with Vaya or stay for the full session. Subject matter experts on multiple topics will be available each session to answer your questions. ***No prior registration is required***. We will hold sessions on the following dates and times in 2024:

- July 1, 10-11:30 a.m. July 2, 10-11:30 a.m. July 3, 10-11 a.m. July 8, 10-11 a.m.
- July 9, 10-11:30 a.m. July 10, 10-11 a.m. July 11, 10-11:30 a.m. July 15, 10-11:30 a.m.

- Join all sessions on Microsoft Teams.

For future office hours, see 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. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.*

Copyright © 2024 Vaya Health. All rights reserved.

APPLIED SUICIDE INTERVENTION SKILLS TRAINING (ASIST)

- Applied Suicide Intervention Skills Training (ASIST) July 29-30, 2024, 8 a.m.-5 p.m.

- LivingWorks Applied Suicide Intervention Skills Training (ASIST) is a two-day, in-person workshop featuring powerful videos, discussions, and simulations to teach you how to support someone experiencing a mental health or substance use concern or crisis.

- You will also learn how to help prevent suicide by recognizing the signs, providing skilled interventions, and developing a safety plan.

- The workshop will be held at Vaya's Alamance County regional office, 2929 Crouse Lane, Suite B, Burlington, NC 27215. Register online by July 2, 2024. Attendance is capped at 25 participants.

- For more information, email provider.training@vayahealth.com.

Copyright © 2024 Vaya Health. All rights reserved.

Questions, Thoughts, Comments

Copyright © 2024 Vaya Health. All rights reserved.

Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for **Behavioral Health and I/DD Network** Providers

**** Friday, July 19, 2024, 11 a.m.-12 p.m. ****

VAYAHEALTH

Copyright © 2024 Vaya Health. All rights reserved.