Provider Touchpoint for Physical Health Network Providers

Friday, August 9, 2024

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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.

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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.

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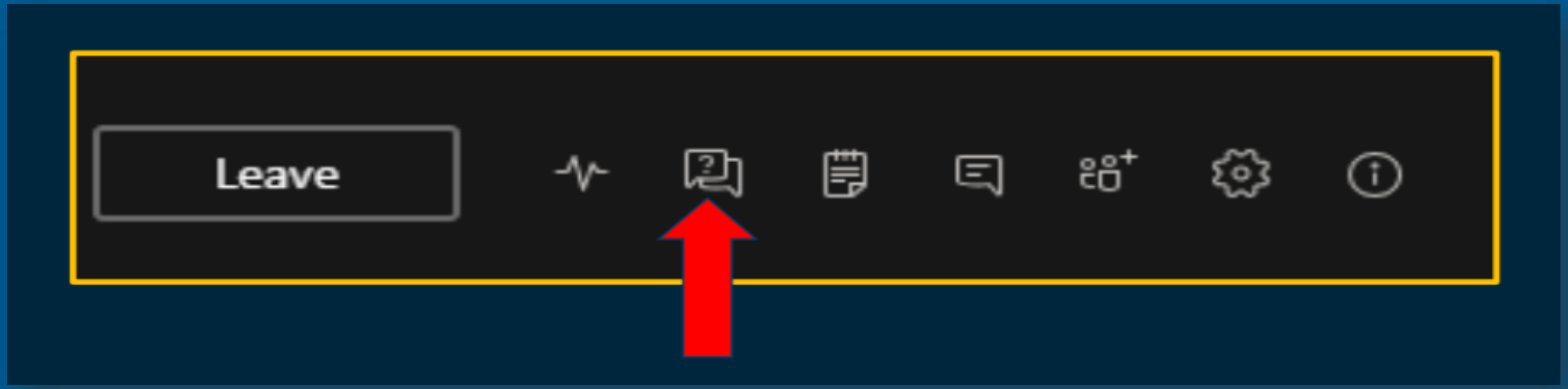
- The moderated Q&A is available in the controls bar on your screen.
- Look for the bubble with the question mark.
- The Q&A feature will close at **11:50 a.m.** to allow us to respond to all questions before the end of the webinar.



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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

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Today's Vaya Participants

Angela Evans, Utilization Management BH Clinical Director

Detra Friley-Clark, Provider Enrollment Director

George Ingram, VP of PH Provider Network Operations and Value Based Contracting (**Host)**

Jennifer Jennings, Substance Use Network Development Director

Kisha Price, Interim VP Claims Administration

Kurt Boldt, Assistant VP PH Provider Network Operations

Utilization Management, Claims, and Provider Enrollment

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Today's Production Team

Cryss McMillan, Provider Educator (Co-producer and Q&A))

Monica Thomas, Administrative Support Professional (Producer)

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WELCOME

Vaya Health Providers

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National Non-Profit Day

- National Nonprofit Day is a holiday that's observed on August 17th annually and is used to draw attention to the nonprofit organizations that are doing good work in the community.

- There are all different types of nonprofit organizations helping children read, drawing attention to the problem of global warming, or feeding the hungry, so it's about time all of us use this day to highlight the contributions of these organizations and others that are putting in good work.

- This holiday was first created by Sherita J. Herring in 2017 to bring attention to all of the organizations putting in good work as nonprofits. Why did she choose August 17th to celebrate this holiday? She chose this date because that's when the Tariff Act of 1894 was signed into law.

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National Wellness Month

- **Try setting aside a specified amount of time each day to engage in wellness behavior** that fits your needs.

- Even *as little as 15-30 minutes daily* can help you integrate a new healthy behavior.

- If you are having trouble discerning what are of your life could use attention or feel like you may need more help or support on your wellness journey, consider seeing a therapist about your concerns.

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On Your Radar

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Provider Operations Manual: 30-Day Comment Period

- Vaya will hold a 30-day comment period for our 2024-2025 Provider Operations Manual from *July 26-Aug. 26, 2024*.
- Please send questions and any suggestions for revisions to manuals@vayahealth.com.
- Please note that the **Provider Operations Manual** is incorporated into your contract with Vaya as a binding requirement.
- It is your responsibility to be familiar with, understand, and adhere to all requirements of your contract(s) with Vaya. Lack of familiarity or understanding is not a valid reason for non-compliance.

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NC TOPPS

- The NC Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program that allows the Division of MHDDSUS to measure the quality of mental health and substance use disorder services and their impact on members' and recipients' lives.

- NC-TOPPS Vaya Superuser: As a courtesy, Vaya has sent weekly reminder e-mails to all providers outlining NC-TOPPS interviews that are past due, currently due, or upcoming for completion.

  - Effective *July 29, 2024*, Vaya stopped issuing weekly emails with NC-TOPPS updates to provider organizations.

- Provider organizations are responsible for having an internal NC-TOPPS tracking process in place.

- Vaya will assess the impact of weekly NC-TOPPS emails on compliance rates to determine whether weekly reminders from Vaya are necessary.

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NC TOPPS

- NC-TOPPS users can opt in to email reminders of upcoming interview due dates directly from NC-TOPPS.

- To opt in:

  - Visit NC-TOPPS Login and enter your login information.
  - Use the following pathway: *User Tools > Manage User Preferences*.
  - Select “yes” to receive Update Emails next to your organization’s site address and save changes.

- NC-TOPPS Annual User Attestations: Vaya is working to complete the annual NC-TOPPS Access Control Review.

- If your organization has not responded to the verification emails sent by Vaya’s superuser, please reach out to nctopps@vayahealth.com to complete the verification ***as soon as possible***.

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NC TOPPS

- Vaya does not have the ability to change information in NC-TOPPS.

- To correct information in the system, providers must contact NC-TOPPS at:
    - Call **919-515-1310** or Email nctopps@ncsu.edu.

- If you have questions for Vaya, call Vaya's Provider Support Service Line at **1-866-990-9712** or email nctopps@vayahealth.com.

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New F Codes: Capturing Prenatal and Post-Partum Care (PPC) Services

- Timely and adequate prenatal and postpartum care is important for ensuring the long-term health and well-being of pregnant individuals and their infants.
- Access to these services is a top priority for the Centers for Medicare & Medicaid Services and NC Medicaid.
- NCDHHS recently published a new **PPC F Code Fact Sheet** and **FAQ Document** on its **Quality Management and Improvement** webpage.
- These documents serve as resources for providers who want to learn more about using these codes.

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Enrollment Initiation Form: Network Providers Adding New Practitioners

- When a practitioner joins a provider organization in Vaya's network, the organization must submit an **Enrollment Initiation Form** to begin the process of adding the practitioner to our claims payment system.
- Even if the new practitioner is associated with the organization in NCTracks, Vaya must review and process the form.
- Vaya's Provider Enrollment Services Team will add the new practitioner to our system within five business days of receiving the form.
- For more information, contact the team at 1-855-432-9139 or **ProviderEnrollment@vayahealth.com**

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Clarification on Member Specific OON Agreements Limitations

- As outlined on Vaya's **Provider Enrollment** webpage, non-hospital out-of-network (OON) providers must execute a **Member-Specific OON Agreement** if the member/recipient requires the following managed behavioral health, I/DD, or traumatic brain injury (TBI) services and a network provider is unavailable:

  - NC Innovations Waiver services
  - Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)
  - Enhanced mental health and substance use services
  - State-funded (non-Medicaid) services
  - Services funded under the Transitions to Community Living (TCL) program

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Clarification on Member Specific OON Agreements Limitations

- For all physical health and other behavioral health services, Vaya encourages enrollment as an OON provider, which allows access to our **Provider Portal** to submit authorization requests, review claims, and more.

- For details about the OON enrollment process and the use of member-specific OON agreements, visit the **Provider Enrollment** page under the Provider Central section on the Vaya Health website.

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Withdrawal Management Services and Licensure Waiver updates

- NC Medicaid has announced the following services listed will promulgate on *Oct. 1, 2024*:
  - **8A-7:** Ambulatory Withdrawal Management Without Extended Onsite Monitoring (ASAM 1WM)
  - **8A-8**: Ambulatory Withdrawal Management with Extended Onsite Monitoring (ASAM 2WM)
  - **8A-11**: Medically Monitored Inpatient Withdrawal Management Service

- NC Medicaid is expected to post clinical coverage policies for these services on *Oct. 1, 2024*.

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Withdrawal Management Services and Licensure Waiver updates

- The NC Division of Health Service Regulation (DHSR) will require providers to submit licensure waiver forms and letters of support from each LME/MCO with which they contract.
- DHSR will send the waiver forms to providers of these services.
- To request a letter of support from Vaya, email Onika Wilson, Vice President of Quality Management, at onika.wilson@vayahealth.com.
- When you receive the letter of support, submit it and your licensure waiver form directly to DHSR
- For more information or questions, contact your provider network contract manager or email provider.info@vayahealth.com.

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Claims Updates

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New Online Claims Inquiry Form

- Vaya has a new way for providers to submit claims denial, billing, and payment questions through our online Claims Inquiry Form.
- The new form allows us to better support providers with quicker response times.
- Please note this form replaces the existing **claims@vayahealth.com** email contact. This email inbox will no longer be monitored and will redirect providers to the new form.
- The online form requires pertinent information to help Vaya easily access, review, and research questions or concerns. Providers can expect a response from a claims specialist within three business days.
- For more information, contact Vaya's Claims Department at **1-800-893-6246, ext. 2455**.

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Prompt Claims Submissions

- Both contracted and out-of-network physical health providers that do business with Vaya should submit claims on your organization's usual billing schedule.
- Please do not hold claims.
- If you have questions about filing claims, contact your provider network contract manager, email provider.info@vayahealth.com or complete a Claims Inquiry Form

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Submitting Claims

- Vaya will adjudicate both physical and behavioral health claims in Vaya's claims system according to the NCDHHS billing guidance.

- As a Vaya network provider, your organization, authorized billing agent, or health care clearinghouse must submit all claims through our Provider Portal or via a HIPAA-compliant X12 EDI file. **To ensure claims are accepted and processed correctly, providers must complete an EDI Enrollment Form and set-up process before attempting to submit X12 files.**

- Vaya accepts claims billed through the provider's clearinghouse (EDI) or Vaya's Provider Portal. Paper claims are also accepted.

- More information about claims is available on the Claims Submission page of Vaya's Provider Central website.

- Future Provider Communication Bulletins will include details about the upcoming addition of 270/271 and 276/277 batch processes.

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Payer ID

- If providers have any issues or concerns with setting up new payors/clearinghouses, please refer to Vaya's website for steps on how to register if billing via clearinghouse.
- If providers have any questions, please send inquiries to: EDI@Vayahealth.com.
- Please visit Vaya website Vaya Health Tested Clearinghouses | Vaya Providers for a list of clearinghouse participants.
- If a provider uses a clearinghouse that is not on Vaya's clearinghouse list, please visit website: Steps for 837p and 837i Testing and Approval 110216 | Vaya Providers (vayahealth.com) .

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Provider Portal Updates

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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*.

- If you have questions about Provider Portal access, email ServiceDesk@vayahealth.com or call **1-800-893-6246, ext. 1500**.

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Overview of Provider Portal

Provider Portal

Logged in as: Tommy.Duncan@vayahealth.com | VAYA HEALTH

- Home
- Members
- Claims
- Authorizations
- Documents
- Grievances and Complaints
- Fraud, Waste or Abuse
- Resources
- Appeals
- Report Downloads
- Contact Us
- Log Out

Welcome

Welcome to the Vaya Health Provider Portal. In this portal, you can access information and resources related to Vaya Health members, recipients, beneficiaries, and your organization.

Announcements

View our latest announcements about our health plans, portal updates, and more below. To view recent Provider Communication Bulletins, visit Provider Central.

There are no current annoucements.

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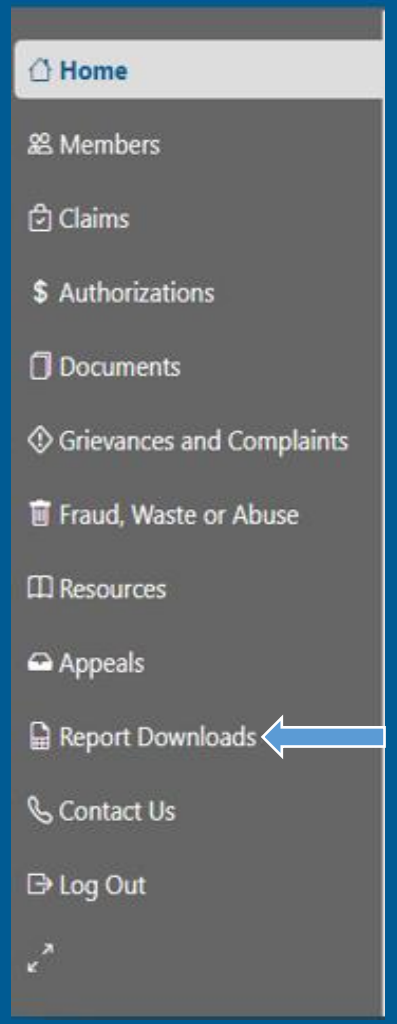
Provider Portal: Sites and Services Report



Providers should use the new **Sites and Services Report** feature, a self-service tool in the Provider Portal, to confirm any site/service inaccuracies before submitting a ticket to Vaya's ServiceDesk.

The report contains a list of all sites and services associated with the provider's contract and is available to review at any time.

To access the report from the portal homepage, select "**Report Downloads**" in the menu to the left. Next, select "**Provider Sites and Services**" and **download the report as a CSV file**.

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Provider Portal Trainings

- 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.

- Future training opportunities will be announced in our Provider Communication Bulletin.
    - Sign up for Communication Bulletins.

- For questions, email provider.training@vayahealth.com.

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Tailored Plan Updates

Tailored Plan Member Copays

Medicaid members may be required to pay a **$4 copay** for certain physical health services and prescriptions. **There are NO copays for the following members or services:**

- Behavioral health, I/DD, and TBI services
- Services related to pregnancy, childbirth, postpartum care (including prenatal care), and family planning
- Services covered by Medicare and Medicaid
- Adult vaccines and vaccine administration
- HIV antiretroviral medications
- Members who are pregnant
- Members under age 21
- Children in foster care

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Tailored Plan Member Copays

- NC Innovations Waiver participants
- Members enrolled in the Community Alternatives Programs for Children (CAP/C) or for Disabled Adults (CAP/DA)
- Members receiving Long-Term Supports and Services (LTSS)
- Federally recognized tribal members or members receiving services through the Indian Health Service (IHS)
- Members receiving hospice care
- NC Breast and Cervical Cancer Control Program (NC BCCCP) participants
- People living in an institution who are receiving coverage for cost of care

Vaya's **Tailored Plan Member Handbook** has more information about copays (starting on page 49), including services that may require a copay.

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Learning and Participation Opportunities

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Open Office Hours for Providers

Vaya is hosting virtual office hours for providers. 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:

- We will hold sessions from 10-11 a.m. on the following dates in August 2024: 13, 14, 15, 20, 21, 22, 27, 28, and 29 (***be sure to use the link below and no previously shared links***)

- Link here: **Join all sessions on Microsoft Teams**. *Questions*: email **provider.training@vayahealth.com**

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.*

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Abound Health

- Abound Health will host a 2024 Supported Employment Symposium in Gastonia on ***Oct. 30, 2024, 10 a.m.-4 p.m.***

- Participants will learn:
    - about trends and best practices in Supported Employment
    - explore job opportunities and inclusive employers
    - hear from industry leaders
    - develop skills to support employment success
    - access resources for career development.

- See the symposium flyer for more information and register online

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Telehealth Infrastructure Grant Program: NC Office of Rural Health

- The NC Office of Rural Health is accepting grant applications through *Sept. 29, 2024*, from eligible rural health care providers for telehealth-related items, including:
    - Equipment
    - High-speed internet access
    - Telehealth-related training for staff and patients
    - Technology equipment for patients
    - Internet service support for patients to help facility telehealth access
    - Other infrastructure needed to establish telehealth services

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Telehealth Infrastructure Grant Program: NC Office of Rural Health

- The grant program aims to support the development and improvement of the technological infrastructure required for remote delivery of health care services, such as broadband connectivity, video conferencing systems, electronic medical records, and secure communication tools.

- It prioritizes independent primary care practices and OB-GYN practices.

- The maximum grant amount per recipient is $250,000. The grant term will be 12 months with the option to renew for up to two additional 12-month terms. Learn more.

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Resources

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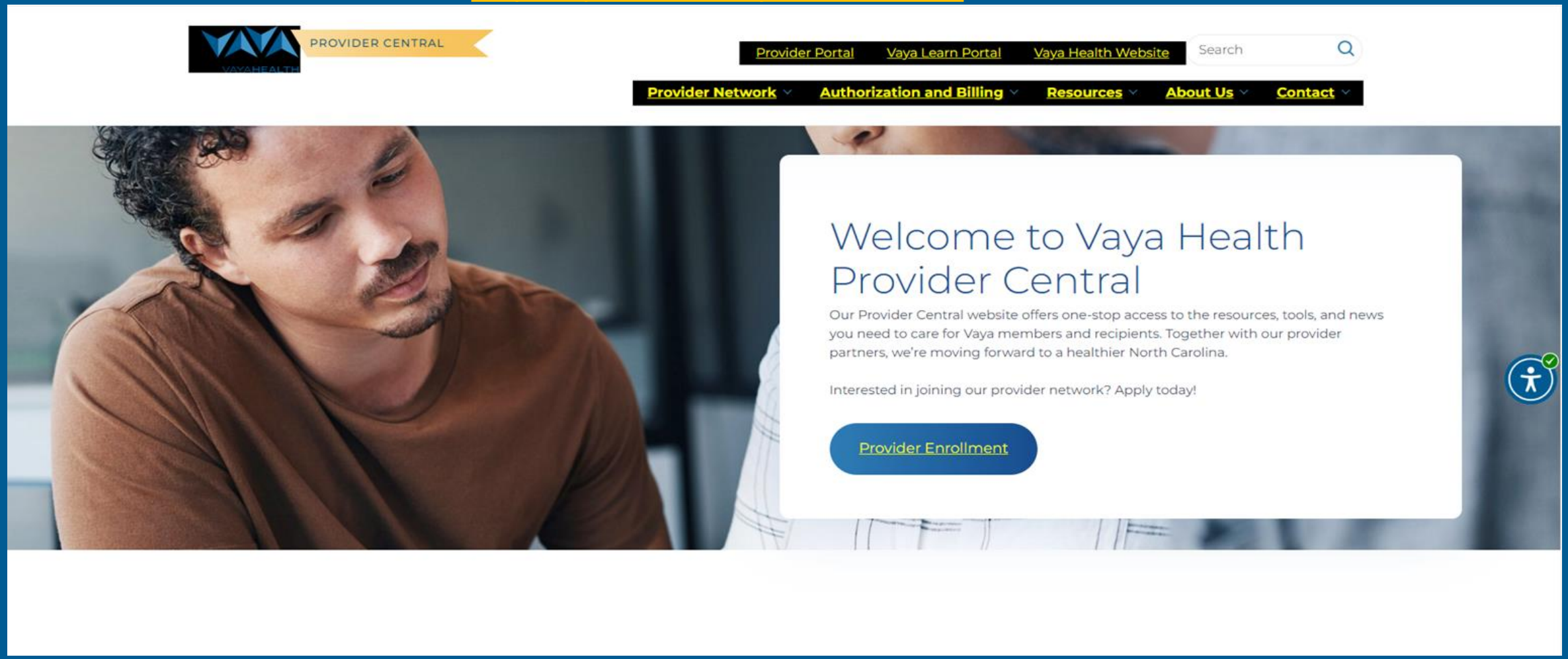
Overview of Provider Central

Where to find Provider Central: https://providers.vayahealth.com/



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Provider Central

Provider Portal

- The Provider Portal page on Provider Central is a one-stop shop for Vaya's Provider Portal as well as the portals for all our third-party vendors.

Resources Page

- Get information and materials to help you care for Vaya Health members and recipients on the Resources page of Provider Central.

- For additional resources, visit our Forms webpage, our Provider Operations Manual, and our Policies webpage.

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Provider Central: Resources Page

Resources Page: Provider Portal Job Aids

- Claims Job Aid
- Enrollment, Update, and Discharge Job Aid
- Grievances, Appeals, Resources, and Documents
- Main Job Aid (General Navigation)
- Service Authorizations Job Aid
- Systems Access Administrator Job Aid

Resources Page: Provider Portal Videos

- Authorization Training Video
- Claims Training Video
- Enrollment, Discharges, and Updates Training
- General Training Video

For more information: link to the **Resources** page of Provider Central.

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Provider Communication Bulletins

- We distribute our Provider Communication Bulletin (PCB) every Thursday and as needed to provide urgent information.

- The PCB sign-up and archive are available here: https://providers.vayahealth.com/bulletins/

- **Please note: Providers are contractually required to receive the PCB and are responsible to adhere to any information contained within the PCB.**

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Provider Touchpoint Webinars

Vaya hosts a biweekly Provider Touchpoint Webinar for Physical Health Providers.

Like today's webinar, presenters share helpful information about doing business with Vaya, including available resources, prior authorizations, and claims submissions.

***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, so please be sure to sign up to receive those.

For recordings of past webinars and links to related resources, visit the Provider Touchpoint page of Vaya's Provider Central website. Today's recording (and slide deck) will be posted by the close of business. For questions, email provider.training@vayahealth.com.

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Contact Us

The general email box (that all the provider network contract managers, and leadership) can access for any questions, concerns, or needs you have is: Provider.info@vayahealth.com.

For assistance with claims, Vaya has a new way for providers to submit claims denial, billing, and payment questions through our online Claims Inquiry Form. Providers can expect a response from a claims specialist within three business days. For more information, contact Vaya's Claims Department at **1-800-893-6246, ext. 2455**.

For assistance with authorization requests, contact Vaya's ***Utilization Manager (UM)*** Team at **1-800-893-6246, ext. 1513**, or email UM@vayahealth.com.

For questions about Provider Portal job aids and training, email provider.training@vayahealth.com.

To learn more about or to join future Provider Advisory Council meetings, email provideradvisorycouncil@vayahealth.com.

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Vaya Service Lines

Provider Support Service Line: ***1-866-990-9712***. This line is available *Monday-Saturday, 7 a.m.- 6 p.m.,* including holidays, for providers who have general questions, need technical assistance, or would like to request to add a site or service.

Pharmacy Service Line: ***1-800-540-6083.*** This line is available *Monday-Saturday, 7 a.m.-6 p.m.,* including holidays.

Member and Recipient Service Line: ***1-800-962-9003***. This line is available *Monday-Saturday, 7 a.m.-6 p.m.*, 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.

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Questions, Thoughts, Comments

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Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for **Physical Health Providers**

Friday, August 23, 2024, 11 a.m.-12 p.m.

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