

Provider Orientation Touchpoint Webinar for Physical Health Providers

Wednesday, July 31, 2024



VAYAHEALTH

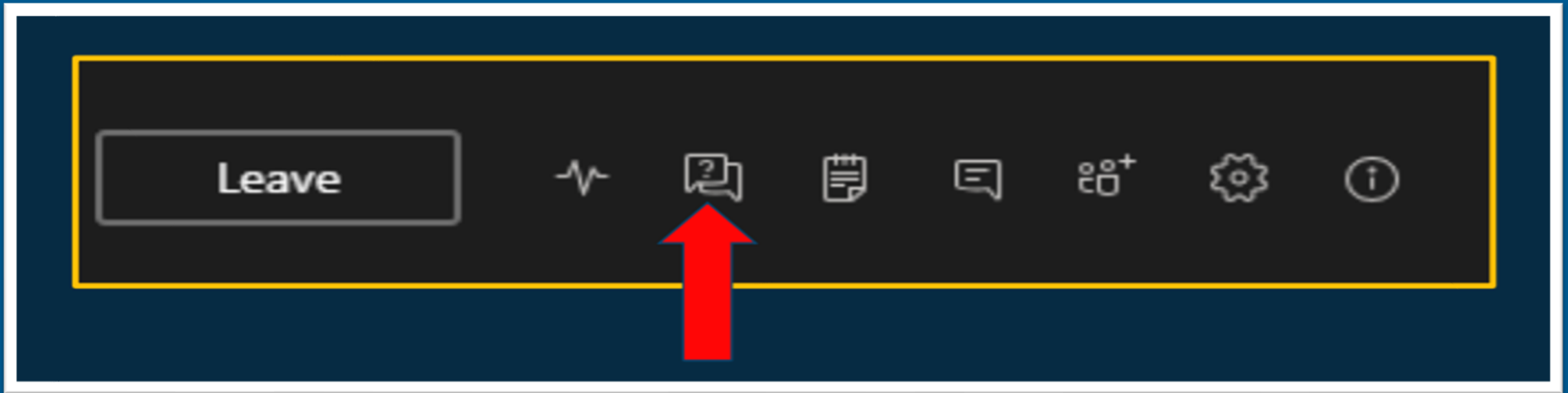
How does the Q&A work?

- 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.

- 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.



Today's Vaya Participants

Angela Evans, Behavioral Health Clinical Director

Britney Phifer, Care Management Director

Carter London, Claims Supervisor

Christine Gillenkirk, Provider Network Contract Manager

Davan Wildcatt, Tribal Provider Network Contract Manager

Deon Lytle, Provider Network Contract Manager

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

Jill Queen, Provider Quality Operations Director

Today's Vaya Participants

Karla Mensah, VP of Member & Recipient Services

Michelle Daniels, Provider Network Contract Manager

Regina Frampton, Provider Services Support Line Manager, Member & Recipient Services

Sarah Frei, Healthy Opportunities Pilot Director

Tiffany Nelson, Provider Network Contract Manager

Today's Production Team

Monica Thomas, Administrative Support (Producer)

Shamika Howard, Provider Educator (Co-Producer and Q & A Moderator)

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WELCOME
Vaya Health Providers

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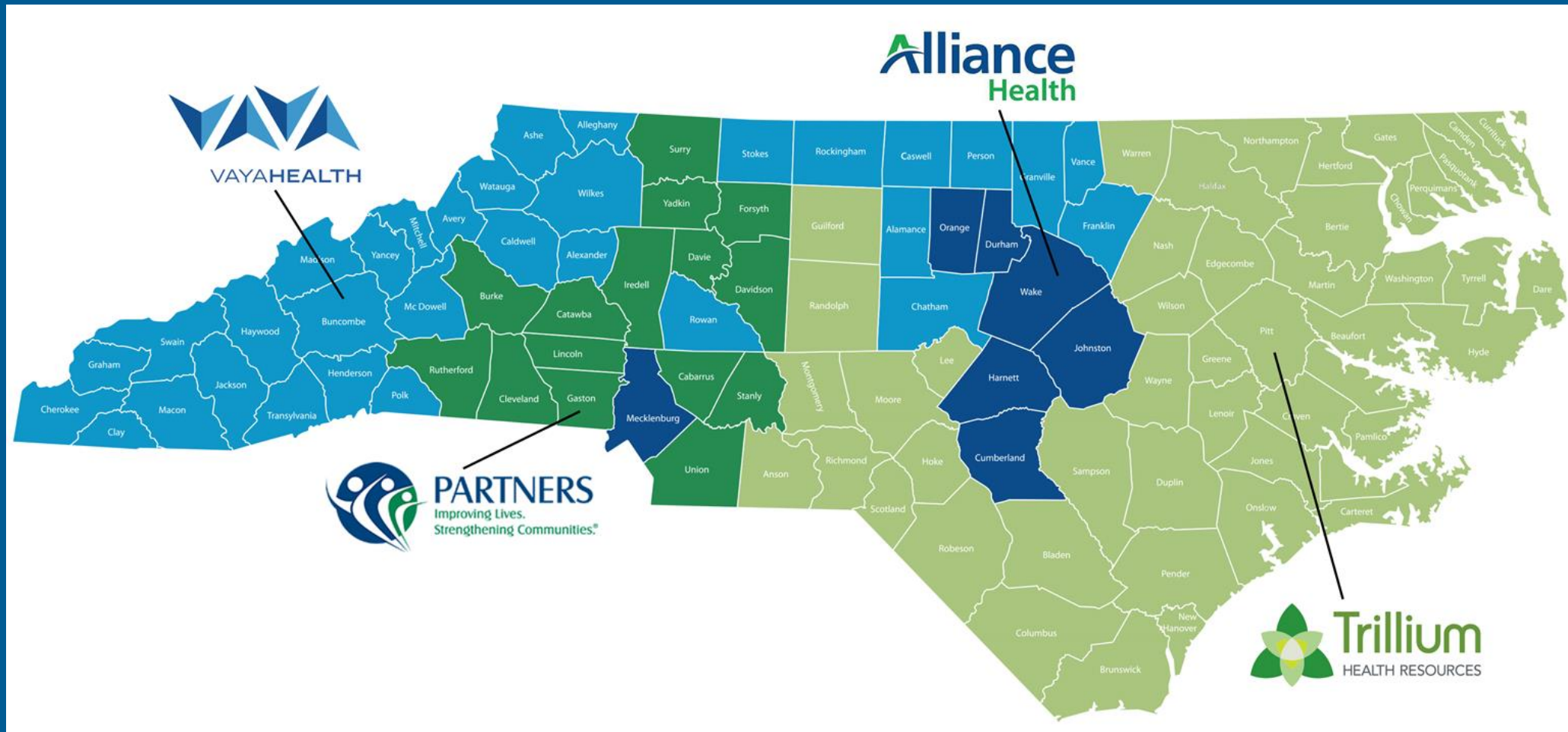
What is Vaya?

- Local Management Entity/Managed Care Organization (LME/MCO) responsible for managing the Behavioral Health (mental health and/or substance use), Intellectual and Developmental Disabilities (IDD), and Traumatic Brain Injury (TBI) services for NC Medicaid members in 32 counties across North Carolina.
- Following Tailored Plan launch on **July 1, 2024**; Vaya's Tailored Plan will rebrand as **Vaya Total Care** and will manage physical health, vision services, transportation, and pharmacy services for Medicaid members whose Medicaid originates in counties in Vaya's region. Vaya Total Care will also manage behavioral health and I/DD services for recipients enrolled in or eligible for State-funded benefits.

Who We Serve

- **Vaya Total Care Members:**
 - NC Medicaid Tailored Plan members in our counties where Vaya will manage the physical health benefits along with the behavioral health, SUD, I/DD, and TBI service benefits.
- **Vaya Total Care Recipients:**
 - Some limited funding for uninsured/underinsured members not enrolled in NC Medicaid.
- **NC Medicaid Direct Beneficiaries:**
 - Vaya will continue to manage the behavioral health, SUD, I/DD, and TBI services for these beneficiaries, while their medical/physical health benefits will continue to be managed by the NC Department of Health and Human Services (NCDHHS).

Where is Vaya? Counties We Serve



Supporting Care Transitions

Britney Phifer, Care Management Director



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Hospital Notifications

- Partnership with care providers enables successful care transition planning and support beginning at time of admission.
- Vaya utilizes an Admission, Discharge, Transfer (ADT) feed to notify our care managers of the need for transition support. The accuracy of ADT information depends on timely entry by hospital staff.
- Vaya regularly provides reports to NCDHHS that rely on ADT information. (Example: Weekly report of the number of children in Emergency Department for more than 30 hours awaiting behavioral health treatment)
- Please ensure hospital staff are aware of the ADT feed and are entering detailed information related to a hospitalization as soon as the information is available.
- Section 10 of Vaya's [Provider Manual](#) describes care transition requirements for network hospitals and care facilities (and includes additional helpful information).

Value Added Services

Sarah Frei, Healthy Opportunities Pilot Director



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Vaya Total Care Perks

General Information

- Vaya Total Care Perks are available to Vaya Tailored Plan Medicaid members at no cost, to support members to live the life they choose.
- Also known as Value Added Services (VAS).

Eligibility for Vaya Total Care Perks

- Participants must be a member of Vaya Total Care with Medicaid.
- These benefits are not available for State-funded recipients or NC Medicaid Direct beneficiaries.
- Each perk may have additional eligibility requirements.

Vaya Total Care Perks (Value-Added Services):

Value Added Options

Vaya will offer new, value-added services to qualifying Vaya Total Care members at ***no cost to them.***



Wellness Perks

- Gift card for COVID-19 and/or flu vaccine
- Home meal delivery, post-hospitalization
- 6-month access to WW mobile app



Pregnancy/Prenatal Perks and Postnatal Support

- Breastfeeding pump and lactation education



Education Perks

- GED education support



More Perks

- Discount for one home safety and assistance item
- Free transportation to qualifying health and non-health related destinations

Value Added Services (VAS) Important Notes

- How can a member access **VAS**?
 - Review directions on Vaya's **VAS** website: [Vaya Total Care Perks | Vaya Health](#)
 - Call Member and Recipient Services for directions: **1-800-962-9003**
 - Contact their Tailored Care Manager
- When will *Value Added Services* Launch?
 - July 1, 2024
- If providers have questions about **VAS**, call the provider support line at **1-866-990-9712** or email provider.info@vayahealth.com.
- Vaya will share **VAS**-specific job aids on Provider Central on or after 7/1/2024

Tailored Plan Updates

Christine Gillenkirk, Physical Health Provider Network Contract Manager

Davan Wildcatt, Tribal Provider Network Contract Manager

Tiffany Nelson, Physical Health Provider Network Contract Manager



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Tailored Plan: Checklist for Providers

The following activities should have been completed ***before*** the Tailored Plan launched on July 1, 2024.

- Explore contracting options with each Tailored Plan if not already complete.
- Notify your office staff of the Tailored Plans with which you are contracted, as well as the areas of service for which you are contracted
- Review each organization and associated individual [NCTracks](#) provider record (as available) for accuracy and submit changes using the Manage Change Request (MCR) process.
- Continue to encourage beneficiaries to contact the Tailored Plans to voice their choice of assigned Primary Care Provider if dissatisfied with auto assignment. The Tailored Plan will assist members in exploring In-Network options for PCPs.

Member Primary Care Provider (PCP) Choice

- Vaya mailed member materials and new Medicaid ID cards (with selected PCP) from May 29, 2024-June 13, 2024.
- The member’s PCP choice is effective as Vaya Total Care launched on July 1, 2024.



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200 RIDGEFIELD COURT, SUITE 218
ASHEVILLE, NC 28806-2355

Member ID:

NC Medicaid

Member:

MEMBER NAME

PCP Name:

RxBIN: 610602

PROVIDER NAME

RxPCN: MCD

PCP Phone: 000-000-0000

RxGRP: VayaRX

PCP Address

City, State ZIP

Detailed benefit information is available at vayahealth.com.

If you have a medical or life-threatening emergency, call 911 or go to a hospital emergency department immediately. For individuals who are hearing-impaired, dial 711 to reach Relay NC.

If you suspect a doctor, clinic, hospital, home health service, or any other kind of health provider is committing Medicaid fraud, report it. Call 919-881-2320 or the Vaya Confidential Compliance Hotline at 1-866-916-4255.

Member Website: www.vayahealth.com
Member and Recipient Service Line: 1-800-962-9003 or TTY 711
Pharmacy Service Line: 1-800-540-6083
Behavioral Health Crisis Line: 1-800-849-6127
Nurse Line: 1-800-290-1623
Vision Services (Avèsis): 1-866-889-4457

Vaya Health and YOU: Moving Forward Together

NCDHHS Provider Playbook

- The NCDHHS [Provider Playbook](#) is the source for the latest information, tools and other resources to help you and your patients smoothly transition to NC Medicaid Managed Care. Visit the Provider Playbook often. The NCDHHS adds resources as they become available.
- Things you can find in the playbook:
 - Quick Reference Guide: [Quick Reference Guide](#)
 - What Providers need to know: [Fact Sheet](#)
 - Frequently asked Question: [FAQ](#)
 - Training Courses: [Trainings](#)

Provider Portal

Shamika Howard, Provider Educator



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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.
- 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 or call 1-800-893-6246, ext. 1500.

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 announcements.

Provider Portal Virtual Trainings

Vaya will offer several virtual trainings to help providers learn to navigate our [Provider Portal](#).

- *Registration is not required; see 2024 upcoming dates below.*

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.

Review the training scheduled and join below:

- Aug. 2, 1-3 p.m.-Claims Submission and Management. [Join online](#).
- Aug. 5, 2024, 1-3 p.m.- Provider Portal: Portal Overview and Navigation. [Join online](#).

Upcoming Provider Portal Trainings

- Aug. 6, 2024, 1-3 p.m.-Provider Portal: Claims Submission and Management [Join online.](#)
- Aug. 8, 2024, 11 a.m.-1 p.m.- Provider Portal: Claims Submission and Management. [Join online.](#)

Please note: PH Provider Portal Authorizations training will occur later due to the waiver of prior authorization requirements for physical health services for the first 90 days of Vaya Total Care.

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

Utilization Management

Angela Evans, BH Clinical Director



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Utilization Management

Prior Authorization Process

- Providers must use the [Vaya Provider Portal](#) to submit service authorization requests (SARs) and admission notifications.

Review the [Provider Communication Bulletin 2023-2024 Issue 62](#) (June 6, 2024) for information about Tailored Plan Prior Authorization Guidance and Flexibilities. [Physical Health Services](#)

- **Vaya will not require prior authorization for physical services until Oct. 1, 2024.**
- You can find out more information about the [prior authorization process](#) and [authorization guidelines](#) on the Vaya website.

For questions, contact Vaya's UM Team at **1-800-962-9003, ext. 1513**, or email UM@vayahealth.com.

Utilization Management

- If the Provider Portal is unavailable, providers can fax SARs to the following numbers beginning on July 1, 2024:
 - **828-398-0571**-Behavioral Health Outpatient/Other
 - **828-348-4141**-Behavioral Health Inpatient
 - **828-707-9356**-Physical Health Inpatient
 - **828-759-2161**-Post-Acute Facility
 - **828-262-1859**-Physical Health Outpatient
- For questions about a submission, email UM@vayahealth.com or call our Provider Support Service Line at **1-866-990-9712**.

Utilization Management Special Processes

Vaya partners with delegated vendors for some services:

Navitus Health Solutions: pharmacy

- Submit requests for pharmacy through the Navitus provider portal, or by calling 800-540-6083 or faxing 855-668-8552. [PharmacySubmission](#)

Avēsis: vision

- Submit requests for vision services on the [Avesis](#) website.

Modivcare: non-emergency medical transportation (NEMT)

- Submit requests for NEMT through their facility portal [Trip Care](#)

EviCore: radiology, cardiology, durable medical equipment (DME), physical therapy, occupational therapy, speech therapy, and musculoskeletal therapies

- Submit requests for these services using the [EviCore](#) portal.

Claims

Carter London, Claims Supervisor



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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.

Payor 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 use a clearinghouse that is not on Vaya's clearinghouse list, please visit website: [Steps for 837p and 837i Testing and Approval 110216 | Vaya Providers \(vayahealth.com\)](#).

Provider Appeals & Grievances

Jill Queen, Provider Quality Operations Director



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Appeals

- Vaya handles provider appeals of adverse determinations promptly, consistently, fairly, and in compliance with state and federal law, NCDHHS requirements, and accrediting body guidelines. Vaya strictly prohibits discrimination or retaliation against any network provider based on submission of an appeal.
- Administrative actions, including claim denials, payment withholdings, suspensions of payment, and overpayment notifications
- Provider sanctions, which are decisions, actions, or inactions against a network provider based on professional competence or conduct or resulting in a change to the provider's status within the network
- To file an appeal and for more information, visit our online [Provider Portal](#).

Grievances

You have the right to report concerns about our Tailored Plan and file grievances through a distinct provider process. Vaya's "no wrong door" approach (submit a grievance or complaint in any of the following ways):

- Online: [Provider EthicsPoint Portal](#)
- Phone:
 - Provider Support Service Line, [1-866-990-9712](#) Monday-Saturday, 7 a.m.-6 p.m., including holidays
 - Grievance Resolution & Incident Team (GRIT), [1-800-893-6246](#), ext. 1600
 - Vaya Compliance Hotline, [1-866-916-4255](#) (allows for anonymous reporting)
- Email: ResolutionTeam@vayahealth.com
- Mail: Vaya Health,
Attn: Grievance Resolution & Incident Team
200 Ridgely Court, Suite 218
Asheville, NC 28806

Provider Enrollment

Detra Friley-Clark, Provider Enrollment Director



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Provider Enrollment

Providers requesting enrollment into Vaya's open network for physical health and/or closed network for behavioral health must complete the following steps:

- Access the Vaya Health website [Home Page | Vaya Health](#)
- Select Provider Central to access [Provider Enrollment | Vaya Providers \(vayahealth.com\)](#)
- Complete the Provider Contract Request Form [Vaya Health Provider Contract Request Form](#)

For enrollment with one of the following vendors, see below:

- **Modivcare** (NEMT): Email ncnetwork@modivcare.com
- **Navitus Health Solutions** (PBM): 866-333-2757 or via email at providerrelations@navitus.com
- **Avesis** (vision services): Email providervisionrecruitment@avesis.com

Provider Enrollment

- To request an Out of Network Enrollment Packet to provide care to a Vaya member or recipient who is unable to be served by a network provider, email provider.info@vayahealth.com.
- For hospitals/health systems, call Vaya's Utilization Management team **1-800-893-6246, ext. 1513**.
- Please note that all providers delivering NC Medicaid and/or State-funded services to Vaya plan members and/or recipients must be fully screened and enrolled with NCTracks as a pre-requisite for contract participation in Vaya's provider network.
- For more information, visit [NC Tracks](#).

Third Party Vendors

George Ingram, VP of PH PNO & Valued Added Services

Deon Lytle, PH Contractor Manager

Michelle Daniels, PH Contract Manager

Angela Evans, BH Clinical Director



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Pharmacy Benefits Manager (PBM)

- PBMs: Companies that manage prescription drug benefits on behalf of health plans like Vaya.
- Vaya's PBM is **Navitus Health Solutions (Navitus)**.
- Behavioral health and physical health provider engagement with Navitus
 - Medication prior authorizations and appeals
 - Assistance with formulary questions
- Formulary look up tool: [Medication Search](#)
- Pharmacy Prior Auth forms: [Pharmacy Prior Auth Forms](#)
- Transitions of care for Tailored Plan go-live
 - All authorizations honored for the life of the prior authorization
 - Flexibility available via Pharmacy Service Line: **1-800-540-6083**

Avēsis

- Avēsis (vision services): Vaya partners with Avēsis, LLC (Avēsis) to manage both routine and medical/surgical eye care benefits for Vaya Total Care members.
- Benefits of the Avēsis network:
 - Weekly claims check runs and real-time claims submission and tracking, including access to claims payment status 24/7.
 - User-friendly provider portal: [Avesis Home](#)
 - Providers can verify eligibility of members
 - Manage claims
 - Access plan administration forms

Avēsis

- Dedicated Provider Relations Representative
 - Contact Person: Eva Clarkson
 - Email: eclarkson@avesis.com
 - Phone: **410-413-9268**
- Provider service hours are Monday- Friday from 7 a.m.– 6 p.m. (EST), excluding observed holidays.
Contact phone number: **833-282-2427**
- If you have contracting questions, please email the Avēsis Provider Recruitment Team at ProviderVisionRecruitment@avesis.com

Modivcare

Non-Emergency Medical Transportation:

- Vaya has partnered with Modivcare Solutions to help arrange Non-Emergency Medical Transportation for members of Vaya Total Care.
- Providers may access Modivcare's facility portal to manage member's transportation and reservations for their facility.
- For providers needing information regarding NEMT, please visit the NEMT Provider Portal and you will be directed to Modivcare's TripCare login page at tripcare.modivcare.com/login.
- TripCare is your one-stop solution for managing member's transportation.

Modivcare

- Customer service center operation hours : Monday-Saturday 7 a.m. - 6 p.m. (EST)
- Contact information for scheduling trips via phone are as follow:
 - Vaya's NEMT Toll Free Number (TFN): **1-888-621-2084**
 - Vaya's Member and Recipient Services Line: **1-800-962-9003**
 - Hearing Impaired (TTY): **1-866-288-3133**
 - Facility Line: **1-855-397-3606**
 - Facility Fax: **1-855-397-3607**

EviCore

- Vaya is partnering with EviCore to conduct prior authorization for radiology, cardiology, durable medical equipment (DME), and specialized therapies (OT/PT/SP).
- The following services and resources can be accessed at [Evicore](#)
 - Request prior authorizations and upload clinical information.
 - Print and view determination letters.
 - Request a peer-to-peer appointment.
 - Sign up for the EviCore Provider Newsletter and Webex training sessions.
 - Access CPT code list (updated yearly)
 - A Vaya-specific area will be available on the EviCore website with our specific code list, FAQs, training dates and provider orientation information.

EviCore

- Vaya providers will have a designated provider relations team:
 - Radiology, Cardiology, and MSK:
 - Merritt Senters, **615-788-5568**, merritt.senters@evicore.com
 - Patricia Allen, **1-800-918-8924 x24176**, pallen@evicore.com
 - Durable Medical Equipment: Sasha Hampton, sasha.hampton@evicore.com
- For more information about waived authorizations please see: [Provider Communication Bulletin 2023-2024 Issue 62](#)

Resources

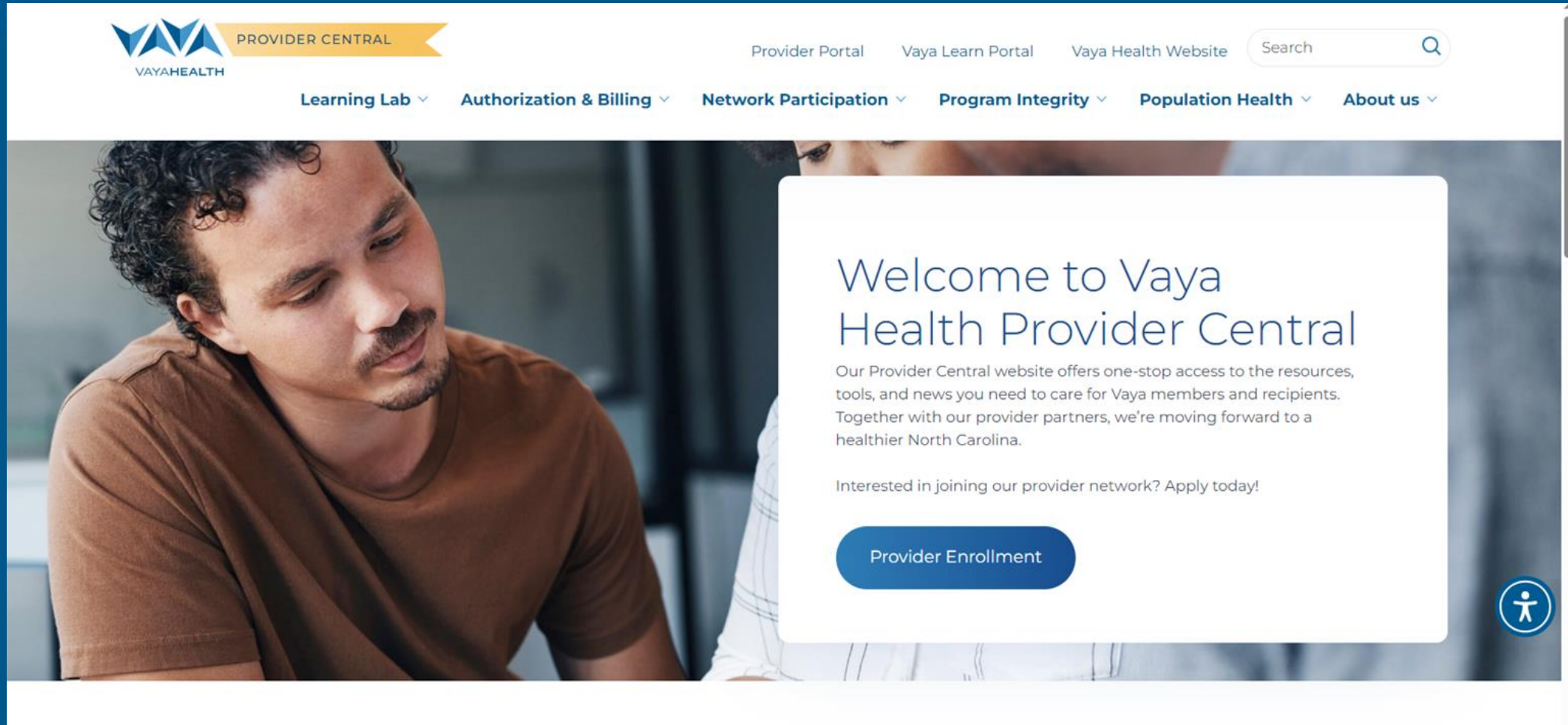
Shamika Howard, Provider Educator



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Overview of Provider Central

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



Provider Central: Provider Portal Page

- 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.

Provider Communication Bulletins

- We distribute our Provider Communication Bulletin (PCB) every Thursday and as needed to provide urgent information.
- Until we moved to Tailored Plan, the PCB was primarily behavioral health-focused.
- We added physical health providers to the PCB listserv on May 30, 2024.
- 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.**

Open Office Hours

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:

- Aug. 1, 10-11:30 a.m.
- Link here: [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.

Provider Advisory Council

Shamika Howard, Provider Educator



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Provider Advisory Council

- The Vaya Health Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers.
- The PAC operates pursuant to a set of bylaws and is a self-governing committee.
- We encourage all Vaya network providers to participate in monthly PAC meetings.
- As Tailored Plan launched, the PAC has integrated physical health providers into the council.
- To receive PAC communications or for more information about upcoming meetings, email provideradvisorycouncil@vayahealth.com.

Member and Recipient Services

Karla Mensah, VP of Member & Recipient Services

Regina Frampton, MRS Provider Support Line Manager



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Member & Recipient Services Lines

Overview of Vaya's Service Lines

- Provider Support Services Line (Mon-Sat, 7 a.m. to 6 p.m.): **1-866-990-9712**
- Member and Recipient Service Line (Mon-Sat, 7 a.m. to 6 p.m.): **1-800-962-9003**
- Behavioral Health Crisis Line (24 hours a day, 7 days a week): **1-800-849-6127**
- Nurse Line – (24 hours a day, 7 days a week): **1-800-290-1623**

Provider Support Services Line

How can we help you?

- We are here to assist our providers.
- Our goal is to handle calls in one touch by either answering your questions directly when we can or conferencing in one of our subject matter experts to get real-time help for you.
- Our phone line is in addition to any other supports that are already available to you. These include your provider network contract manager or claims specialist and the resources on Vaya's [Provider Central](#) website.

Provider Support Services Line

What to expect when you call us:

- Our phone representatives must verify the identity and/or agency affiliation of all callers who reach out to one of our services lines, including instances in which the caller is known to the phone representative.
- To do this, we will ask for each caller to provide either:
 - The National Provider Identifier (NPI) group number for the provider agency, *or*
 - The provider organization's tax ID number (TIN), also known as Employer Identification Number (EIN).
 - If you are calling about a specific member, we will need to authenticate with 3 pieces of member identifying information (must include member's first and last name, DOB, and either the SSN or Medicaid ID#).

Upcoming Touchpoint Webinars

Shamika Howard, Provider Educator



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Physical Health Touchpoint Webinars

- Physical Health ongoing biweekly Touchpoint webinars occur on Fridays. **(Registration not required)**
- The next scheduled Provider Touchpoint Webinar for Physical Health Providers is August 9, 2024.
- 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](#).*



Questions, Thoughts, Comments

Thank you

**Our Next Provider Touchpoint Webinar for
Physical Health Providers**

Friday, August 9, 2024, 11 a.m. – 12 p.m.



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