



PROVIDER COMMUNICATION BULLETIN

MAY 30, 2024 | PROVIDER COMMUNICATION BULLETIN 2023-24, ISSUE 60

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Welcome to the new Provider Communication Bulletin, our weekly publication for all Vaya Health network providers. Moving forward, each bulletin will contain the following sections, as needed:

- All Network Providers
- Physical Health Providers
- Behavioral Health, I/DD, and TBI Providers
- Learning and Participation Opportunities

Vaya welcomes physical health providers to our established network of behavioral health, I/DD, and TBI professionals. Please read below for important orientation information. We look forward to working together for the benefit of the people we mutually serve.

PHYSICAL HEALTH PROVIDERS

Provider Communication Bulletin

Vaya's Provider Communication Bulletin provides timely operational updates, notices, and announcements you will need to effectively do business with us. We distribute the bulletin every Thursday and as needed to provide urgent information. Network providers who did not receive this email directly can subscribe on the [Provider Communication Bulletins](#) page of our Provider Central website.

Please note: Vaya network providers are contractually required to receive the Provider Communication Bulletin and are responsible for responding or adhering to any information contained within the bulletin. *As of today, Vaya has added the primary contact for each contracted physical health practice/organization (as identified by your contract) to the bulletin email list.*

Provider Touchpoint Webinars

Join Vaya's 60-minute Provider Touchpoint webinars for current information, resources, and a Q&A opportunity. Dates and links are included in the Provider Communication Bulletin the week before and the week of the webinar. Upcoming webinars will include:

- [Intro to Vaya Provider Touchpoint Webinar for Physical Health Providers](#) – Wednesday, June 5, 2024, 11 a.m.-12 p.m.
- Provider Orientation Touchpoint Webinar for Physical Health Providers – Seven opportunities beginning June 12, 2024, 11 a.m.-12 p.m.
- Provider Touchpoint Webinar for Physical Health Providers – Biweekly beginning July 26, 2024, 11 a.m.-12 p.m.
- Provider Touchpoint Webinar for Behavioral Health Providers – Biweekly, ongoing

For recordings of past webinars and links to related resources, visit the [Provider Touchpoint](#) page of our Provider Central website.

Provider Central Website

Vaya's [Provider Central](#) website is your comprehensive source for the information and resources you need as a Vaya network provider.

Provider Operations Manual

The Vaya Provider Operations Manual is available on the [Provider Manual](#) page of our Provider Central website. The manual offers detailed information and technical assistance for network providers and covers all aspects and requirements of network participation.

Provider Support Options

Vaya's Provider Support Service Line (PSSL) is available at **1-866-990-9712**, 7 a.m. to 6 p.m., Monday-Saturday, including holidays, for providers who have general questions or need technical assistance. You can also contact your assigned provider network contract manager or provider.info@vayahealth.com for assistance between 8:30 a.m.-5 p.m., Monday-Friday.

WHAT TO EXPECT WHEN CALLING THE PSSL

Vaya is required to verify the identity and/or organizational affiliation of PSSL callers, even when the representative is familiar with the caller. To do this, we will ask for your provider organization's National Provider Identifier (NPI) group number or tax ID number (TIN), also known as Employer Identification Number (EIN).

Additionally, providers calling about a specific Vaya member or recipient must provide three pieces of member/recipient-identifying information, such as first and last name, date of birth, and either Social Security Number or Medicaid ID number.

Provider Portal

Vaya's [Provider Portal](#) allows network providers to securely submit and review claims, create and review authorization requests, manage users, explore resources, and more.

SYSTEMS ACCESS ADMINISTRATOR

Each provider organization is required to identify one systems access administrator (SAA) within their organization. The SAA is responsible for managing the creation, support, and deactivation of user access to the Provider Portal for users within your organization. Vaya does not issue portal logins for provider organization staff other than the SAA.

Please note: For individual provider organizations, your contract signatory identified the SAA for your organization when your contract was executed.

PROVIDER PORTAL ACCESS

We will begin issuing Provider Portal access to each physical health provider organization's SAA in early June 2024. If you have questions, email ProviderPortal.SAA@vayahealth.com.

UPCOMING PROVIDER PORTAL TRAININGS

Save the date for our upcoming virtual Provider Portal trainings (registration is not required):

- Provider Portal: Portal Overview and Navigation - June 17, 2024, 10 a.m.-12 p.m.
- Provider Portal: Claims Submission and Management - June 24, 2024, 2.-5 p.m.
- Provider Portal: Claims Submission and Management - June 25, 2024, 9 a.m.-12 p.m.

We will publish training links and announce additional dates and times in upcoming Provider Communication Bulletins. To learn more about the portal, see the job aids and recorded trainings on the [Resources](#) page of our Provider Central website.

Vaya will offer Provider Portal: Prior Authorization Submission and Management trainings at a later date, as prior authorization requirements are waived for 90 days after Behavioral Health and I/DD Tailored Plan launch.

Electronic Billing Information

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.**

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.

ALL NETWORK PROVIDERS

Modivcare NEMT Customer Service Line Now Live

Vaya is partnering with [Modivcare](#) to offer Non-Emergency Medical Transportation (NEMT) for Medicaid members enrolled in the Vaya Tailored Plan (Vaya Total Care). Modivcare has launched a toll-free, Vaya-specific NEMT customer service line for members and their supports to schedule NEMT. The line is available at **1-888-621-2084 (TTY: 1-866-288-3133)**, 7 a.m.-6 p.m. Eastern time, 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's facility fax line: **1-855-397-3607**
- Vaya's Member and Recipient Service Line (MRSL): **1-800-962-9003**. Eligible Medicaid members can call Vaya's MRSL and be warm transferred to Modivcare.

Vaya Tailored Plan Member Medicaid ID Card

Tailored Plan Medicaid members will receive new Medicaid ID cards issued by Vaya. An example of the new card is below for your reference.



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

Member ID: _____ NC Medicaid

Member:

MEMBER NAME

PCP Name:

PROVIDER NAME

PCP Phone: 000-000-0000

PCP Address

City, State ZIP

RxBIN: 610602

RxPCN: MCD

RxGRP: VayaRX

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 (Avésis): 1-866-889-4457

Vaya Health and YOU: Moving Forward Together

Vaya Member Benefit: Healthy Opportunities Pilot

The Healthy Opportunities Pilot (HOP) is the nation's first comprehensive program to test and evaluate the impact of providing evidence-based, non-medical interventions related to housing, food, transportation, and interpersonal safety and toxic stress to eligible Medicaid beneficiaries.

To qualify for HOP, beneficiaries must be eligible for Tailored Care Management (TCM); have at least one qualifying physical or behavioral health condition and one qualifying social risk factor, as [defined by NCDHHS](#); and reside in a county that is participating in the pilot. The following counties in Vaya's region are participating: 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.

HOP will cover the cost of 29 interventions defined and priced in the NCDHHS [HOP Service Fee Schedule](#).

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.

Memo: Tailored Plan Medicaid Benefit – Vaya Total Care Perks

Value-added services (VAS), also known as [Vaya Total Care Perks](#), are supplemental products, services, and incentives that help members be healthy and live the life they choose. VAS will be available to Vaya Tailored Plan Medicaid members when Tailored Plans launch July 1, 2024. For more information, see the memo linked below.

Memo: [Tailored Plan Medicaid Benefit – Vaya Total Care Perks](#) (May 30, 2024)

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Provider Touchpoint Webinar Tomorrow, May 31, 2024, 11 a.m.-12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. 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.

For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

Year-End Due Dates for Non-UCR Payment Expenditures

To prepare for the upcoming announcement of NCDHHS Office of the Controller deadlines for processing non-UCR payments for SFY 2023-24, providers must submit any invoices for actual non-UCR expenditures incurred through May 31, 2024, to Vaya's Finance Department by the end of the day on Friday, June 7, 2024. Invoices for actual non-UCR expenditures incurred between June 1-7, 2024, also must be submitted to Vaya's Finance Department by this time.

Please note that NCDHHS does not allow submission of estimated or projected non-UCR expenditures. To ensure reimbursement, any additional actual non-UCR expenditures incurred through June 30, 2024, will be due to Vaya's Finance Department by the end of the day on July 20, 2024.

Vaya will notify providers of any changes to the year-end deadlines above following receipt of the formal communication from NCDHHS.

If you have questions, contact your provider network contract manager. You may also contact Senior Staff Accountant Jamie Brendle at jamie.brendle@vayahealth.com or Special Projects Manager Chad Swicegood at chad.swicegood@vayahealth.com.

In-Home Therapy Service Code Correction: ILOS Rate Increases

In [Provider Communication Bulletin, 2023-2024 Issue 59](#) (May 23, 2024), we included information about our standard rate schedules for "in-lieu-of" services (ILOS) that incorrectly listed the In-Home Therapy Services code. The correct service code is H2022HEU5. We apologize for the error.

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

Now Open: STAR Loan Repayment Program

The [NC Office of Rural Health](#) Substance Use Disorder Treatment and Recovery (STAR) Loan Repayment Program is **accepting applications through June 27, 2024**. Eligible substance use disorder treatment clinicians and community health workers can apply to receive up to \$250,000 in loan repayment in exchange for working full-time for six years in a facility approved for the STAR Loan Repayment Program. [Learn more and apply online](#).

Get help with your application during one of the following Q&A sessions on Zoom:

- [STAR LRP Q&A Session #1](#) – June 12, 2024, 10 a.m.-2 p.m. Eastern time
- [STAR LRP Q&A Session #2](#) – June 20, 2024, 1-5 p.m. Eastern time
- [STAR LRP Q&A Session #3](#) – June 26, 2024, 10 a.m.-5 p.m. Eastern time

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).



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