



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

**Sept. 27, 2024, 11 a.m.-12 p.m.: Behavioral Health, I/DD, TBI**

**Oct. 4, 2024, 11 a.m.-12 p.m.: Physical Health**

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.

**PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI - SEPT. 27, 2024**

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH - OCT. 4, 2024**

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.

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## Tailored Plan Prior Authorization Flexibilities Extended through Jan. 31, 2025

Please read below for important information about the extension of certain prior authorization flexibilities associated with the launch of the Vaya Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan.

## PHYSICAL HEALTH SERVICES

Vaya is extending the waiver of prior authorization requirements for Tailored Plan physical health services through Jan. 31, 2025. **Please note this flexibility, previously scheduled to end Oct. 1, 2024, applies to the date of service, not the date of the authorization request submission.**

During this time, Vaya will continue to process any service authorization requests (SARs) received. We encourage providers to continue submitting SARs to internally validate and test these submissions.

## STATE PLAN PERSONAL CARE SERVICES (PCS)

- Vaya will extend existing PCS authorizations through **Jan. 31, 2025**. Providers will receive notification of these extensions through Vaya's [Provider Portal](#).
- Vaya RN PCS assessors will begin contacting members to schedule assessments starting Oct. 1, 2024. We first will contact members who have never been formally assessed, then members whose reassessment is overdue.
- Vaya will continue to process referrals for PCS according to our current process, which has been in place since Tailored Plan launch on July 1, 2024.
- For members new to PCS, call the PCS Team at 1-877-290-6315 or email [VayaStatePlanPCS@vayahealth.com](mailto:VayaStatePlanPCS@vayahealth.com).
- To request a PCS authorization or Independent Assessment (e.g., new request, change of status, change of provider, or disenrollment), members or providers should complete and submit the **Request for Independent Assessment for Personal Care Services** form on the Vaya [Personal Care Services](#) webpage.

## PHARMACY BENEFITS

As reflected in Vaya [Provider Communication Bulletin 2023-24, Issue 62](#) (June 6, 2024), Vaya's pharmacy benefit manager, Navitus Health Solutions (Navitus), will honor all pharmacy authorizations received through the transition of care process.

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 **Jan. 31, 2025** (an extension from the previously announced date of Sept. 30, 2024).

## BEHAVIORAL HEALTH SERVICES

There are no changes to prior authorization requirements for behavioral health services.

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## NC Medicaid Announces Hurricane Helene Flexibilities; State of Emergency Declared

Gov. Roy Cooper has declared a [State of Emergency](#) as North Carolina prepares for severe weather due to Hurricane Helene. The storm is expected to bring high wind gusts and moderate to heavy rainfall that could cause flash floods across western North Carolina.

NC Medicaid Direct and NC Medicaid Managed Care will reimburse providers for medically necessary drugs, services, equipment, and supplies provided during the Hurricane Helene emergency without prior authorization starting Sept. 26, 2024, through Oct. 2, 2024 (unless otherwise communicated by NCDHHS). Medical documentation must support medical necessity. Review the [NC Medicaid Bulletin](#) for full details.

For helpful information and resources, visit the [Emergency and Disaster](#) page of our Provider Central website.

As a reminder, our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) operate from 7 a.m. to 6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-

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## Provider Portal: Weekend Maintenance to Impact Authorization Functions

Due to system maintenance, the Authorizations section of the Vaya [Provider Portal](#) will be unavailable from 11 p.m. tomorrow, Sept. 27, through 7 a.m. Saturday, Sept. 28, 2024. Please do not attempt to search for or enter authorizations during this time.

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## Buprenorphine SL (Generic for Subutex®) Move to NC Medicaid Preferred Drug List

Effective Oct. 1, 2024, NC Medicaid will move buprenorphine SL tablets (generic for Subutex®) to preferred for all NC Medicaid plans. **Buprenorphine SL tablets will no longer require prior authorization.**

The change comes after feedback from providers who treat members with opioid use disorder that requiring prior authorization for single-ingredient buprenorphine could contribute to access to care issues for members at risk for returning to their drug of choice or overdose.

As a reminder, drugs requiring prior authorization, clinical criteria, and prior authorization request forms are available through the [Pharmacy Prior Authorization](#) page of Vaya's Provider Central website. To review the Preferred Drug List (PDL), visit our [Medication Search](#) webpage.

For assistance, call Vaya's Pharmacy Service Line at 1-800-540-6083, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.

## PHYSICAL HEALTH PROVIDERS

### Tailored Plan DME Provider Orientation Session Schedule with EviCore

Vaya partners with [EviCore healthcare](#) (EviCore) to ensure member access to quality, medically appropriate specialty services, including Durable Medical Equipment (DME), in line with evidence-based treatment guidelines.

EviCore will require prior authorization for DME for Medicaid members of the Vaya Tailored Plan (Vaya Total Care), effective for dates of service beginning Feb. 1, 2025. EviCore reviews most DME and supply codes included in [NC Medicaid Clinical Coverage Policies 5A-1, 5A-2, 5A-3, or 5B](#) that require prior authorization. Vaya may continue to review some codes covered by these policies internally, such as W codes and B codes.

**EviCore will hold free DME Provider Orientation sessions for Vaya network providers from 10-11 a.m. Sept. 30, 1-2 p.m. Oct. 1, and 10-11 a.m. Oct. 3, 2024 (Eastern time).** All sessions require advance registration and will last approximately one hour.

To register, visit <http://EviCore.webex.com> and select "WebEx Training" from the menu on the left. Select the "Upcoming" tab and choose the session you want to attend. Please note each session is listed with the health plan name and program specialty, e.g., "Vaya Health DME Provider Orientation." Select "Register" next to the session you wish to attend and enter the registration information.

You will receive an e-mail with information needed to join the session. If you are unable to participate, you can obtain a copy of the presentation and other important documents on the

## LEARNING AND PARTICIPATION OPPORTUNITIES

### NC Community-Powered Overdose Prevention RFP

Vital Strategies is partnering with Frontline Solutions to request proposals from organizations led and powered by Black, Indigenous, and Latino communities in North Carolina that are seeking to adopt or deepen the use of harm reduction principles to reduce negative health effects and fatal overdoses.

**Proposals are due Oct. 10, 2024.** To learn more, review the [Request for Proposal](#) or visit the [RFP website](#). For more information, email Brandon Williams at [bwilliams@frontlinesol.com](mailto:bwilliams@frontlinesol.com).

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### Strong Minds, Strong Communities RFA

Eligible organizations are invited to apply for the "Strong Minds, Strong Communities State-wide Dissemination of Mental Health Intervention for Underserved Populations" grant for professional development of community health workers. **Applications are due Oct. 15, 2024.**

For more information, review the [Request for Application](#). Submit your application and any questions to Claire Poindexter at [c\\_poinde@uncg.edu](mailto:c_poinde@uncg.edu).

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### Maternal Mental Health Education Event Oct. 16, 2024, 9 a.m.-4 p.m.

MAHEC will host an in-person Maternal Mental Health Educational Event at 121 Hendersonville Road, Asheville, NC 28803. This training will provide authentic, compelling content for providers caring for birthing persons before, during, and after pregnancy.

Topics include: Awareness to Action: Dismantling Bias in Maternal and Infant Healthcare, Beyond Labels: Reducing Stigma Related to Maternal Mental Health and Substance Use Disorder, Orientation to Screening and Tool Kits, and Maternal Mental Health: It's Not Just Postpartum. It's Not Just Depression."

Continuing education credits and lunch will be provided. [Learn more](#) and [register online](#).

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### Person-Centered Thinking Training Nov. 6-7, 9 a.m.-4 p.m.

This free, virtual Person-Centered Thinking training opportunity is a two-day, 12-hour workshop that introduces the principles and use of person-centered thinking. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.

Participants must attend and participate on both days, with audio and video, to receive a certificate of completion. Each day will include a 30-minute lunch break. Participants will receive the Microsoft Teams link and training handouts one week prior to the event.

[RSVP on Vaya's website](#) by Oct. 30, 2024. Registration is required. Attendance is capped at 28 participants. If you RSVP on your staff's behalf, include each person's full name and email

address. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**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](#).

[providers.vayahealth.com](https://providers.vayahealth.com)



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