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## ALL NETWORK PROVIDERS

### 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 the [Provider Portal](#) webpage of Vaya's Provider Central website.

#### **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)

#### **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.

#### **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](mailto:merritt.senters@evicore.com)) or Patricia Allen (1-800-918-8924, ext. 24176, or [pallen@evicore.com](mailto:pallen@evicore.com))
- For DME: Sasha Hampton ([sasha.hampton@evicore.com](mailto:sasha.hampton@evicore.com))

Visit the [Training Resources](#) of EviCore's website for video tutorials and other materials and view the [EviCore Training Flyer](#).

#### **Avēsis**

[Avēsis](#) will manage routine, medical, and surgical eye care benefits. Avēsis' Vaya provider relations representative is Eva Clarkson (410-413-9268 or [eclarkson@avesis.com](mailto: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](mailto:ProviderVisionRecruitment@avesis.com).

## **PHYSICAL HEALTH PROVIDERS**

### **Physical Health Provider Resources**

Vaya welcomes physical health providers to our network. Please review [Provider Communication Bulletin 2023-2024, Issue 60](#) (May 30, 2024) for important orientation information. For details about upcoming Vaya Provider Portal trainings, review [Provider Communication Bulletin 2023-2024, Issue 63](#) (June 13, 2024).

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### **Provider Orientation Touchpoint Webinar for Physical Health Providers** **June 26, 2024, 11 a.m.-12 p.m.**

Join our next Provider Orientation Touchpoint Webinar for Physical Health Providers. This webinar will provide helpful information on how to do business with Vaya, including available resources, prior authorizations, and claims submission.

## **PROVIDER TOUCHPOINT WEBINAR FOR PHYSICAL HEALTH PROVIDERS - JUNE 26, 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 links to related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

## **BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS**

### **Provider Touchpoint Webinar for Behavioral Health Providers**

**June 28, 2024, 11 a.m.-12 p.m.**

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya network providers. We encourage all network providers to attend. Registration is not required.

## **BEHAVIORAL HEALTH PROVIDER TOUCHPOINT WEBINAR - JUNE 28, 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 links to related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

## **LEARNING AND PARTICIPATION OPPORTUNITIES**

**Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective (CFT 1 Revised)**  
**June 26-27, 2024, 9 a.m.-4 p.m.**

This free virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register. Attendance is capped at 28 participants.

[Get more information and register online](#).

Participants will receive a link to the training a few days before the event. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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## 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](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)