

Appendix P |

Individual and Family Directed Services: Key contacts

VAYA HEALTH CONTACTS	
24/7 Behavioral Health Crisis Line	1-800-849-6127
Member and Recipient Service Line (Monday-Saturday, 7 a.m.-6 p.m.)	1-800-962-9003

My care manager:	Phone:
My Community Navigator:	Phone:
My Employer of Record (EOR) (if applicable):	Phone:
My Representative (if applicable):	Phone:
My Financial Supports Service Agency (FSSA):	Phone:
My Agency with Choice (AWC) (if applicable):	Phone:
My Primary Crisis Responder provider agency (if applicable):	Phone:
My primary care provider (PCP):	Phone:
My pharmacy:	Phone:
My Direct Support Professional (DSP) (1):	Phone:
My Direct Support Professional (DSP) (2):	Phone:
Backup staff (1):	Phone:

Backup staff (2):	Phone:
My emergency contact:	Phone:

What's the issue?	Whom to contact:	Phone number:
Contacting Vaya departments	Vaya Member and Recipient Services Department	1-800-962-9003
Plan of Care (POC) – original and any revisions and/or changes in goals	Care Manager	
Referral for IFDS initial training	Care Manager	
Appointing a Representative	Care Manager	
Medicaid questions	Vaya Member Services Department or Care Manager	
Training handbooks and training certificate	Community Navigator	
POC approval	Vaya Business Line	1-800-893-6246
Task analysis/strategies training	Community Navigator	
Emergency preparedness	Community Navigator or Agency with Choice (AWC) provider	
Backup staffing general questions	Community Navigator or AWC provider	
Health and safety issues	Care Manager	
Documentation forms	Community Navigator	
Personnel forms	Community Navigator	
Time/billing sheets	Financial Support Services Agency (FSSA) or AWC provider	
Background check forms	FSSA	
Workers' compensation insurance application and questions	FSSA	
Community resources	Community Navigator	

Incident reports; Incident Response Improvement System (IRIS)	Vaya Incident Response Team	incidentreport@vayahealth.com
Monitoring of services	Vaya Business Line	1-800-893-6246
Service documentation training	Community Navigator	
Assistance locating resources for goods and services	Community Navigator	
Complaints	Vaya Grievance Resolution and Incidents Team	1-800-893-6246, ext. 1600
Returning to provider-directed services	Care Manager	
Managing employee issues	Community Navigator	
Individual Budget	Care Manager	
Understanding employee training	Community Navigator or AWC provider	
Questions about monthly EOR budget	FSSA or Community Navigator	
Obtaining and using the EOR budget tool	FSSA	
Hiring employees under the AWC provider model	AWC provider	
Additional Issues: _____		