

Vaya Quick Reference Guide



Provider Services Contact Number

Name: Provider Support Service Line

Description: Available Monday-Saturday, 7 a.m.-6 p.m., including holidays, for providers who have general questions, need technical assistance, or would like to request to add a site or service

Provider Services Number: 1-866-990-9712

Provider Portal

Website: providers.vayahealth.com/provider-portal

Description: Providers can use the portal to:

1. Enroll, discharge, search for, and update information on recipients of State-funded services
2. Submit and view service authorization requests
3. Submit claims and review remittance advice (RA) reports
4. Review value-based performance reports and provider-directed documents
5. Issue and manage employee logins to the Provider Portal
6. File grievances, complaints, and appeals
7. Access Vaya resources (e.g., Provider Central, handbooks, delegated vendors portals)
8. Submit provider surveys
9. Access provider trainings through the Vaya Learning Lab
10. Access information about contacting Vaya

Prior Authorizations / Notifications

Name: Vaya Utilization Management (UM)

Description: Service authorization requests and reviews

Web Link: providers.vayahealth.com/authorization-billing

Phone Number: 1-800-893-6246, ext. 1513

Fax Number: 828-398-0571 (General UM) 828-348-4141 (Inpatient)

Member Services / Eligibility

Name: Member and Recipient Service Line

Description: Available Monday-Saturday, 7 a.m.-6 p.m., including holidays, to help Vaya members/recipients and the public with non-emergency issues and questions

Web Link: providerportal.vayahealth.com

Phone Number: 1-800-962-9003

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Claims / Electronic Data Interchange (EDI)

Name:	EDI technical support Claims
Description:	For EDI: Technical support for X12 submissions For Claims: Support for claims filed through the Provider Portal
Web Link:	For EDI: EDI@vayahealth.com For claims: https://forms.office.com/r/31kFMKfUJP (Claims Inquiry Form)
Phone Numbers:	To enable Vaya to properly triage and/or expedite EDI requests, email EDI@vayahealth.com
Address for Paper Claims:	200 Ridgefield Court, Suite 218, Asheville, NC 28806

Provider Appeals

Name:	Vaya Health
Description:	Providers may appeal an adverse action or sanction within 30 days. Network providers must appeal via the Appeals tab on Vaya's Provider Portal. Out-of-network providers may appeal claim denials within 30 days of the publication of the RA/835 Electronic RA by submitting to ClaimsReconsideration@vayahealth.com the Request for Claims Denial Appeal (Level 1) Form located on Vaya's Provider Central website. Out-of-network providers may appeal to ProviderReconsiderations@vayahealth.com for other adverse actions or sanctions by using the form attached to the original notice of action.
Web Link:	providers.vayahealth.com providers.vayahealth.com/provider-portal
Phone Numbers:	For claims-related appeals: 1-800-893-6246, ext. 2455 For all other appeals: 1-800-893-6246, ext. 5132
Address:	200 Ridgefield Court, Suite 218, Asheville, NC 28806

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Pharmacy Services

Name: Navitus Health Solutions

Description: Pharmacy Benefits Manager

Web Link: www.navitus.com

Phone Number: For members, prescribers, and pharmacies: 1-800-540-6083

Fax Number: Prior Authorizations: 1-855-673-6507

Name: Vaya Health

Description: Physician Administered Drug Program

Web Link: providers.vayahealth.com

Phone Number: For providers: 1-866-990-9712

Fax Number: PADP off-label\requests: 1-828-398-0571

Nurse Line

Name: Nurse Advice Line

Description: Available 24 hours a day, seven days a week to Vaya Tailored Plan Medicaid members who have basic questions about symptoms or medications or would like advice on when to go to their primary care provider

Web Link: vayahealth.com

Phone Number: 1-800-290-1623

Behavioral Health Crisis

Name: Behavioral Health Crisis Line

Description: Available 24 hours a day, seven days a week, to all members, recipients, and residents of Vaya's region experiencing a mental health or substance use disorder crisis

Web Link: vayahealth.com

Phone Number: 1-800-849-6127 (TTY/TDD 711)

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Transportation

Name: Modivcare Solutions, LLC

Description: Non-Emergency Medical Transportation

Web Link: modivcare.com

NEMT Reservations and Ride Assistance Phone Number: 1-855-397-3614

NEMT Facility Number: 1-855-397-3606

Facility Fax Number: 1-855-397-3607

Vision

Name: Avēsis Third Party Administrators, LLC

Description: Vision Services

Web Link: www.avesis.com

Member Phone Number: 1-866-889-4457

Provider Phone Number: 1-833-282-2427

Interpreter Services

Name: Argo Translation

Description: Interpreter Service

Web Link: <https://www.argotrans.com>

Phone Number: 1-844-459-5411

Fraud, Waste, and Abuse

Name: Vaya Health

Description: Report Fraud, Waste and Abuse

Web Link: providers.vayahealth.com/program-integrity/fraud-waste-abuse

Phone Number: 1-866-916-4255


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ID Cards

Front Image

	200 RIDGEFIELD COURT, SUITE 218 ASHEVILLE, NC 28806-2355
Member ID: _____	NC Medicaid
Member: MEMBER NAME	
PCP Name: PROVIDER NAME	RxBIN: 610602 RxPCN: MCD
PCP Phone: 000-000-0000	RxGRP: VayaRX
PCP Address: City, State ZIP	
Detailed benefit information is available at vayahealth.com .	

Back Image

<p>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.</p> <p>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.</p> <p>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</p> <p>Vaya Health and YOU: Moving Forward Together</p>
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