

Better Together: Vaya Partners Merger

Provider Merger Session



Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will move through the program content and address Q&A submissions at 2 points in the program.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.



Presenters

- **Provider Network Hosts**
 - Beth Lackey, Partners Executive Director of Provider Network
 - Celeste Ordiway, Vaya VP of BH and IDD Network
- **Claims Presenter**
 - Carter London, Vaya Claims Supervisor
- **Subject Matter Experts**
 - Kristina Misenar
 - Heather Leatherman
 - Daneille Brown
 - Kisha Price
 - Kimberly Watson



Agenda



Important Information



Provider Action Items



Where to find Support



Q&A



General Information

The Vaya Partners Merger

Provider Merger Webpage



- vayapartners.org
- Provider page
- Updated Merger FAQs
- Provider Merger Sessions

Merger Goals

01

MINIMIZE
MEMBER
DISRUPTION

02

REDUCE
PROVIDER
ABRASION

03

RETAIN STAFF
YOU KNOW
AND TRUST



Provider Benefits



Best-In-Class Service



Administrative Ease



Larger Geographic Area



Rates and Fee Schedules

- Rate Analysis is underway by a Third-Party Vendor
- Communicated by Sept. 1, 2026
- Please sign Contract/Amendments ASAP



Secure Provider Portal

- Vaya Partners Providers will use the Secure Portal currently found on [Vaya Provider](#) webpage.
- Providers new to the Vaya Portal and systems will receive a Welcome Packet with onboarding instructions after they sign their contract.



Vaya Partners Utilization Management

- Benefits coverage plan
- GuidingCare Platform
- All previously Authorized services will be honored
- Vaya Partners Authorization portal is currently under construction



Vendors

Service	Vendor	Portal
Radiology, Cardiology, DME, Specialized Therapies	EviCore	Provider's Hub EviCore by Evernorth
NEMT	Modivcare	Login - TripCare
Pharmacy	Navitus	Navitus - FFS Prescriber
Vision	Avēsis	Avēsis



Non-Emergency Medical Transportation

- Vaya Partners will continue to use Modivcare for non-emergency transportation services
- Transportation services will continue without interruption
- Existing ride reservations and standing orders will transfer automatically
- Beginning September 1, Members can use Vaya Partners Reservation # 1-855-397-3614



Provider Operations Manual

- Currently in Progress
- Webpage being designed
- Live by October 1

Provider Operations Manual

Reference our Provider Operations Manual for network participation requirements.

Provider Operations Manual



Follow up Questions

- Share Unanswered Questions from the previous session
- Researched by Subject Matter Experts
- Answered today





Claims & Billing

Revenue Cycle Management

Provider EFT Enrollment

- Existing Providers currently enrolled for EFT with both Partners and Vaya will not be required to complete a new EFT enrollment process.
- New Providers can retrieve the EFT Authorization form from the website at [EFT Authorization Agreement for Automatic Deposit](#) and email it to payables@vayahealth.com when completed, signed and dated (If any fields are left blank, the form will be returned to be completed with all fields completed)
- Providers can email payables@vayahealth.com if they have any questions or concerns about the EFT Authorization form.
- To pay any provider, regardless of network status, Vaya Partners must have the provider's W-9 form on file.



Vaya Partners HSP Claims System

Method	Beginning October 1, 2026 Physical Health, Behavioral Health, and EVV Claims
Electronic	Vaya Partners will offer the following claims submission options for network providers, authorized billing agents, and health care clearinghouses: 1. Secure Provider Portal using the CMS-1500 or UB-04 webforms (as appropriate to the service) 2. Through EDI HIPAA-compliant 837I or 837P Claim Files submitted via the current Vaya Managed File Transfer (MFT) platform. • Please note we accept only .txt and .x12 File Formats. We do not accept .pdf or .xlsx Files. • Any Provider currently submitting EDI 837 Claims Files Directly to or through a Certified Clearing House to Vaya Health will continue to do so without need for Re-EDI Enrollment. • Any Provider currently submitting EDI 837 Claims Files Directly to or through a Certified Clearing House to Partners will continue to do so without need for Re-EDI Enrollment. • Note: If your Provider was not previously contracted with Vaya Health or Partners Health Management you may require Provider Network Enrollment. • New Providers can request EDI Enrollment, by filling out and submitting an EDI Enrollment to EDI@VayaHealth.com • Link to EDI Enrollment Form: Provider EDI Enrollment/Managed File Transfer Access Request Form 3. Vaya Partners EDI system address: 901 S. New Hope Rd. Gastonia, NC 28054



Vaya Partners HSP Claims System

Method	Beginning October 1, 2026 Physical Health, Behavioral Health, and EVV Claims
Paper	More information will be forthcoming.
Payor ID	13010
Processing	Vaya HSP Claims System will become Vaya Partners Claim System



Clearinghouse Setup

- Certified Clearing Houses currently submitting Claims to Vaya Health are not required to go through EDI Re-certification.
- Certified Clearing Houses currently submitting Claims to Partners are also not required to go through EDI Re-certification.
 - Clearing Houses submitting Claims to Vaya Health will utilize their existing Sender/Submitter ID.
 - Only Two (2) Clearing Houses currently submitting Claims to Partners are not submitting Claims to Vaya Health.



New Clearinghouse Setup

- Any Clearing House New to Vaya Health or Partners will be required to go through Standard EDI Certification and Approval Testing.
 - Steps for EDI Certification and Approval Testing can be found on the Provider Central>Resources>Forms> 837p and 837i Steps For Testing and Approval page of the Vaya Health Website
 - Link: <https://providers.vayahealth.com/resources/steps-for-837p-and-837i-testing-and-approval-110216/>



Clearinghouse Claims Submission

- Clearing Houses submitting Claims for Partners with Dates of Service (DOS) "Before" October 1, 2026, will do so through the Partners SFTP Folder Platform.
- Clearing Houses submitting Claims for Partners with Dates of Service (DOS) "On or After" October 1, 2026, will do so through the **New Vaya Partners Managed File Transfer (MFT) Platform.**
 - New Vaya Partners URL: sftp.vayapartners.org



Billing Guidance & Resources

- **Claims submission timeframes**

- Medicaid Direct and Tailored Plan claims must be submitted and received within 365 days of the date of service or the date of discharge.
- State Benefit claims must be submitted and received within 90 days of the date of service.
- **Secondary claims** for which Vaya Partners is the secondary payer must be submitted within **180 days** of receiving the denial or payment determination from the primary or other third-party payer, not to exceed 365 days from date of service or the discharge date.
- Initial claims submitted after the applicable filing deadline will be denied and are not eligible for resubmission, unless an approved exception applies (such as retroactive Medicaid eligibility).
- Network providers are encouraged to submit routine claims on a weekly or bi-weekly basis to align with our [checkwrite schedule](#).



Split Claims

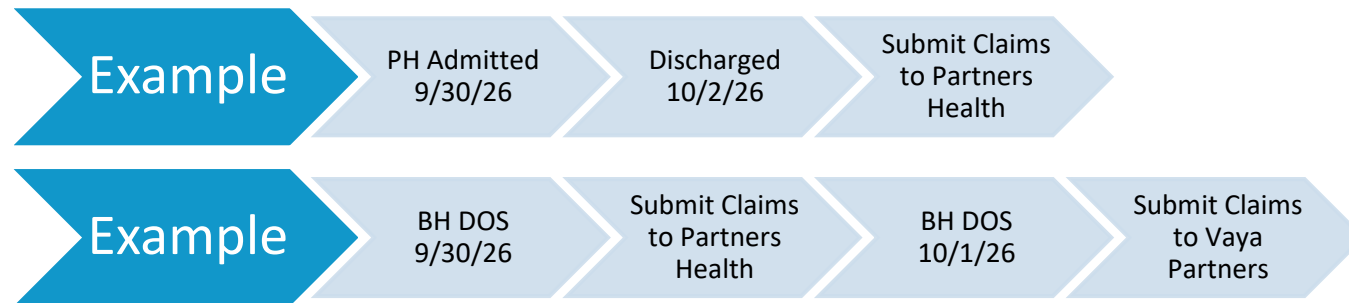
Professional Services

- Professional Services (CMS1500)
 - Claims for DOS on or **before Sept. 30, 2026**, submitted to Partners Health
 - Claims for DOS on or after **Oct. 1, 2026**, submitted to Vaya Partners



Inpatient Stay

- Tailored Plan **Physical Health** Inpatient Claims (DRG) should be submitted to and processed under the MCO that is in effect on the members ***date of admission***.
- Medicaid Direct and Tailored Plan **Behavioral Health** inpatient claims(per diem) should be submitted to the appropriate MCO based on the ***date of service***.



State Benefits

Service	Date of Service	Submit Claims to
Professional (CMS1500)	On or before 9/30/26	Partners Health
Professional (CMS1500)	On or after 10/1/26	Vaya Partners
Institutional (UB04)	On or before 9/30/26	Partners Health
Institutional (UB04)	On or after 10/1/26	Vaya Partners

*Providers must ensure that claims do not include dates of service that span different State Health Plans

*State Benefit Claims must be submitted and received within 90 days of the date of service



Other Insurance Validation

- NCTracks is the source of truth for verifying member Medicaid eligibility, Medicare coverage, and all other Third-Party Liability (TPL) coverage. Providers should verify eligibility prior to rendering services and submitting claims.
- Providers may also verify member Medicaid, Medicare, and other insurance coverage through the HSP Provider Portal.



Payment Information/Remittance Advice

- Providers can email payables@vayahealth.com for any questions on payment information.
- If providers need a remittance advice (RA)
 - Please log in to the provider portal to retrieve the RA.
 - If you cannot locate your RA in the portal, please submit a help desk ticket requesting the information at [Provider Service Desk Request Form](#).



Escalation Process

- For Claim Inquiry help, use our [Provider Service Desk Request Form](#).
- You may also call our Claims Department at 1-800-893-6246, ext. 2455 (behavioral health, intellectual/developmental disability, and traumatic brain injury services) or ext. 2456 (physical health services).



Interest Payments

- Pended Medical Claims: Vaya Partners shall pay or deny pended Medical Clean Claims within 30 calendar days of receipt.
- The 30-day timeframe includes the initial 18-day period used to determine whether a claim is clean and eligible for payment or denial.
- Interest for Late Payments: If an approved clean claim is not paid within the required timeframe, Vaya Partners shall pay the provider interest at an annual rate of 18% of the claim amount, beginning the day after the payment was due.
- Interest is calculated at time of payment and is included on the remittance advice.



Claims Portal- Under Construction



Claims

Submit claims and review claims status through our secure [Provider Portal](#). Vaya also accepts claims submissions via SFTP, electronic data interchange (EDI) files, or paper submission (in limited circumstances only).

Claims



Claims Submission | Future Link



Provider Merger Webpage

Providers

- Provider stability remains a top priority.
- Our goal is to minimize disruption for providers and members.
- We are committed to clear communication throughout the transition.
- Providers can expect predictable processes and timely updates.

Who can providers contact if they have questions?

Vaya and Partners will provide merger-related information on our respective websites. Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.

Vaya Health

vayahealth.com

[1-866-990-9712](tel:1-866-990-9712)

provider.info@vayahealth.com

Partners Health Management

partnersbhm.org

[1-877-398-4145](tel:1-877-398-4145)

BetterTogether@partnersbhm.org



[**vayapartners.org**](http://vayapartners.org)

Provider FAQs

Provider FAQ/News/Resources

Vaya Partners Merger FAQs: Providers

- [Vaya Health and Partners Health Management Announce Merger](#)
- [Vaya Partners Contracting and Merger Information Sessions](#)
- [Vaya Partners Merger Overview](#)



[Submit a Question about the Vaya Partners Merger](#)

Provider Merger Sessions

(Meetings are 2:00p.m. to 3:00p.m.)

Meeting Dates	Meeting Topics	Meeting Access Links	Meeting Recordings
August 10, 2026	PNO/Contracting	Attend August 10th	Watch Now
August 17, 2026	Utilization Management	Attend August 17th	Watch Now
August 24, 2026	Claims and Billing	Attend August 24th	Coming Soon
August 31, 2026	PNO/Contracting	Attend August 31st	Coming Soon
September 14, 2026	Utilization Management	Attend September 14th	Coming Soon
September 21, 2026	Claims and Billing	Attend September 21st	Coming Soon
September 28, 2026	PNO/Contracting	Attend September 28th	Coming Soon



vayapartners.org

Provider Support Lines

**Provider Support
Services**

**Monday-Saturday
7 a.m. to 6 p.m.**

Vaya Health
vayahealthline.com
1-866-990-9712

Partners Health Management
partnersbhm.org
1-877-398-4145

Action Item!

What

- Providers contracted with both Vaya and Partners & State Funded Providers Complete Vaya Partners Amendment
- Partners Only Providers Complete Vaya Partners Contract

When

- Delivered July & August 2026
- Sign ASAP

How

- Docusign
- From a Docusign generated email address

Why

- Remain in Vaya Partners Network (Amendment)
- Join Vaya Partners Network (Contract)
- Receive Welcome Letter with next steps

Amendment & Contract Support

Vaya Health

vayahealth.com

1-866-990-9712

provider.info@vayahealth.com

Partners Health Management

partnersbhm.org

1-877-398-4145

contracts@partnersbhm.org

THANK YOU

