

Better Together: Vaya Partners Merger

Provider Merger Information Session



Agenda



Important Information



Provider Action Items



Where to find Support



Q&A



General Information

The Vaya Partners Merger

Better Together

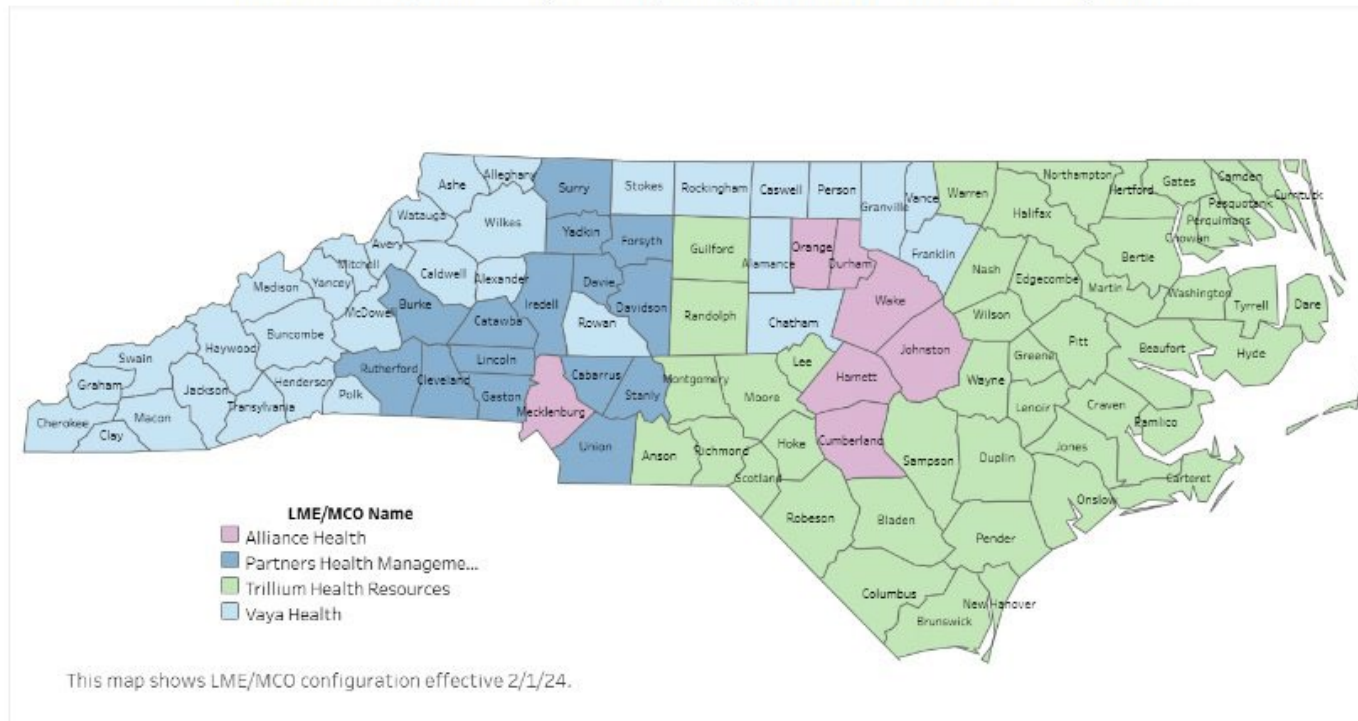
Vaya Health and Partners Health
Management
Merging Oct. 1, 2026

Building a stronger future for members, providers, and
communities—together

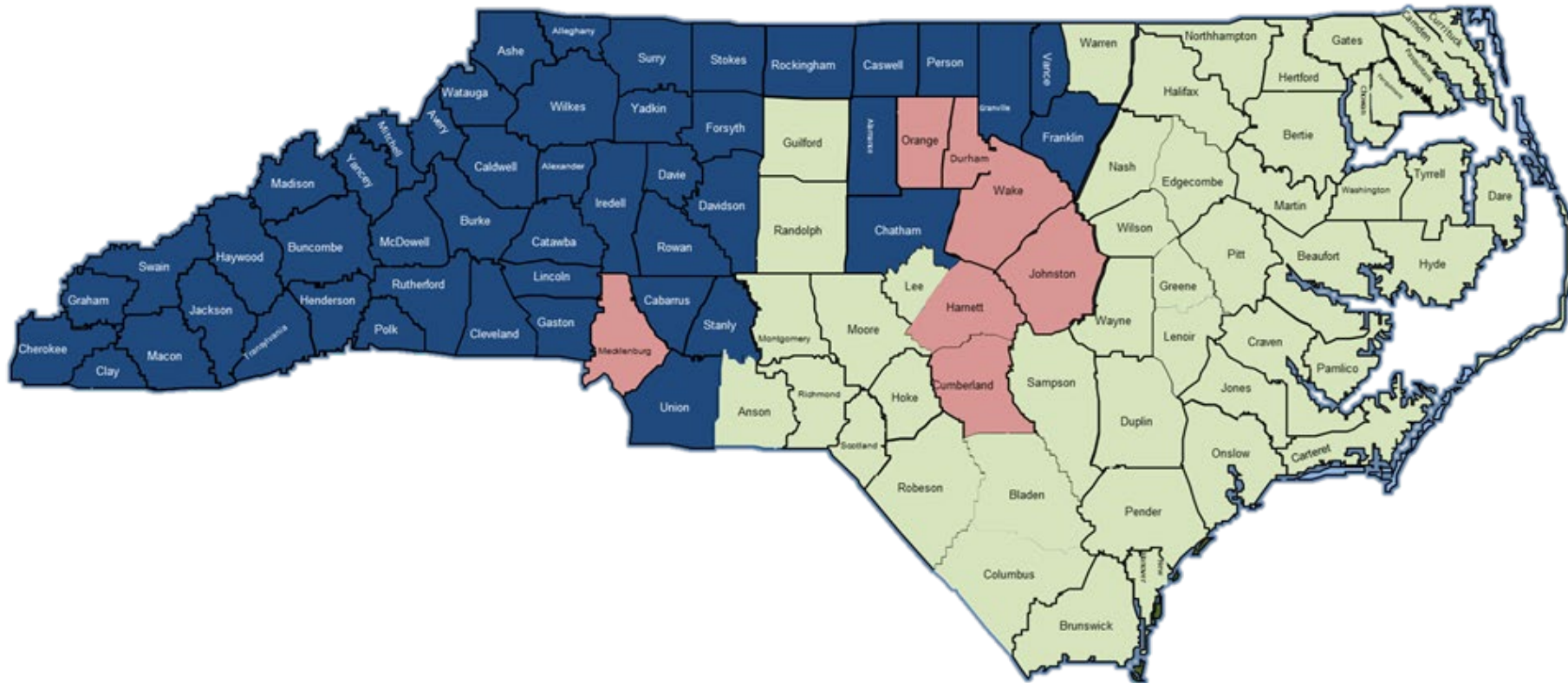


Current Map

Local Management Entity/Managed Care Organizations (LME/MCOs)
NCDHHS Currently Has 4 LME/MCOs Operating Under the Medicaid 1915 b/c Waiver



Better Together- Vaya Partners



Merger Goals

01

MINIMIZE
MEMBER
DISRUPTION

02

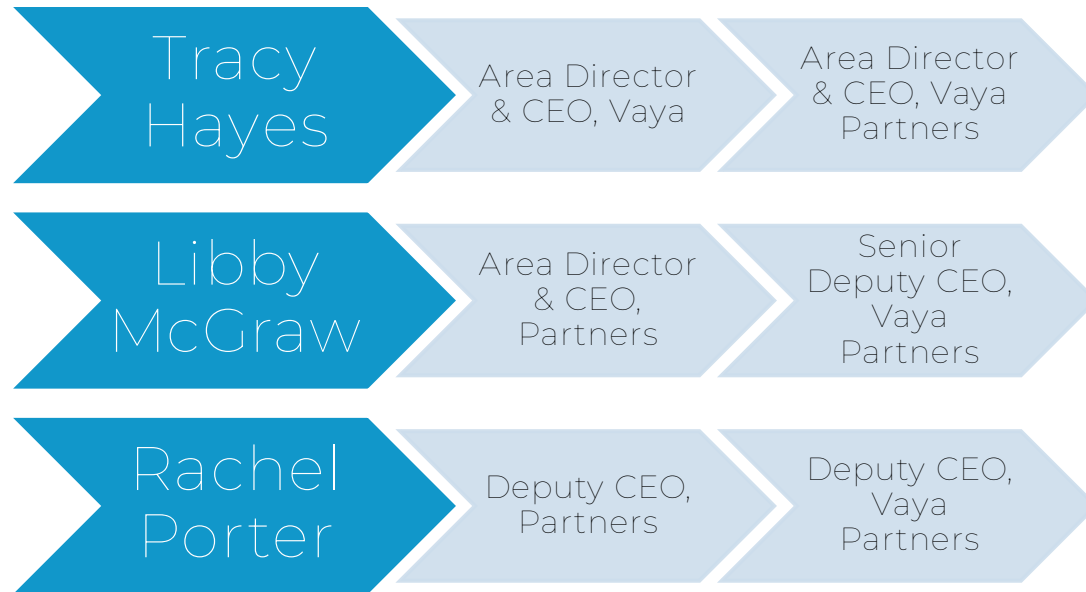
REDUCE
PROVIDER
ABRASION

03

RETAIN STAFF
YOU KNOW
AND TRUST



Leadership and Governance



Board of Directors

- Members from each organization- 26 total
- Consumer and Family Advisory Committee (CFAC)- 4 Members

Provider Advisory Council

Provider Benefits



Best-In-Class Service



Administrative Ease



Larger Geographic Area



Operational Updates

Doing Business with Vaya Partners

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



Vaya 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: - Secure provider portal using the CMS-1500 or UB-04 webforms (as appropriate to the service) - Through the current Vaya's secure file transfer protocol (SFTP) web portal (HIPAA-compliant 837I or 837P EDI files). Please note we accept only .txt and x12 file formats. We do not accept .pdf or .xlsx files.
Paper	More information will be forthcoming.
Clearinghouse/ SFTP	If a provider uses a clearinghouse that is not on our list (Vaya Health Tested Clearinghouses Vaya Providers), we are happy to test with that clearinghouse. The process is listed on our website Steps for 837p and 837i Testing and Approval 110216 Vaya Providers (vayahealth.com) or they can email edi@vayahealth.com.
Payor ID	13010
Processing	Vaya HSP Claims System



Utilization Management and Prior Authorization

- Benefits coverage coming soon
- GuidingCare® platform
- UM Provider Information Session



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



Contracts & Amendments

Joining the Vaya Partners Network

Vaya Partners Providers

- Vaya Providers retain access to the new Vaya Partners Network
 - Use Existing Vaya systems for all business needs Oct. 1, 2026
- Partners-Only Providers need to execute a new contract
 - Begin using Vaya systems Oct. 1, 2026
- Partners State-Funded Providers need to execute a new contract
 - Begin using Vaya systems Oct. 1, 2026



Vaya Partners Provider Network

Vaya Only

- Expanded Network
- Continue using Vaya Systems

Overlapping

- Retain Network
- Vaya Systems for both Vaya and Partners
- Contract Amendment

Partners Only

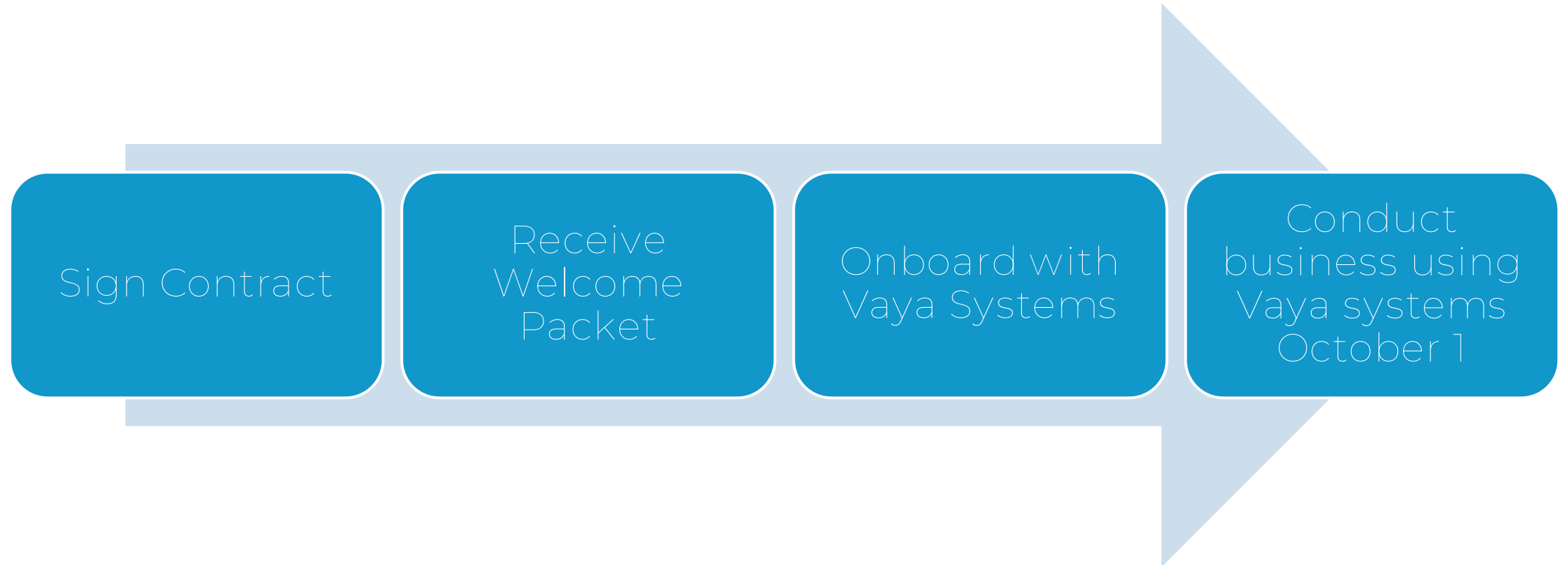
- Expanded Network
- VP Contract
- Welcome Packet
- Vaya HSP October 1

State Funded

- Contract Amendment
- Welcome Packet
- Vaya HSP October 1



Partners Only Next Steps



Action Item!

What

- Overlapping & State Funded Providers Complete Vaya Partners Amendment
- Non-Overlapping Providers Complete Vaya Partners Contract

When

- Mid-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



Provider Resources

Forms and Resources

Get forms and tools needed to do business with us and support Vaya members and recipients.

[View Forms](#)

Provider Communication Bulletins

Stay on top of the latest news, updates, and announcements for Vaya network providers.

[Communication Bulletins Archive](#)

Provider Touchpoint

Catch up on the latest informational webinars for Vaya network providers.

[Provider Touchpoint](#)

Provider Operations Manual

Reference our Provider Operations Manual for network participation requirements.

[Provider Operations Manual](#)



Sign Up for Communication Bulletins

Subscribe to our weekly Provider Communication Bulletins for the latest announcements.

[Subscribe Now](#)

Merger Support

- [Vaya Partners Merger Webpage](#)
- Including updated [FAQs](#)
- Submit [Merger Questions](#) for FAQ development
- Additional Live Merger Information Sessions
 - Operations/Contracts
 - Utilization Management
 - Claims/Billing

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!

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THANK YOU

