

Better Together: Vaya Partners Merger

Provider Merger Session



PARTNERS
Improving Lives.
Strengthening Communities.®



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 the end of the presentation.**
- 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.



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



Merger Goals

01

MINIMIZE
MEMBER
DISRUPTION

02

REDUCE
PROVIDER
ABRASION

03

RETAIN STAFF
YOU KNOW
AND TRUST



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Provider Benefits



Best-In-Class Service



Administrative Ease



Larger Geographic Area



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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
- Beginning October 1 for both Vaya and Partners
- Providers new to the Vaya Portal and systems will receive a Welcome Packet with onboarding instructions after they sign their contract.



Vaya Partners HSP Claims System

- Using the existing Vaya HSP Claims System
- One-Stop-Shop for BH, PH, EVV Claims
- Across both catchment areas beginning on October 1, 2026
- Vaya Partners Payor ID 13010



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



Utilization Management

Serving Members

Utilization Management and Service Authorizations

- Vaya Partners will honor all existing authorizations
- All service authorizations and supporting documentation in legacy systems will be accessible to Vaya Partners Utilization Management(UM) Staff
- Vaya Partners UM Staff will utilize the GuidingCare® platform to process Service Authorization Requests (SARs)



Clinical Policies and Authorization Guidelines

- Vaya Partners will continue to use the NCDHHS published Clinical Coverage Policies (CCPs). MCG Clinical guidelines are used in clinical situations in which NCDHHS policies are silent.
- Vaya Partners is in process of evaluating recommended additional internal policies to support decision making.
- Vaya Partners will provide educational guidance to Providers at least 30 days prior to implementation of new policies or guidelines

Prior Authorization Flexibilities

- **Prior Authorization Flexibility Period**
 - Physical Health services will not require a prior authorization during the 90-day Flexibilities Period effective 10/01/2026
 - Services that require Electronic Visit Verification (EVV) will require PA for providers to schedule visits for billing.
 - Mental Health and Substance Use Services will not require a prior authorization during the 90-day Flexibilities Period effective 10/01/2026
 - Exception: 1915(i) Services
 - Authorization Guidelines will be posted 30 days prior to merger

Prior Authorization Flexibilities

- **Prior Authorization Flexibility Period**
 - Retroactive Authorizations will be accepted for the following services:
 - Innovations Waiver Services
 - 1915(i) Services
 - Research Based – Behavioral Health Services
 - ICF-IID Services
 - Services that require Electronic Visit Verification (EVV) will require PA for providers to schedule visits for billing.
 - All Retroactive Service Authorization Requests (SAR) will be reviewed for medical necessity
 - Authorization Guidelines for services will be posted 30 days prior to merger

Portal Training

- Live Provider Portal trainings will be offered twice weekly beginning September 1st
- Open Office Hours with Utilization Management subject matter experts (SME) will be available to assist with provider questions following the completion of these trainings
- Providers will be able to access training links [here](#) once dates are confirmed





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

provider.info@vayahealth.com

Partners Health Management

partnersbhm.org

1-877-398-4145

BetterTogether@partnersbhm.org



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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	Coming Soon
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**

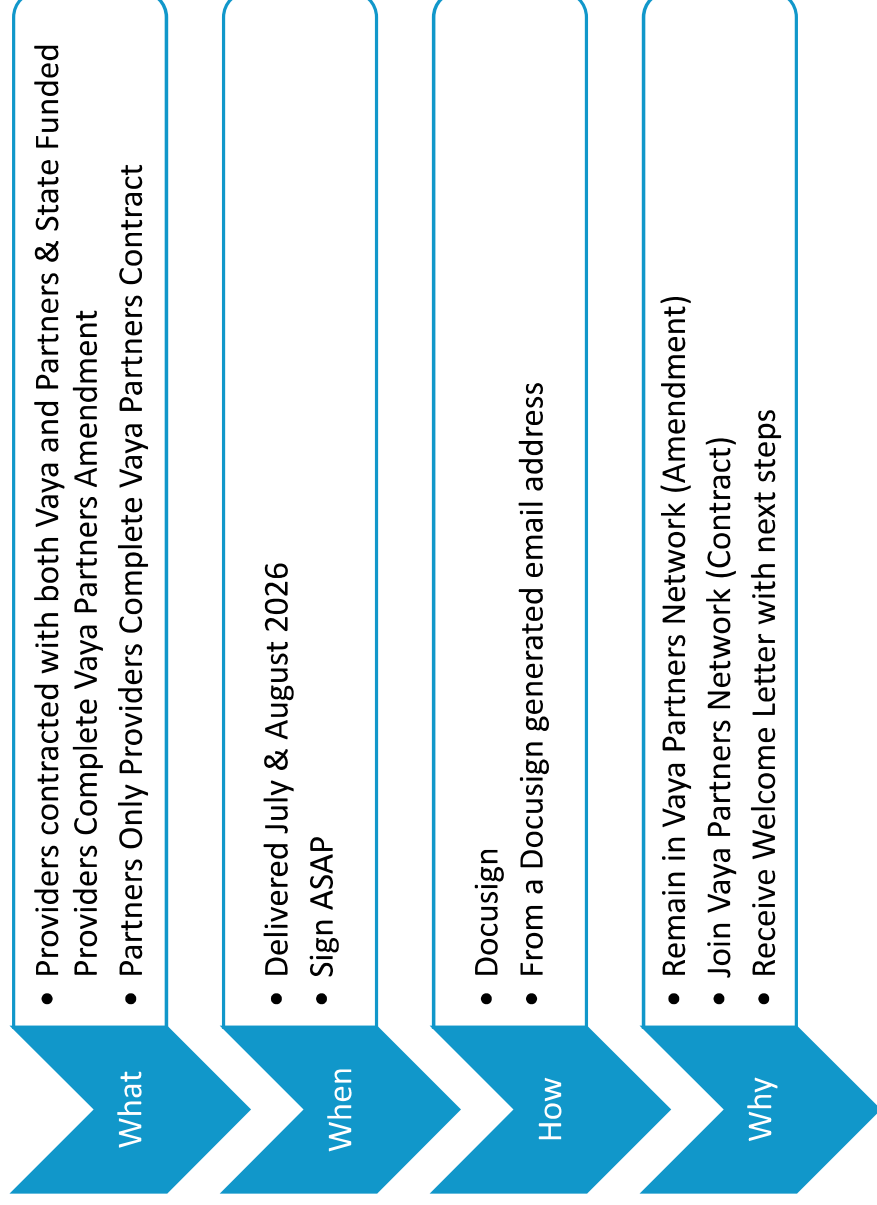
1-866-990-9712

Partners Health Management

partnersbhm.org

1-877-398-4145

Action Item!



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



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