

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
 - George Ingram, VP Vaya VP pf PH and Value-Based Contracting
- **Contracts Presenter**
 - Ian Morris, Partners Director of Provider Network Contracting
- **Subject Matter Experts**
 - Tee Smith, Contracts Specialist
 - Kurt Boldt, Vaya AVP of Provider Network
 - David Boyd, Vaya BH Provider Network Director



Agenda



Important Information



Provider Action Items



Where to find Support



Q&A



General Information

The Vaya Partners Merger

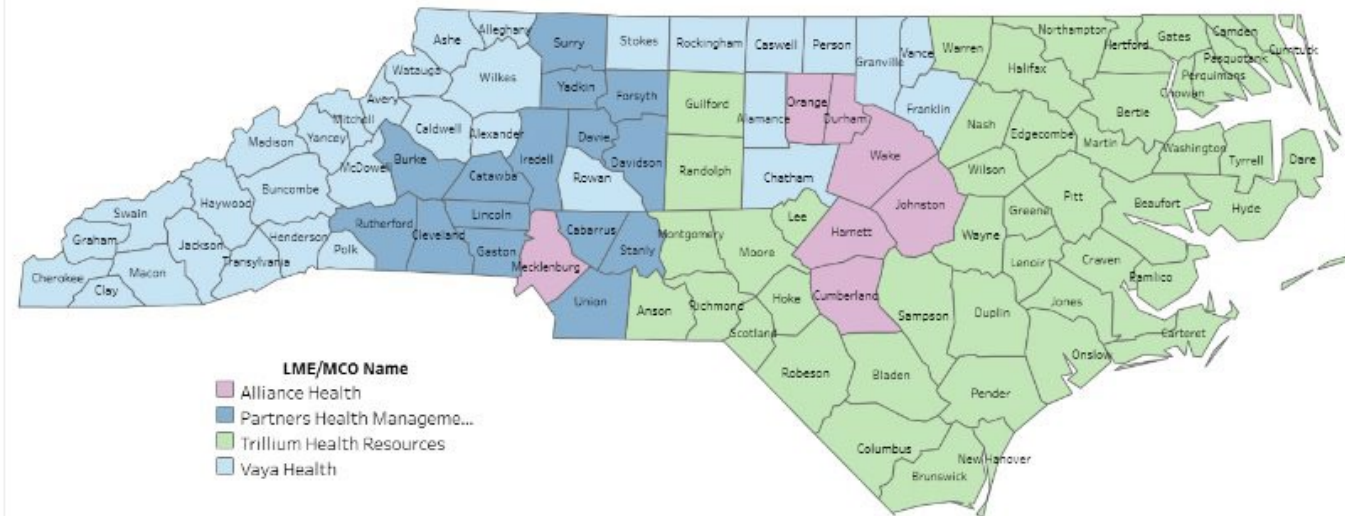
Provider Merger Webpage



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

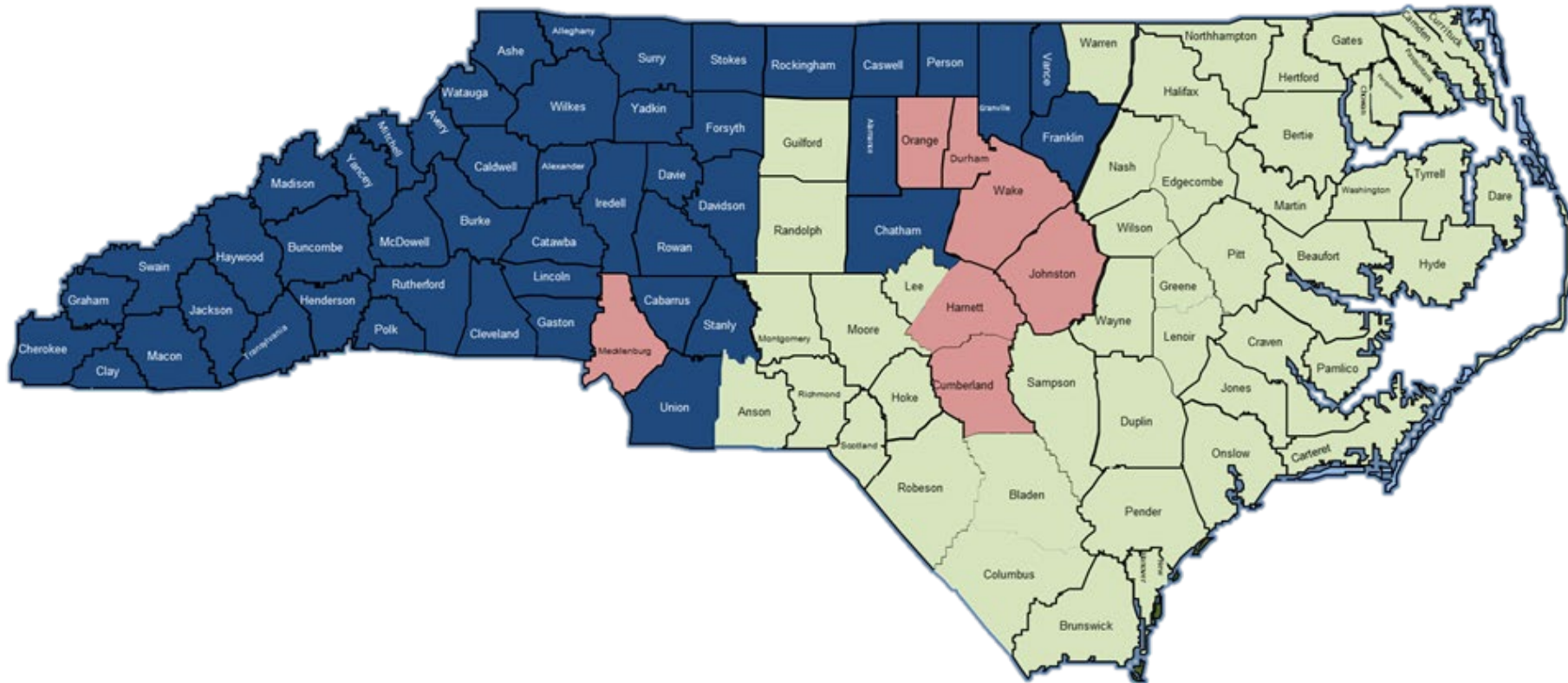
Current Map

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



This map shows LME/MCO configuration effective 2/1/24.

Better Together- Vaya Partners



Merger Goals

01

MINIMIZE
MEMBER
DISRUPTION

02

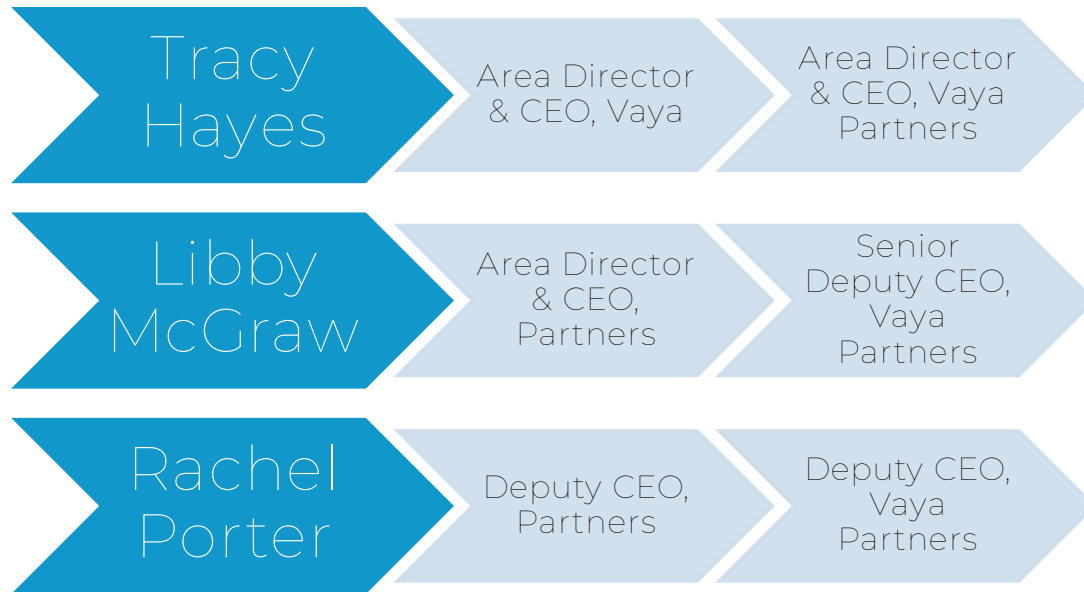
REDUCE
PROVIDER
ABRASION

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

- Blended Rate Approach
- Standard Rate
- Provider-Specific Rates

Standard Rates Will Be
Published September 1, 2026

partnersbhm.org

vayahealth.com

vayapartners.org



Rates & Fee Schedules

- Moratorium on Provider-Specific Rates
- Member-Specific Rates
- Service Codes

Service Code Modifier
Crosswalk
September 1, 2026

vayapartners.org



Vaya Partners Utilization Management

- Benefits coverage plan
- GuidingCare Platform
- All previously Authorized services will be honored
- Upcoming UM Session September 14, 2026 from 2:00-3:00 pm



Vaya Partners Claims System

- Using the existing Vaya Claims System
- One-Stop-Shop for BH, PH, EVV Claims
- Across both catchment areas beginning on October 1, 2026
- Vaya Partners Payor ID 13010
- Upcoming Claims Session September 21, 2026 from 2:00-3:00 pm



Provider Portal

- Vaya Partners Providers will use the [Vaya Provider Portal](#)
- Providers new to the Vaya Portal and systems will receive a Welcome Packet with onboarding instructions after they sign their contract
- Self-Service Resources on the [Resources](#) page of Vaya Provider Central



Provider Portal Training Schedule

- **General**

- Sept. 1, 1-2 p.m. [Join Microsoft Teams](#)
- Sept. 3, 10-11 a.m. [Join Microsoft Teams](#)

- **Claims**

- Sept. 2, 1-2 p.m. [Join Microsoft Teams](#)
- Sept. 7, 10-11 a.m. [Join Microsoft Teams](#)

- **Utilization Management**

- Sept. 1, 10-11 a.m. [Join Microsoft Teams](#)
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Stay in the Know!

**Vaya Provider Communications
Bulletins for weekly updates**

**Vaya Provider Central > Resources
> Communication Bulletins**



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



Electronic Visit Verification (EVV)

- Vaya Partners will use the existing Vaya HHAexchange portal for EVV
- Authorizations
- Placements
- Claims & Billing Guidance
- Support

Vaya Partners EVV

Vaya Partners Merger Guidance

Beginning October 1, 2026

Provider Service Desk Request Form



Follow up Questions

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





Contracts & Amendments

Joining the Vaya Partners Network

Vaya Partners Provider Network

Vaya Only

- No change
- Continue using Vaya Systems

Overlapping

- Vaya Systems for both Vaya and Partners
- Contract Amendment

Partners Only

- VP Contract
- Welcome Packet
- Vaya systems October 1

State Funded

- Contract Amendment
- Welcome Packet
- Vaya systems October 1



Partners Only Next Steps



Partners Contract Terminations

- Partners Contracts will be terminated effective 9/30/26
 - Medicaid
 - State & County Funded



Please sign your
Vaya Partners Contract or
Amendment to remain in the
network.



Action Item!

What

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

When

- Currently, check for pending Docusign
- Sign ASAP

How

- Docusign (10 day expiration)
- 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 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.

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provider.info@vayahealth.com

Partners Health Management

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[**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	Watch Now
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

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THANK YOU

