

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 two 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 Operations Hosts

- Beth Lackey, Partners- Executive Director of Provider Network
- George Ingram, Vaya- VP of PH Network Operations and Value-Based Contracting

Utilization Management Presenter

- Charity Bridges, Partners Senior Director of Utilization Management



Agenda



Important Information



Provider Action Items



Where to Find Support



Q&A



General Information

The Vaya Partners Merger

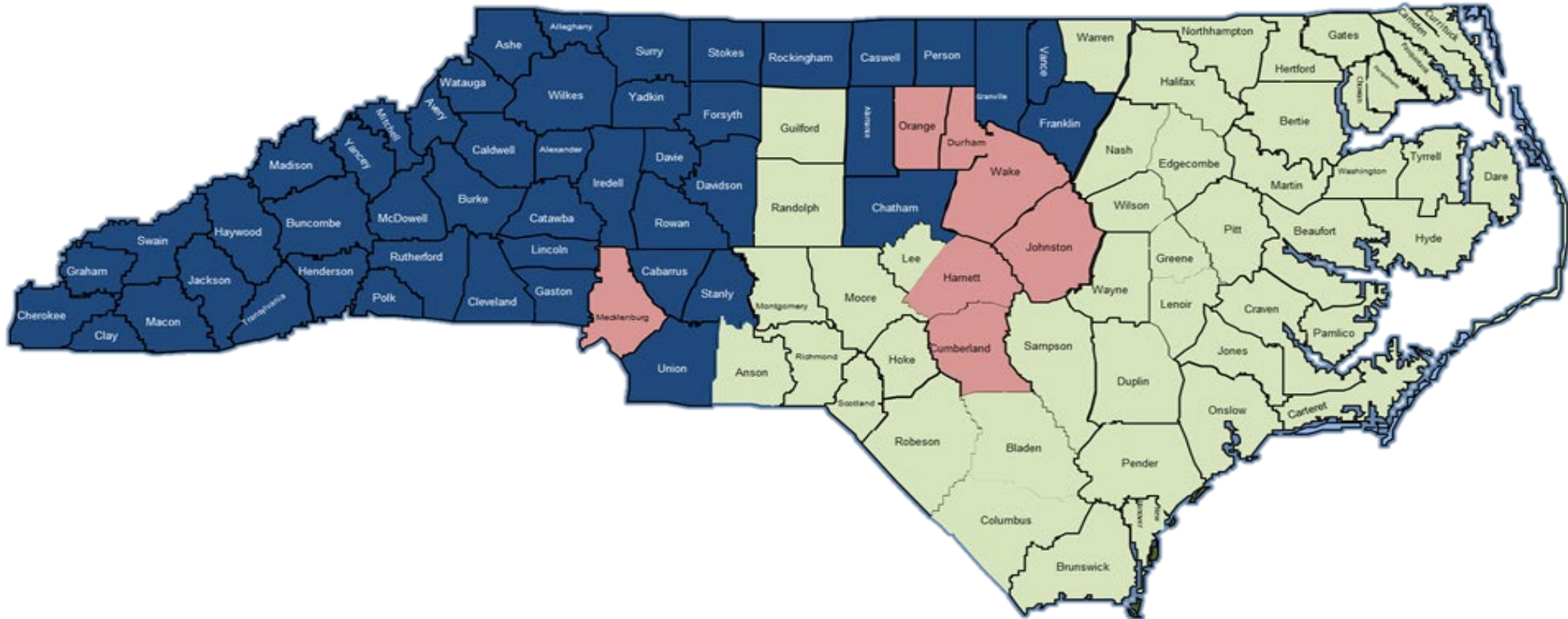
Provider Merger Webpage



- VayaPartners.org
- Provider webpage
- Updated merger FAQs
- Provider merger sessions



Better Together – Vaya Partners



Rates and Fee Schedules

- Blended rate approach
- Standard rates
- Provider-specific rates

Standard rates were
published Sept. 1, 2026

[VayaPartners.org](https://vayapartners.org)



Rates and Fee Schedules

Rate Schedules effective Oct. 1, 2026

- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Tailored Plan/Medicaid Direct Non-Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(c\)](#) (10/01/2026)
- [Standard Rate Schedule: Medicaid 1915\(i\)](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Clinician-Based](#) (10/01/2026)
- [Standard Rate Schedule: Non-Medicaid Non-Clinician-Based](#) (10/01/2026)
- [Vaya Partners Procedure Code Crosswalk](#) (10/01/2026)



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Rates and Fee Schedule Updates

- Medicaid Clinician Services
- Medicaid 1951(c)
- NC Innovations Waiver
- Non-Medicaid (State-funded) Clinician Services



Make necessary
changes to provider
billing systems

Medicaid and non-Medicaid Clinician Services

- Behavioral health licensed clinicians (110/129) revised blended rate
- In-home and Specialty Therapy Services
- Addition of alcohol/substance use

Innovations Waiver

- Blended rate for H2011YZ – Crisis Intervention and Stabilization Supports

Rates and Fee Schedules

- Moratorium on provider-specific rates
- Member-specific rates
- Service codes

Service code modifier crosswalk
available as of Sept. 1, 2026

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PROVIDER COMMUNICATION BULLETIN

AUG. 26, 2026 | PROVIDER COMMUNICATION BULLETIN 2026-27, ISSUE 13

IN THIS ISSUE: Vaya Partners Provider Rates

ALL NETWORK PROVIDERS

Vaya Partners Provider Rates

Vaya Health and Partners Health Management will merge to form Vaya Partners effective Oct. 1, 2026. Please review the following information about Vaya Partners rates and the rate request process.

Blended Rate Approach

To determine the Vaya Partners-specific outpatient behavioral health, intellectual/ developmental disability (I/DD), and traumatic brain injury (TBI) service rates to become effective Oct. 1, 2026, Vaya Partners conducted a rigorous rate analysis using paid claims and utilization data from both Partners and Vaya from April 1, 2025, through March 31, 2026. Vaya Partners made rate determinations based on this analysis, with the goal of achieving a cost-neutral impact by service type.

Individual and Family Directed Services (IFDS)

- When a CAP/C Waiver member is offered an Innovations Waiver slot, they can choose IFDS Agency With Choice model or the IFDS EOR Model
- Community Navigator provider for training and chosen Financial Support Services provider
- For details about EOR services, Supplies, EVV, Procedure Code/Modifiers, and Reviews and Audits, see [attached information](#)



In Lieu of Service Program Updates

- Effective October 1, 2026
- Most services will continue without disruption
- Please review [the following memo](#) for key operational, authorization, billing, and service updates
- After October 1, 2026 contact ProviderInfo@VayaPartners.org or UM@VayaPartners.org for support



Vaya Partners Claims System

- Using the existing Vaya claims system
- One-stop shop for behavioral health, physical health, and Electronic Visit Verification (EVV) claims
- Across both regions beginning on Oct. 1, 2026
- Vaya Partners payor ID 13010
- Upcoming claims session 2-3 p.m. Sept. 21, 2026



ProviderCONNECT Portal

- Vaya Partners will use the existing Vaya [Provider Portal](#).
- The portal will take on the Partners ProviderCONNECT name to become the Vaya Partners ProviderCONNECT portal.
- Providers new to using Vaya's existing Provider Portal will receive a welcome packet with onboarding instructions after they sign their contract.
- We are currently offering live ProviderCONNECT trainings.
- Self-service resources are also available on the [Resources](#) page of Vaya's Provider Central website.



Provider Portal Training Schedule

General

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

Claims

- Mondays, 1-2 p.m. [Join Microsoft Teams](#)
- Wednesdays, 1-2 p.m. [Join Microsoft Teams](#)

Utilization Management

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

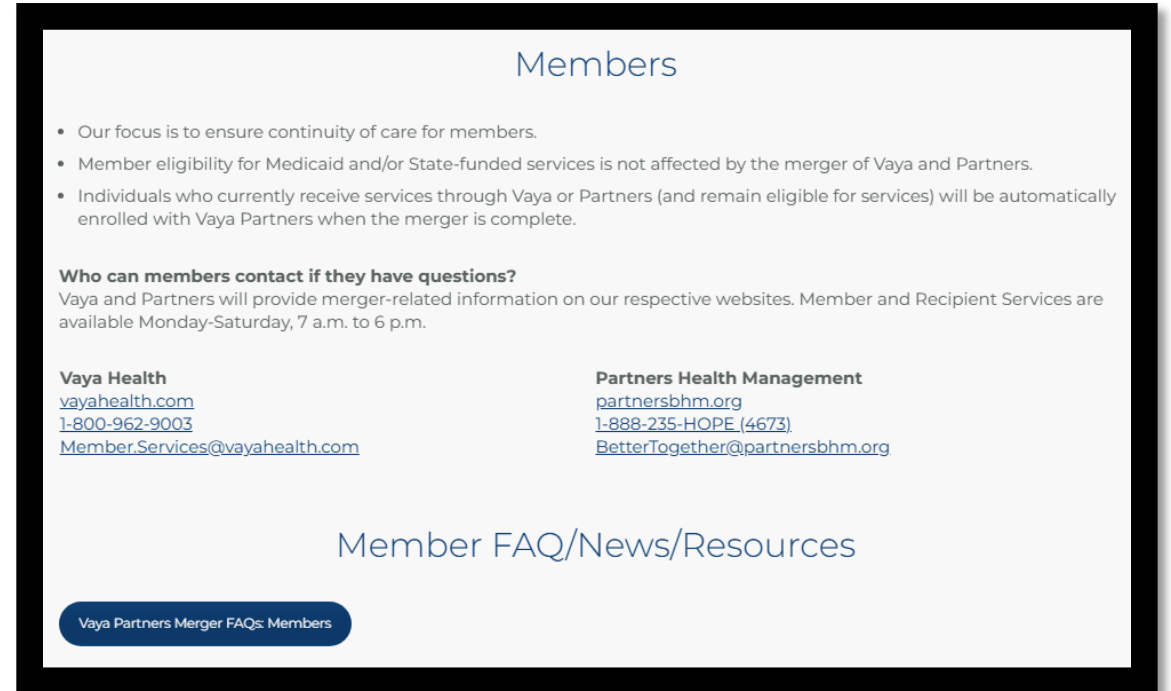


We recommend these trainings to any Provider who hasn't used Vaya systems.



Member Continuity

- Automatic enrollment with Vaya Partners on October 1, 2026
- Member direct communication mid-September
- Member-facing information vayapartners.org
> Member page

A screenshot of a web page titled "Members" in blue. The page has a light gray background and a black border. It contains a bulleted list of three items, a section titled "Who can members contact if they have questions?" with a paragraph below it, and two columns of contact information for Vaya Health and Partners Health Management. At the bottom, there is a link to "Member FAQ/News/Resources" and a blue button labeled "Vaya Partners Merger FAQs: Members".

Members

- Our focus is to ensure continuity of care for members.
- Member eligibility for Medicaid and/or State-funded services is not affected by the merger of Vaya and Partners.
- Individuals who currently receive services through Vaya or Partners (and remain eligible for services) will be automatically enrolled with Vaya Partners when the merger is complete.

Who can members 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 1-800-962-9003 Member.Services@vayahealth.com	Partners Health Management partnersbhm.org 1-888-235-HOPE (4673) BetterTogether@partnersbhm.org
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Member FAQ/News/Resources

Vaya Partners Merger FAQs: Members

Member ID Cards



901 S. NEW HOPE ROAD
GASTONIA, NC 28054

Member ID: _____ NC Medicaid

Member:

MEMBER NAME

PCP Name:

PROVIDER NAME

PCP Phone: 000-000-0000

PCP Address

City, State ZIP

RxBIN: 610602

RxPCN: MCD

RxGRP: VayaRx

Detailed benefit information is available at VayaPartners.org

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.

If you suspect a doctor, clinic, hospital, home health service, or any other kind of health provider is committing Medicaid fraud, report it. Call 1-919-881-2320 or the Vaya Partners Confidential Compliance Hotline at 1-866-916-4255.

Member Services: 1-888-235-4673

Member Services Email: MemberServices@VayaPartners.org

Transportation: 1-888-621-2084

Pharmacy Customer Care: 1-800-540-6083

Behavioral Health Crisis Line: 1-800-849-6127

Nurse Advice Line: 1-800-290-1623

Vision Services: 1-866-889-4457

Provider Services: 1-866-990-9712

[Improving Lives. Strengthening Communities.®](http://VayaPartners.org)



Member IDs

- Member Medicaid IDs will remain the same
- Member IDs in HSP claims system
 - Vaya Legacy Members will retain their current 6 digit HSP ID
 - Partners Legacy Members will be assigned a new 6 digit HSP ID
 - Prior ALPHA IDs will not be used by Vaya's current systems



Follow-up Questions

- These are unanswered questions from the previous session.
- The questions were researched by SMEs – we will answer them now.





Utilization Management

Serving Members

Vaya Partners Utilization Management

- Vaya Partners will use the existing Vaya Provider Portal which will become ProviderCONNECT on October 1
- All service authorization requests (SARs) will be processed in the Vaya Partners GuidingCare platform
- Portal Training



Authorizations Guidelines



Vaya Partners Authorization Guidelines

Medicaid Mental Health, Substance Use, I/DD, and TBI Services (Adult and Child)

These guidelines apply to service authorization under the Vaya Partners Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan and the Vaya Partners NC Medicaid Direct Prepaid Inpatient Health Plan. Services must be in the provider's contract with Vaya Partners. Acronyms are defined below. For services that do not require authorization, providers must submit a concurrent request if the service limit as defined in the NC Medicaid clinical coverage policy has been reached. Benefit limits may be exceeded for Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) requests. Clinical coverage policies are available on the NC Medicaid website.

Non-Medicaid Mental Health, Substance Use, I/DD, and TBI Services (Adult and Child)

Services must be in the provider's contract with Vaya Partners. Acronyms are defined below. For services that do not require authorization, providers must submit a concurrent request if the maximum (if it exists) is exhausted. One unit is equal to 15 minutes unless otherwise noted. State-funded (non-Medicaid) service definitions are available on the North Carolina Department of Health and Human Services website.



VayaPartners.org

9/10/2026

Merger Prior Authorization Process

- Vaya Partners will honor all current authorizations crossing over the October 1, 2026 merger date
- Providers with authorizations issued by Partners or Vaya will not need to enter new authorization requests for services already approved.
- Prior authorization flexibilities will be in place through Dec. 29, 2026.



Prior Authorization Flexibilities

Services delivered after September 30, 2026 through December 29, 2026 will not require prior authorization or admission notification

- Physical health services. *Exception: Services that have EVV requirements (see below for information about State Plan Personal Care Services [PCS]).*
- Mental health/substance use disorder services. *Exceptions: 1915(i) services and Psychiatric Residential Treatment Facility (PRTF).*
- Authorization guidelines are available on the [Vaya Partners website](#)



Admission Notification

- Physical health inpatient services
- Behavioral health inpatient services

Providers must send an admission notification via the Vaya Partners ProviderCONNECT portal using the authorization request form.



Retroactive Authorizations

- Vaya Partners will accept retroactive authorizations for the following services:
 - NC Innovations Waiver services
 - 1915(i) services
 - Research-Based Behavioral Health Treatment services
 - Intermediate Care Facility for Individuals with Intellectual Disabilities services
 - Services that require EVV will require prior authorization for providers to schedule visits for billing
- Vaya Partners will review all retroactive SARs for medical necessity.
- Please reference the posted authorization guidelines for required elements of a request.



Personal Care Services

- Requests for authorizations for PCS services for members not previously approved should be submitted per the instructions posted online: [Personal Care Services](#).
- Requests for Independent Assessments
- 828-707-9349
- Reassessments will be scheduled in accordance with NC Medicaid Clinical Coverage Policies 3L and 3L-1



Utilization Management and Service Authorizations

- Vaya Partners' UM Team will make medical necessity decisions on SARs submitted by providers and Care Managers.
- All service authorizations and supporting documentation in legacy systems will be accessible to Vaya Partners' UM staff.
- Clinical policies and authorization guidelines are now posted and available on the Vaya Partners website.



Clinical Policies and Authorization Guidelines

- Vaya Partners will continue to use the North Carolina Department of Health and Human Services' (NCDHHS) published clinical coverage policies. 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.





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)

9/10/2026

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](#)
- [Vaya Partners Authorization Guidelines \(.xlsx\)](#)

[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	Watch Now
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



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9/10/2026

Provider Support Service Lines

**Provider Support
Services**

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

**Vaya Health
vayahealth.com
1-866-990-9712**

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

Stay in the Know!

- Please subscribe to the Vaya Provider Communications Bulletins

[Provider Communication Bulletins | Vaya Providers](#)

Stay in the Know!

**Vaya Provider Communication
Bulletins for weekly updates**

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

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Action Item!

What

- Overlapping and 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 and 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

How are we doing?

vayapartners.org

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September 28, 2026	PNO/Contracting	Attend September 28th	Coming Soon
October 5, 2026	Utilization Management	Attend October 5th	Coming Soon
October 12, 2026	Claims and Billing	Attend October 12th	Coming Soon
October 19, 2026	PNO/Contracting	Attend October 19th	Coming Soon
Please take 5 minutes to let us know how we can serve you better in the Provider Merger Sessions			

Provider Merger Session Survey



THANK YOU

