

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 Physical Health and VBC Contracting

Contracts Presenter

- Ian Morris, Partners- Director of Provider Network Contracting



Agenda



Important Information



Provider Action Items



Where to Find Support



Q&A



General Information

The Vaya Partners Merger

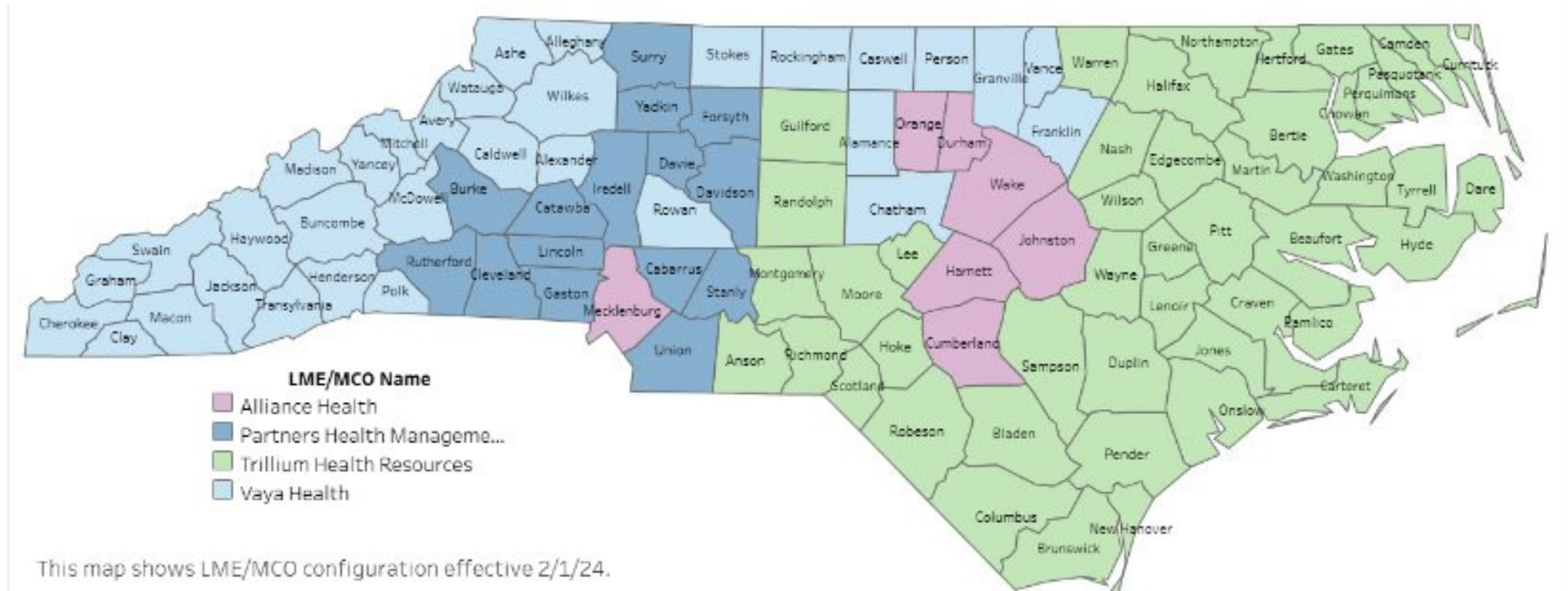
Provider Merger Webpage



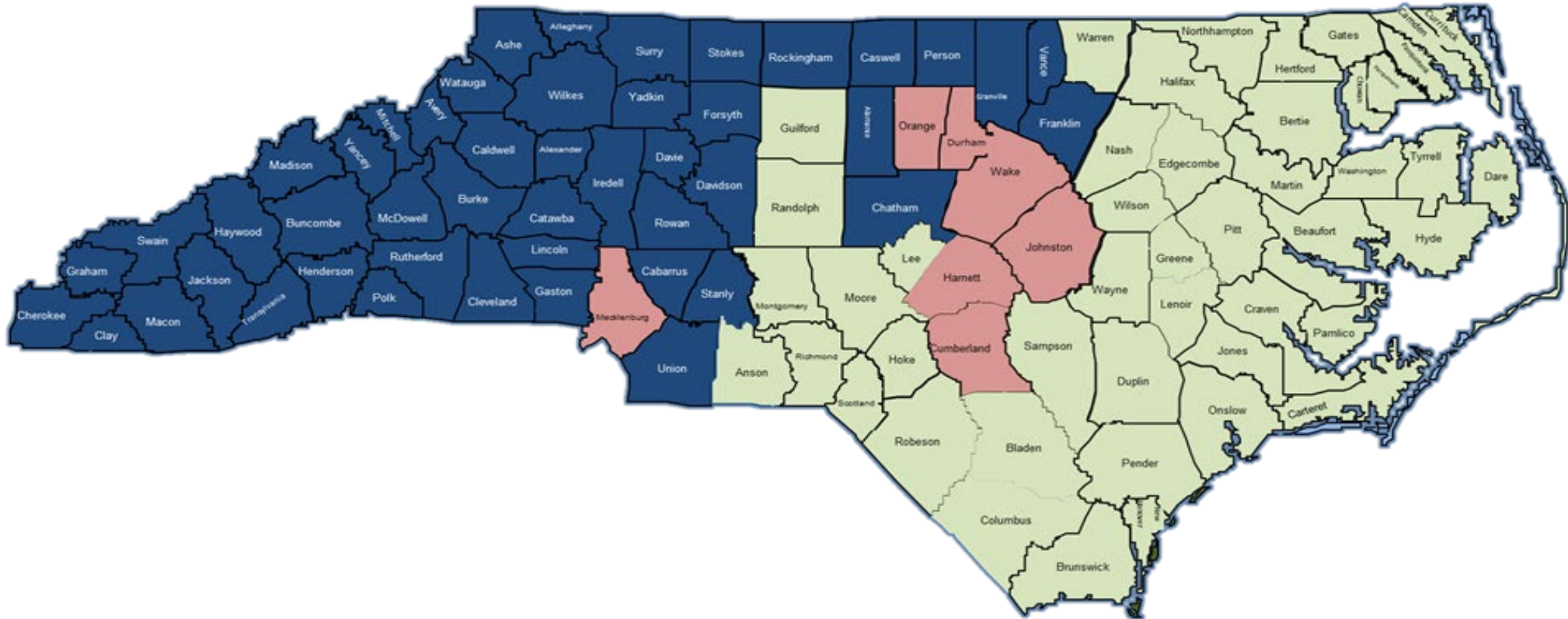
- VayaPartners.org
- Provider webpage
- Updated merger FAQs
- Provider merger sessions



Current Map



Better Together – Vaya Partners



Merger Goals

01

Minimize
member
disruption

02

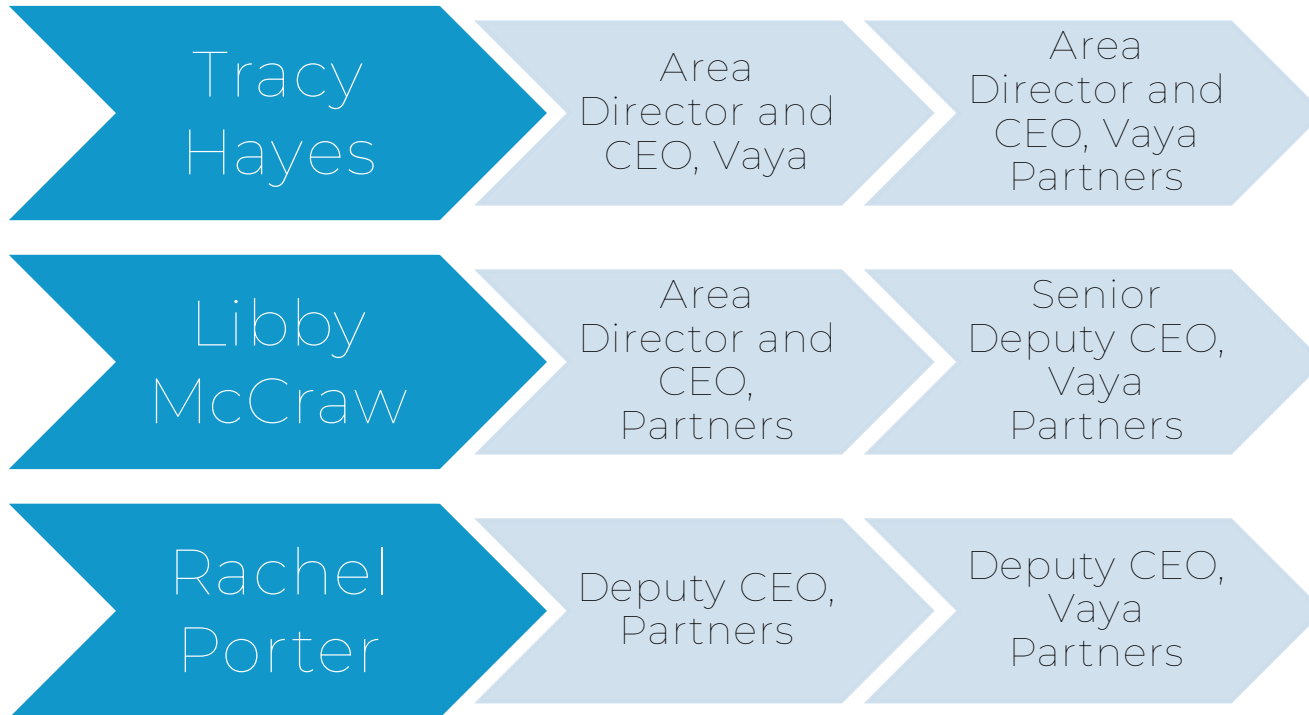
Reduce
provider
abrasion

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) – four members

Provider Advisory Council

ProviderCONNECT Portal

- Vaya Partners will use the existing Vaya legacy [Provider Portal](#).
- The portal will take on the Partners ProviderCONNECT name to become the Vaya Partners ProviderCONNECT portal.
- We are currently offering live ProviderCONNECT trainings.
- Self-service resources are also available on the [Resources](#) page of Vaya's Provider Central website.



Partners-Only Next Steps



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](#)

Providers new to Vaya Systems will need to assign a Systems Access Administrator (SSA) to manage staff access to Vaya Provider Portals



Provider Operations Manual

- The Vaya Partners Provider Operations Manual will be available at VayaPartners.org.
- The manual applies to all Vaya Partners health plans, including both Medicaid and State-funded services.
- The manual will be published online by Oct. 1, 2026.



Operational Updates

Doing Business with Vaya Partners

Rates and Fee Schedules

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)



vayapartners.org

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

VayaPartners.org



The bulletin cover features a photograph of a male doctor with a beard and dreadlocks, wearing a white lab coat and blue gloves, examining a young child. A woman is standing behind the child, smiling. The VayaHealth logo is in the top left corner.

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.

Member Service Updates

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
- Beginning October 1, 2026, Vaya Partners will provide an allowance of up to \$1500 for approved employer supplies for Members entering the IFDS EOR model
- 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



NC Innovations Provider Quarterly Self-Review of Member Record Requirement Changes as of October 1, 2026

- Innovations Waiver providers will no longer submit self-review tools
- Providers are expected to send Care Managers short-range goals
- Care Managers will complete monitoring requirements using State-issued checklist
- Back-up Staffing (BUS) reports will continue to be required



Vendors

Vendors

Service	Vendor	Portal
Radiology, cardiology, durable medical equipment, specialized therapies	EviCore	<u>Provider's Hub EviCore by Evernorth</u>
Non-Emergency Medical Transportation (NEMT)	Modivcare	<u>Login – TripCare</u>
Pharmacy	Navitus	<u>Navitus – FFS Prescriber</u>
Vision	Avēsis	<u>Avēsis</u>



Non-Emergency Medical Transportation (NEMT)

- Vaya Partners will continue to use Modivcare for NEMT for members of the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan.
- Transportation services will continue without interruption.
- Existing ride reservations and standing orders will transfer automatically.
- Beginning Sept. 1, 2026, members can use the Vaya Partners reservation number at 1-855-397-3614.



NEMT

No Change.

We are still here for you.

Your Non-Emergency Medical Transportation (NEMT) services are not changing.



Beginning **October 1, 2026**, Partners Health Management and Vaya Health will merge to become Vaya Partners.

Your transportation services will continue with **no interruption**.

What does this mean for your Non-Emergency Medical Transportation (NEMT)?

 No action is required on your part.	 Your current transportation provider, Modivcare, will remain the same.	 Existing ride reservations and standing orders will transfer automatically.	 You will continue receiving transportation services as you do today.
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Our commitment to you

We are committed to making this transition seamless so you can focus on what matters most - your health and well-being.



Questions? We are here to help.

If you have questions about your transition services, please contact your NEMT provider or call Member Services.

Thank you for being a valued member.

We look forward to continuing to serve you as Vaya Partners.



Schedule a ride: **1-888-397-3614**
Ride assistance: **1-888-621-2084**
TTY: **1-866-288-3133**



VAYA PARTNERS
Improving Lives. Strengthening Communities.®

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Electronic Visit Verification

Electronic Visit Verification (EVV)

Vaya Partners will use the existing
Vaya HHAeXchange portal for EVV:

- Authorizations
- Placements
- Claims and billing guidance
- Support

Vaya Partners EVV

Vaya Partners Merger Guidance

Beginning Oct. 1, 2026

Provider Service Desk Request Form





- Make changes to Provider billing systems
 - Including HHAexchange system
 - Bill charges at or above the posted rates
 - Questions? Provider.Info@vayahealth.com
- Vaya Partners will implement changes to Community Living and Supports (CLS) authorizations by combining EVV and non-EVV codes into a single authorization
 - Innovations Waiver and 1915(I)
 - Current Vaya Members combine previously authorized **T2012** and **T2013** services
 - Current Partners Members will receive a new authorization

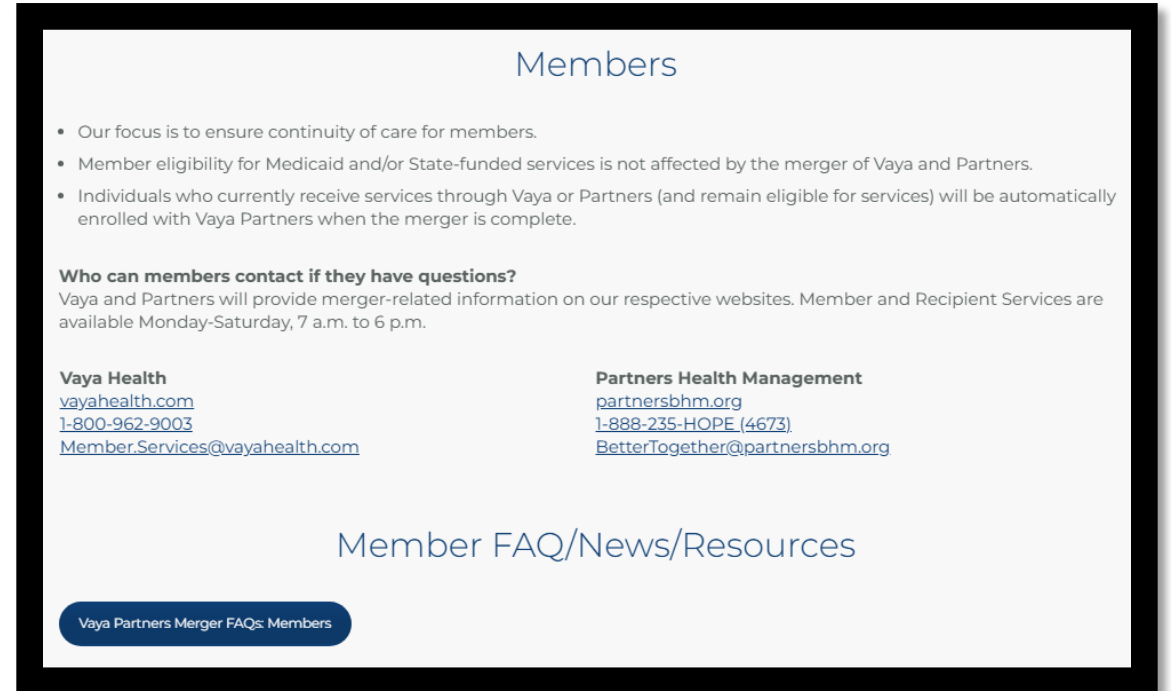
EVV for Community Living and Supports (CLS)

- Vaya Partners will implement changes to Community Living and Supports (CLS)authorizations by combining EVV and non-EVV codes into a single authorization
- Innovations Waiver and 1915(I)
- Current Vaya Members combine previously authorized **T2012** and **T2013** services
- Current Partners Members will receive a new authorization
- Updated authorizations in HHAexchange
- May experience an increase in authorized units
- Providers must monitor and manage the utilization of service codes outside the HHAexchange system
- Billing processes remain unchanged
- Questions? Contact Contract Manager or email provider.info@vayahealth.com

Member Continuity

Member Enrollment in Vaya Partners

- 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 blue 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 dark blue button with white text that says "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



Eligibility and Enrollment

All Member-related inquiries after Oct. 1, 2026

- Vaya Partners ACCESS Provider Services at 1-866-990-9712 or
- Email EandE@VayaPartners.org

Partners Members before October 1, 2026 dates of service

- Partners E&E State Line: 980-533-6196
- Partners E&E Medicaid Line: 980-533-6197

October 1, 2026 State Enrollment Changes

Conduent HSP Claims System

- Medicaid enhanced services processed for CDW without requiring a State enrollment layer
- Providers will no longer be required to submit a request for a State layer solely for CDW tracking purposes
- Conduent HSP claims system will allow these services to be recognized without the additional State enrollment layer requirement

State Enrollment for Members with active third-party insurance

- Must include a service code from the NCDHHS bypass list
- If not, the enrollment request will be returned
- Provider should follow up with the private insurance company for payment or provide the service code from the NCDHHS bypass list
- **Effective Oct. 1**, Providers will be able to post-date Target populations up to 60 days in advance
- **Effective Oct. 1**, NC Support Needs Assessment Profile (NC-SNAP) must be emailed to NCsnaps@VayaPartners.org

Upcoming Provider Merger Sessions

Vaya Partners Utilization Management

- Vaya Partners service authorization guidelines published Sept. 1, 2026, on VayaPartners.org
- Use of GuidingCare platform
- All previously authorized services will be honored
- Upcoming utilization management (UM) session from 2-3 p.m. Oct. 5, 2026



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. Oct. 12, 2026



Follow-up Questions

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





Contracts and 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

- Vaya Partners contract
- Welcome packet
- Vaya systems starting Oct. 1, 2026

State-funded

- Contract amendment
- Welcome packet
- Vaya systems starting Oct. 1, 2026



Partners Contract Terminations

Partners contracts will be terminated effective Sept. 30, 2026:

- NC Medicaid
- State- and county-funded



Please sign your
Vaya Partners contract or
amendment to remain in
the network.



Contracting Update

Contracts

- Partners Providers should have received a Vaya Partners contract by July 31, 2026
- If not, please email
- contracts@partnersbhm.org
- Include the Providers legal name, NPI number, legal signatory full name, title, email address, and phone number

Amendments

- Vaya Providers are receiving Amendments throughout September
- Amendments are not specifically tied to the merger but are required for NCDHHS compliance
- Includes modifications to contract expiration dates and updated service area
- For questions or concerns, please contact your Vaya Provider Network Contract Manager

Action Item

What

- Overlapping and State-funded providers complete Vaya Partners amendment
- Non-overlapping providers complete Vaya Partners contract

When

- Now, 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





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)

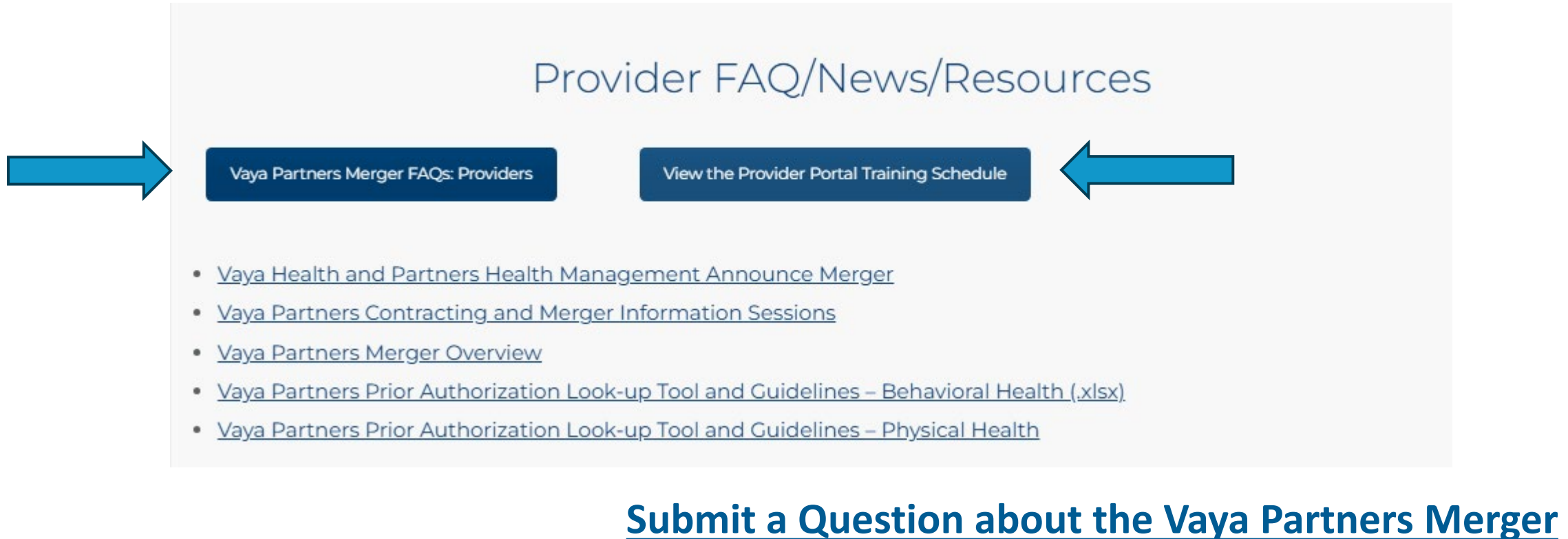
BetterTogether@partnersbhm.org



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

9/10/2026

Provider FAQs & Portal Trainings



Provider FAQ/News/Resources

[Vaya Partners Merger FAQs: Providers](#) [View the Provider Portal Training Schedule](#)

- [Vaya Health and Partners Health Management Announce Merger](#)
- [Vaya Partners Contracting and Merger Information Sessions](#)
- [Vaya Partners Merger Overview](#)
- [Vaya Partners Prior Authorization Look-up Tool and Guidelines – Behavioral Health \(.xlsx\)](#)
- [Vaya Partners Prior Authorization Look-up Tool and Guidelines – Physical Health](#)

[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	Watch Now
September 21, 2026	Claims and Billing	Attend September 21st	Watch Now
September 28, 2026	PNO/Contracting	Attend September 28th	Coming Soon



vayapartners.org

9/10/2026

Provider Merger Session PowerPoint



Provider Merger Sessions

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

[Get caught up on the latest information by downloading the comprehensive Merger Sessions Deck.](#)

Meeting Dates	Meeting Topics	Meeting Access Links	Meeting Recordings
August 10, 2026	PNO/Contracting	Attend August 10th	Watch Now



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**

Action Item for All Providers!

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

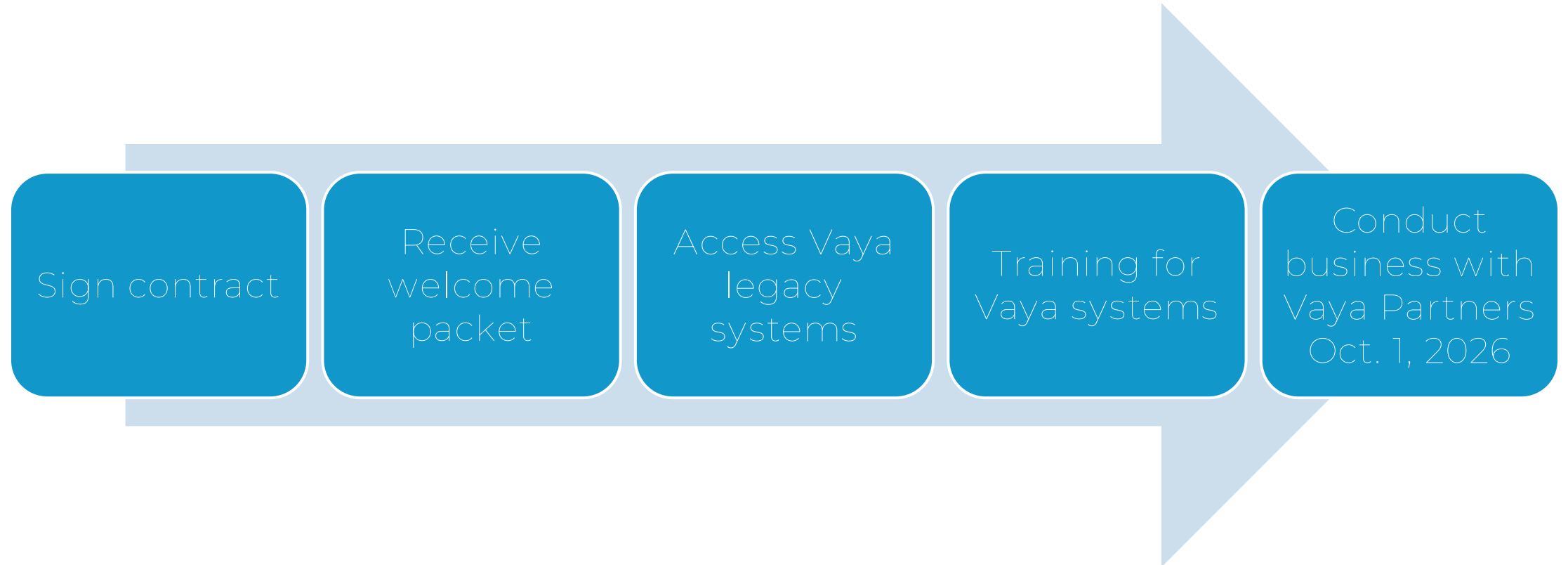
Partners Health Management

partnersbhm.org

1-877-398-4145

contracts@partnersbhm.org

Partners Only Providers



Action Item- Partners Only Onboarding!

Provider Central

- <https://providers.vayahealth.com/>
- [Resources | Vaya Providers](#)
- Do not need to repeat New Provider Orientation

Provider Portal

- <https://providers.vayahealth.com/provider-portal/>
- Identify Systems Access Administrator (SAA)
- Staff email to complete portal registration

Claims & Billing

- Ensure your PNI and tax ID are present on claims
- Begin submitting claims to Vaya Partners on Oct.1, 2026
- Verify EDI or clearinghouse setup

Reach out to your Contract Manager for additional onboarding support.

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](#)



How are we doing?

vayapartners.org

Provider Merger Sessions			
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September 21, 2026	Claims and Billing	Attend September 21st	Coming Soon
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

