

Better Together: Vaya Partners Merger

Provider Information Session

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Vaya Partners

Better Together

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

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

[Read more here.](#)



PARTNERS
Improving Lives. Strengthening Communities.

Objectives

Vaya Partners Health Merger

What Providers need to know

Benefits of Vaya Partners merger

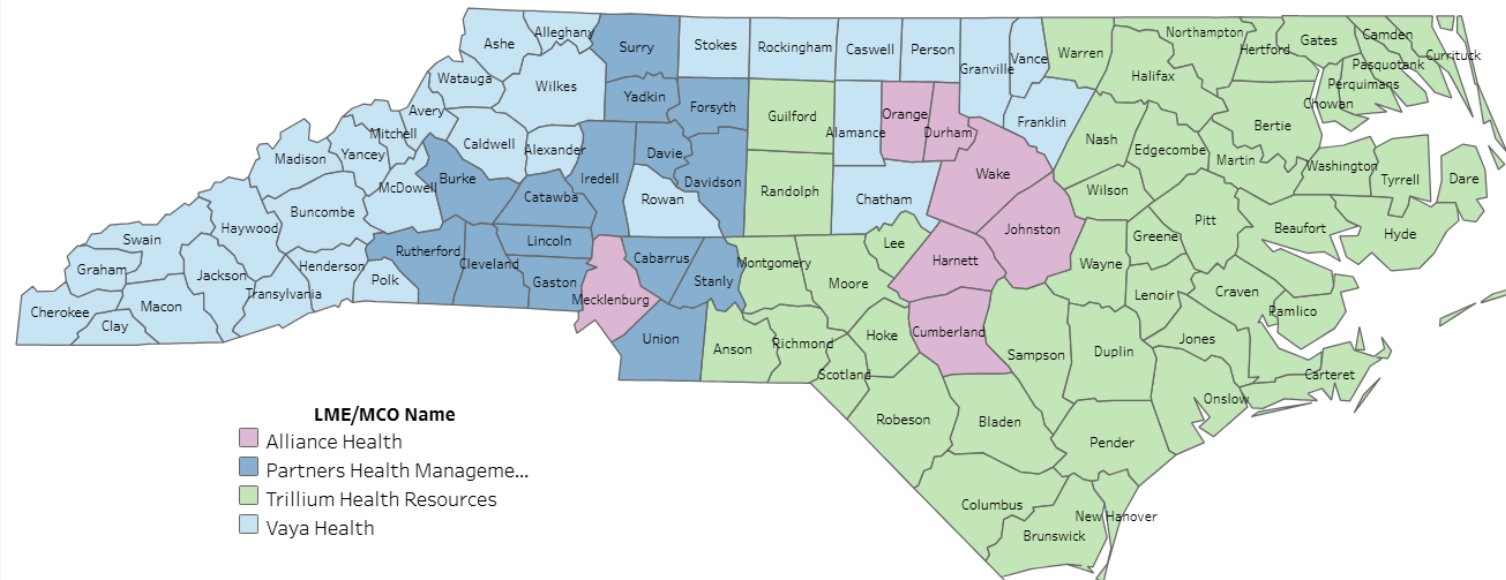
Next Steps

Support



Vaya & Partners Current Catchment areas

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.



Vaya Partners

Rooted in a shared belief that we will be stronger, more sustainable, and better positioned to serve members and communities together, Vaya and Partners are merging, effective Oct. 1, 2026.



Create a consolidated LME/MCO that can withstand existential threats on the horizon and successfully respond to the Tailored Plan re-procurement



Leverage talent at all levels of leadership, preserving local jobs and retaining staff dedicated to the public system

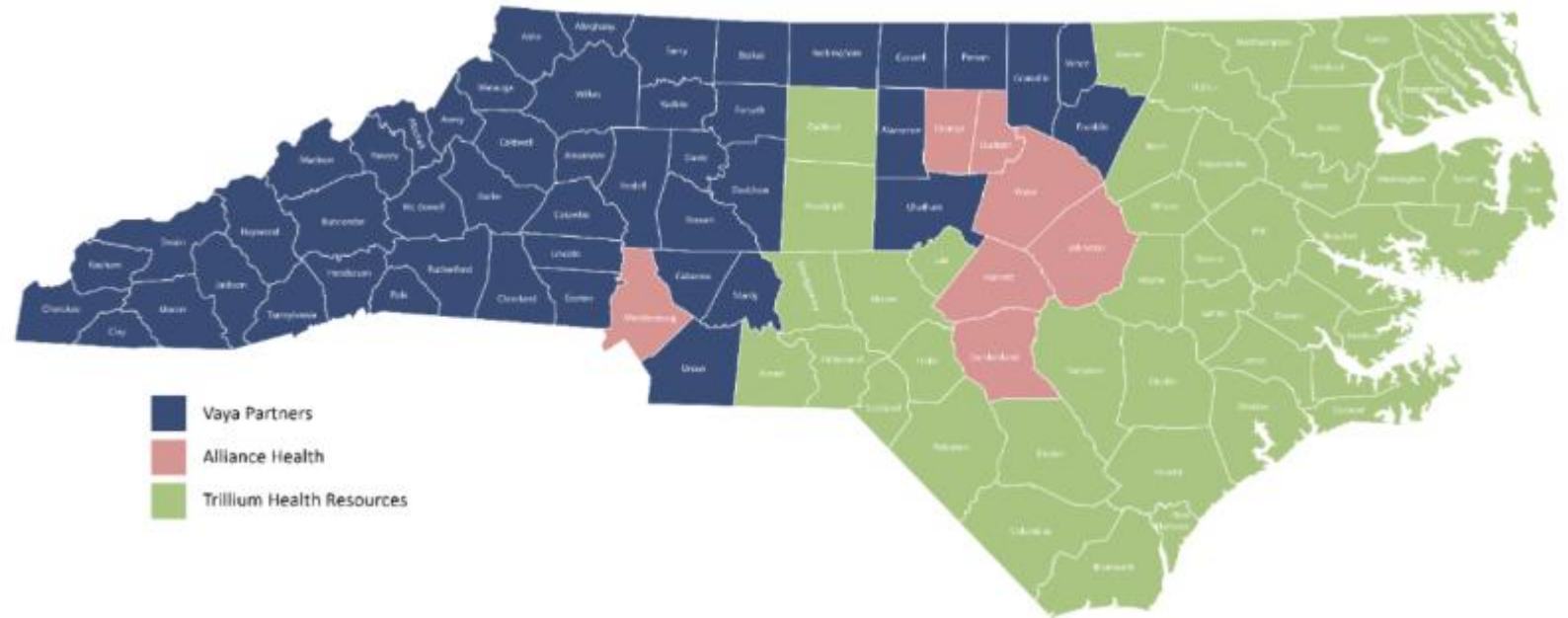


Remain accountable to local communities, local solutions, local governance



Better Together- Vaya Partners

- ▶ Largest LME/MCO in NC
- ▶ Serving 222,000+ Members
- ▶ In 47 Counties
- ▶ NC DHHS Approved
- ▶ Long-term stability



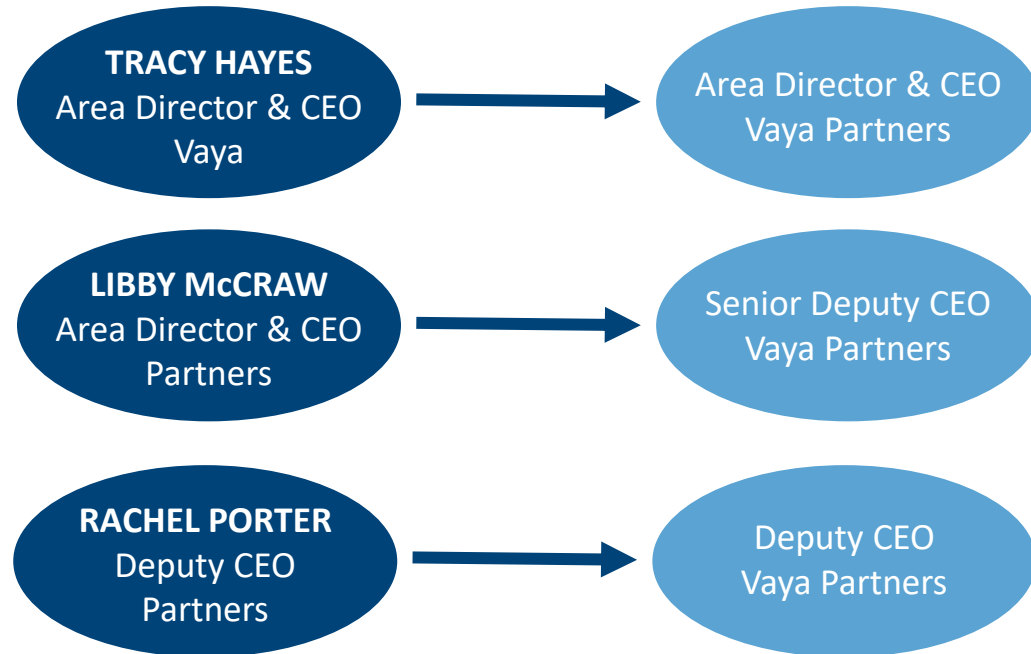
Vaya Partners Provider Support

- ▶ Primary goals are:
 - Ensuring Stability and Sustainability across the networks
 - Minimize disruption to members and providers
 - Ensure Member and Provider continuity of Care
 - 97% of Partners and Vaya's Networks overlap

Leadership and Governance

Leveraging combined experience for a stronger future

Vaya Partners will be led by a combined executive leadership team from both Vaya and Partners.



- Vaya Partners will be governed by a 26-member Board of Directors that will include members from each organization's existing Boards.
- Four Board members will be Consumer and Family Advisory Committee (CFAC) representatives.
- Comprehensive Provider Advisory Council



Vaya Partners Provider Expectations and Support

- ▶ Continued best-in-class Provider service from teams you know and trust
- ▶ Administrative ease for providers who serve members across both catchment areas
- ▶ Access to Members in a larger geographic location for providers who were not previously dually enrolled
- ▶ Conduent HSP One Stop Shop for BH/PH Claims, Prior Authorizations, Payment

Provider Support 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

1-888-235-398-1415

BetterTogether@partnersbhm.org

Overlapping Providers: Provider Contracted with Vaya and Partners

- ▶ Vaya Contract Amendment coming starting the week of July 6, 2026
- ▶ Begin submitting all claims through Conduent HSP on October 1, 2026
- ▶ Until then, business as usual
- ▶ Watch for Vaya Partners shared FAQs, Alerts, Bulletins, Council Meetings, Touchpoints, Merger Info Sessions, etc.
- ▶ Same merger messaging across Vaya and Partners

Partners Providers not contracted with Vaya

- ▶ Docusign email with a Vaya Contract starting this week (July 6, 2026)
- ▶ Training on Vaya systems Coming Soon!
- ▶ Welcome Packet will be forthcoming to providers.
- ▶ For questions, please contact contracts@partnersbhm.org



Timelines

Overlapping

Contract Amendment
Starting July

Vaya Conduent HSP
October 1

Partners only

Vaya Contract Docusign
Starting July

Vaya Systems Training
August/September

Vaya Conduent HSP
Claims October 1

State Funded

Contract Amendment
July/August

Vaya Systems Training
August/September

Vaya Conduent HSP
Claims October 1?

For more information

- ▶ [Vaya website](#)- Better Together
- ▶ [Partners website](#)- Better Together
- ▶ Shared Provider Information/FAQ as new information is available
- ▶ Partners Alerts and Bulletins
- ▶ Weekly Live Information Sessions: July 13, 20, & 27.
- ▶ See [Alert July 1](#) for registration information

Questions



Thank you

- ▶ We look forward to continuing our partnership!

