

# Vaya Health/Cardinal Innovations Healthcare Consolidation Member Information Sheet



Welcome to Vaya Health (Vaya). We are honored to serve as your managed care organization (MCO) that oversees Medicaid, federal, state, and local funding for services and supports related to mental health, substance use disorder, intellectual/developmental disabilities (I/DD), and traumatic brain injuries. Following is a list of frequently asked questions related to the consolidation between Vaya and Cardinal Innovations.

## What number do I call if I have questions, need services, or want help with a crisis?

Call Vaya's Member Services Line at **1-800-849-6127** anytime (24 hours a day, every day). For life-threatening emergencies, call **911**.

## Why did Vaya and Cardinal Innovations consolidate? What does it mean?

Vaya and Cardinal Innovations consolidated in preparation for North Carolina's launch of Behavioral Health and I/DD Tailored Plans. Vaya now manages services and supports for members in the nine consolidating counties. The nine consolidating counties are Alamance, Caswell, Chatham, Franklin, Granville, Person, Rowan, Stokes, and Vance.

## When will Vaya take over operations for Cardinal Innovations?

Cardinal Innovations' operations fully transitioned to Vaya on January 1, 2022.

## What counties are included in Vaya's service area beginning January 1, 2022?

**Alamance**, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, **Caswell**, **Chatham**, Cherokee, Clay, **Franklin**, Graham, **Granville**, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, **Person**, Polk, **Rowan**, **Stokes**, Swain, Transylvania, **Vance**, Watauga, Wilkes, and Yancey

## Will I keep my services?

Your eligibility for Medicaid is not affected by Cardinal Innovations' consolidation under Vaya Health. As long as you qualify for Medicaid, and are authorized to receive services, you will continue to be covered by Medicaid for your health care needs.

## Will I keep my same provider?

Vaya is committed to ensuring the widest range of services and highest quality care for members and recipients. Most Cardinal-contracted providers in the consolidating counties will join the Vaya network. If your provider chose not to participate in the Vaya provider network, then they can request an Out of Network agreement with Vaya, so you can continue to receive your care. Vaya remains committed to evaluating the unique service needs of each community we serve.

## Will I need a new Medicaid card?

Members in the nine consolidation counties will receive new Medicaid cards by mail.

## Will I keep my care manager/care coordinator?

Vaya's goal is to keep as many Cardinal Innovations care managers as possible to ensure continued care for members. If your care manager/care coordinator does not transition to Vaya, another one will be assigned to support you.

## Is the consolidation going to change the way you work with members and providers?

Our highest priority is still the health, safety and well-being of the members and recipients we serve. Vaya and Cardinal Innovations entered the consolidation with a shared vision of a stronger health plan that will minimize disruption in care, meet community needs and effectively prepare for North Carolina's transition to Medicaid Managed Care.

## What do I need to do?

No action is required. If you received services through Cardinal Innovations (and remain eligible for services), you are automatically enrolled with Vaya.

## How can I get to know Vaya better?

- Explore our website, starting with the "Get to know us" section.  
[www.vayahealth.com/get-to-know-us](http://www.vayahealth.com/get-to-know-us)
- Read the Member and Caregiver Handbook.  
[www.vayahealth.com/member-handbook](http://www.vayahealth.com/member-handbook)
- Listen to a Board of Directors meeting.  
[www.vayahealth.com/board](http://www.vayahealth.com/board)
- Learn about our Consumer and Family Advisory Committee (CFAC) and other ways to get involved.  
[www.vayahealth.com/cfac](http://www.vayahealth.com/cfac) and [www.vayahealth.com/get-involved](http://www.vayahealth.com/get-involved)
- Check our calendar of events for trainings, meetings and other opportunities.  
[www.vayahealth.com/calendar](http://www.vayahealth.com/calendar)

## Does Vaya know anything about my community?

Since announcing consolidation plans in early 2021, Vaya leadership has visited all nine consolidation counties multiple times. Vaya's Community Relations and Member Engagement staff regularly attend meetings and events in each county. Care managers/care coordinators are located in or near the communities they serve. Many former Cardinal Innovations staff, whom you may already know, joined Vaya and continue to work in the nine consolidating counties. What do you want Vaya to know about your community? We welcome you to share what's important to you by contacting us anytime at 1-800-849-6127.