



Vaya Health
200 Ridgefield Court, Suite 218
Asheville, NC 28806
1-800-893-6246
www.vayahealth.com

**This Welcome Notice contains important information about
your Medicaid coverage through Vaya Health**
Member Services: 1-800-849-6127 | Member.Services@vayahealth.com

January 3, 2022

Dear Member:

Welcome to the Vaya Health Plan! You are receiving this letter because management of your mental health, intellectual and/or developmental disability and substance use (MH/IDD/SU) services paid for by Medicaid has moved from Cardinal Innovations Healthcare to Vaya Health effective January 1, 2022.

What is Medicaid?

Medicaid is a health insurance program for eligible low-income families and individuals who cannot afford health care costs. The North Carolina Medicaid program is administered by the NC Department of Health and Human Services (NCDHHS) and pays medical bills with state and federal tax money. Vaya Health (Vaya) has a contract with NCDHHS to manage behavioral health services (help or treatment related to MH/IDD/SU services) for Medicaid beneficiaries ages 3 and older in 31 North Carolina counties.

Why did you receive this letter?

Vaya currently manages behavioral health services in the North Carolina counties of 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. If you get your Medicaid card from one of these counties, you are automatically a member of the Vaya Health Plan under the 1915(b) Medicaid Waiver. Your name was identified in a list provided to us by NCDHHS.

How can you get services?

If you currently need MH/IDD/SU services, or if you need them in the future, call Vaya's Member Services line at 1-800-849-6127 for help finding a health care professional who can provide care and treatment. We enclosed a pocket-sized card with this number for you to keep.

If you already receive these services, your provider will submit service approval requests to Vaya on your behalf. You do not need to do anything else to request approval. Some of the services we cover require prior authorization or special eligibility. There is a waiting list for services provided under the 1915(c) Innovations Waiver.

Who provides services?

Vaya does not provide services directly. Instead, we contract with a network of healthcare providers who provide care and treatment to health plan members. We work closely with our network of providers to make sure that members have access to high quality care and treatment.

How does Vaya authorize services?

Vaya approves services based on medical necessity, appropriateness of care, and coverage criteria. Vaya does not reward staff for denying coverage or services.

How do you get more information?

You can download a copy of the Vaya Health Plan Member and Caregiver Handbook on our website at <https://www.vayahealth.com/get-involved/member-rights-responsibilities/member-handbook/>. The handbook includes a statement about your rights and responsibilities as a Vaya Health Plan member.

Our website also has information about our quality improvement program and how we work to make sure you receive high-quality services.

Vaya maintains a Notice of Privacy Practices as required by the Health Insurance Portability and Accountability Act (“HIPAA”). Attached is a copy of this Notice, which you can also download from the Privacy page on our website at <https://www.vayahealth.com/privacy/>.

To request a printed copy of our handbook or any information on our website in a language other than English or by mail, call Vaya Member Services at 1-800-849-6127. Member Services staff can also provide information about services, answer your questions, connect you with healthcare providers in the Vaya network, or help you file a complaint or grievance about your services or about Vaya.

We are happy to have you as a member of the Vaya Health Plan!

This letter is available in Spanish and in alternate formats (Braille, large-print, audio). If you need an alternate version or help with reading this letter, call our Member Services Department at 1-800-849-6127.

Este carta está disponible en español y en formatos alternativos (braille, letra grande, audio). Si necesita información en español, o una version alternativa, o necesita ayuda para leer, llámenos al 1-800-849-6127.