



**Vaya Health**  
200 Ridgefield Court, Suite 218  
Asheville, NC 28806  
1-800-893-6246  
[www.vayahealth.com](http://www.vayahealth.com)

**This Welcome Notice contains important information  
about your services through Vaya Health**  
Member Services: 1-800-849-6127 | [Member.Services@vayahealth.com](mailto:Member.Services@vayahealth.com)

January 3, 2022

Dear Member:

Welcome to the Vaya Health Plan! We manage mental health, intellectual and/or developmental disabilities, and substance use disorder (MH/IDD/SU) services paid for with public funds. You are receiving this letter because you have an appointment with a health care professional in Vaya's network.

### **What is Vaya Health?**

Vaya has a contract with the Division of Mental Health, Developmental Disabilities and Substance Abuse Services to manage behavioral health services funded with federal block grant, state, and local dollars 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. Vaya also has a contract with NC Medicaid to manage MH/IDD/SU services for Medicaid beneficiaries ages 3 and older in these counties.

### **Why did I receive this letter?**

Vaya manages behavioral health services in your county. We sent this letter because a health care provider in our network scheduled an appointment for you for MH, IDD, or SU services funded with federal block grant, state, and local dollars.

### **How can I get services?**

Your health care provider will submit service approval requests to Vaya for you. You do not need to do anything else to request approval for your services.

If your need for services changes, or you would like to know about other health care providers available to you, call Vaya's Member Services line at 1-800-849-6127. Member Services staff can connect you to the services you need. We enclosed a pocket-sized card with this number for you to keep.

### **Who provides services?**

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

For 24/7 access to care or crisis assistance, call 1-800-849-6127 | NC Relay 711

## **How does Vaya authorize services?**

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

## **How do I 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.