



A Life of Choice, Not Circumstance

102

Individuals who transitioned from the waitlist to the Innovations Waiver

30%

Of individuals on the waitlist received services from Vaya

2,066

Individuals on the waitlist, known as the Registry of Unmet Needs

Learn More about the NC Innovations Waiver and Registry of Unmet Needs

The NC Innovations Waiver is a home and community-based services program that allows Medicaid-eligible individuals with intellectual and/or developmental disabilities (I/DD) to receive services and supports in their own community. This helps people live as independently as possible, rather than in an institution like a developmental center.

Although Vaya Health manages the Innovations Waiver in the 31 counties we serve, the program is funded with federal and state dollars. The NC Department of Health and Human Services assigns a set number of waiver slots to Vaya each year based on available funding. Unfortunately, there are more people who need services than there are slots available.

People waiting for an Innovations Waiver slot may choose to be added to the Registry of Unmet Needs. It is a first-come, first-serve waitlist maintained by Vaya to keep track of those eligible for a slot. Once a person is added to the list, they can choose to participate in services available in their community while waiting for a slot.

How to Access the Registry of Unmet Needs



Call Vaya's Member and Recipient Service Line **(1-800-962-9003, TTY 711)** Monday – Saturday, 7 a.m.- 6 p.m., and ask to speak to someone about the Registry of Unmet Needs



Vaya's Member Services staff will help you complete your application



A Vaya staff member will contact you to tell you if your application meets the Registry of Unmet Needs requirements.



You may choose whether you would like to participate in services available to you while you wait for your Innovations slot.



The Registry of Unmet Needs by County

County	Certified Population Estimate (2021)*	Innovations Waiver Participants	Individuals on Registry receiving Medicaid Service(s)	# of Children Waiting	# of Adults Waiting (18+ years old)	# of Individuals Added to Waitlist FY 2022	# of Slots Assigned
Alamance	173,877	184	39	70	121	10	5
Alexander	36,644	26	8	4	5	1	26
Alleghany	11,049	23	2	13	19	0	0
Ashe	26,711	43	13	14	22	0	2
Avery	17,864	16	3	9	4	0	0
Buncombe	271,534	447	140	162	231	13	14
Caldwell	80,463	101	27	21	75	1	0
Caswell	22,714	27	2	7	11	0	0
Chatham	77,889	81	15	45	44	8	6
Cherokee	29,167	52	15	13	31	2	2
Clay	11,309	16	5	5	14	0	0
Franklin	71,703	79	13	38	29	7	1
Graham	3,043	17	7	3	13	0	0
Granville	61,986	66	17	20	39	4	0
Haywood	62,476	98	32	30	76	1	3
Henderson	116,829	152	66	43	105	3	4
Jackson	43,410	51	9	19	33	1	1
McDowell	44,717	110	25	15	44	0	5
Macon	37,564	42	14	20	21	0	0
Madison	21,502	39	13	12	22	0	0
Mitchell	14,963	40	7	9	10	0	0
Person	39,127	58	8	10	15	0	1
Polk	19,656	47	8	3	16	0	0
Rowan	148,150	165	60	44	86	8	7
Stokes	44,553	50	4	18	57	0	0
Swain	14,136	12	0	12	12	0	0
Transylvania	33,165	51	13	11	25	2	1
Vance	42,185	60	17	20	64	1	1
Watauga	54,234	42	9	14	13	1	0
Wilkes	65,806	76	25	21	61	1	0
Yancey	18,757	55	4	4	19	0	0
Total	1,717,183	2,326	620	729	1,337	64	79

Please note: Innovations data is from Fiscal Year 2022 (July 2021-June 2022). Totals are subject to change frequently as participants are added to or removed from the Registry of Unmet Needs.

*Source: census.gov