

Tailored Care Management Providers

This list provides information about providers contracted with Vaya Health (Vaya) either as Advanced Medical Homes Plus (AMH+) or Care Management Agencies (CMAs) to deliver Tailored Care Management to Vaya members.

- Member choice is the primary factor in determining Tailored Care Management assignment.

If you need support or have any questions, please call our Member and Recipient Service Line at 1-800-962-9003, available 7 a.m. to 6 p.m., Monday through Saturday.

Population Abbreviations:

MH: Mental health

SUD: Substance use disorder

I/DD: Intellectual/developmental disabilities

TBI: Traumatic brain injury

Provider Name	County Supported	Population Supported	Provider Contact	Provider Contact Phone and Email
A Caring Alternative	Alexander, Mitchell, Yancey	MH/SUD Child	Tess	828-608-3440 or 828-437-3000 Tbowman@caringalternative.com
	Buncombe, Burke, Caldwell, McDowell	MH/SUD Adult and Child	Bowman	
	Henderson, Watauga	MH/SUD Adult		
Alexander Youth Network	Alamance, Caswell, Cleveland, Guilford, Rowan, Stokes	MH/SUD Child	Michelle Nichols	586-382-1984 or 855-362-8470 mnichols01@aynkids.org
Appalachian Community Services (NCG Acquisition, LLC)	Clay, Cherokee, Haywood, Jackson, Macon, Swain	MH/SUD Adult and Child, co-occurring I/DD & BH Adult and Child	Tabatha Brafford	828-734-9648 TCM@acswnc.com
	Graham	MH/SUD Adult and Child co-occurring I/DD & BH Child		
B&D Integrated Health Services	Alamance, Franklin, Granville, Person, Vance	MH/SUD Adult and Child	Love July or Madison Hill	919-907-3334 tjuly@bdihs.com or mhill@bdihs.com

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Blue Ridge Health	Buncombe, Haywood, Henderson, Jackson, Macon, Polk, Transylvania, Swain	MH/SUD Adult and Child	Jamie Weston	828-508-3742 TCM@brchs.com
Carter Clinic, P.A.	Franklin, Granville, Vance, Warren	MH/SUD Adult and Child	Trixy Baldwin or Yumekco Little	919-848-0132 tbaldwin@thecarterclinic.com mekcosingletary@gmail.com
Covenant Case Management	Watauga	I/DD (non-Innovations and Innovations)	Ciara Suros	844-777-2267 ext. 7013 ciara.suros@covenantcasemanagementservices.com
Crossnore Communities for Children	Alexander, Avery, Buncombe, Henderson, McDowell, Mitchell, Polk, Transylvania, Watauga, Wilkes, Yancey	MH/SUD Child	Dr. Dawn O'Malley	336-331-1003 tcm@crossnore.org
Daymark Recovery Services	Alamance, Alleghany, Avery, Ashe, Buncombe, Cabarrus, Caswell, Chatham, Forsyth, Franklin, Granville, Guilford, Jackson, Madison, McDowell, Mecklenburg, Richmond, Rockingham, Rowan, Stokes, Vance, Wake, Watauga, Wilkes	MH/SUD Adult and Child	Heather Hedrick	866-275-9552 care@daymarkrecovery.org
	Alexander, Caldwell, Cumberland, Davidson, Gaston, Harnett, Iredell, Lee, Madison, Moore, Nash, Orange, Person, Polk, Randolph, Rockingham, Surry, Yadkin, Yancey	MH/SUD Adult		

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	Henderson, Swain	MH/SUD Child		
Family Preservation Services of NC	Haywood, Transylvania	MH/SUD Adult and Child, I/DD (non-Innovations)	Miranda Little	704-451-8511 PTW_NC_TCM@pathways.com or miranda.little@pathways.com
	Jackson	MH/SUD Adult and Child		
	Madison	I/DD (non-Innovations)		
	Polk	MH/SUD Adult and Child, I/DD (non-Innovations)		
	Buncombe, Henderson	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Wilkes	MH/SUD Child		
	Graham, Macon, Rutherford, Swain, Yancey	MH/SUD Adult		
Freedom House Recovery Center	Alamance, Person	MH/SUD Adult and Child	Susan Hazel-Ongombe	984-309-8901 CMACareManagement@freedomhousercovery.org
	Orange	MH/SUD Adult		
Genesis Project, Inc.	Franklin, Granville, Rowan, Vance	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child	Dr. Trasha Black	919-637-8702 tblack@genesisproject1.org
Insight Human Services	Buncombe, Forsyth	MH/SUD Adult	Stan Holder	336-725-8389 Sholder@insightnc.org
	Rockingham, Stokes	MH/SUD Adult and Child		
Monarch	Chatham, Franklin, Orange, Rockingham, Stokes	I/DD (non-Innovations)	Leigh Daughtridge	704-986-1500 CareManagement@monarchnc.org
	Cabarrus	Co-occurring I/DD & BH Adult		
	Davidson, Guilford	MH/SUD Adult, I/DD (non-Innovations)		

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	Rowan	MH/SUD Adult, I/DD (non-Innovations), co-occurring I/DD & BH Adult		
	Mecklenburg	MH/SUD Adult		
	Randolph	I/DD (non-Innovations)		
Optimal Behavioral, LLC	Chatham, Franklin, Granville, Person, Vance	MH/SUD Adult and Child	Tomekia Blackmon or Takisha Gay	252-702-3202 optbehllc@gmail.com or tgay.optbehllc@gmail.com
Mountain Area Health Education Center (MAHEC)	Buncombe	MH/SUD Adult, I/DD (non-Innovations)	Stephanie Stewart Bostic	828-348-3633 Stephanie.bostic@mahec.net
Pathways Access Family Services	Buncombe	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child	Miranda Little	704-451-8511 PTW_NC_TCM@pathways.com or miranda.little@pathways.com
	Henderson	I/DD (non-Innovations), co-occurring I/DD & BH Child		
	Madison	MH/SUD Child, I/DD (non-Innovations)		
	Rowan, Transylvania	IDD (non-Innovations)		
	Swain	MH/SUD Child		
	Granville	co-occurring I/DD & BH Child		
	Jackson	MH/SUD Child		
	Mitchell	MH/SUD Child, co-occurring I/DD & BH Child		

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Pinnacle Family Services of NC	Alexander, Alleghany, Ashe, Avery, Caldwell, Caswell, Chatham, Franklin, Granville, Mitchell, Person, Rockingham, Rowan, Stokes, Vance, Watauga, Wilkes	MH/SUD Child, co-occurring I/DD & BH Child	Haley Huff	919-790-8580 haley.huff@pinnaclefamilyservices.org or corporate@pinnaclefamilyservices.org
	Alamance, Catawba	MH/SUD Child		
Pivotal Health Solutions	Buncombe, Cherokee, Haywood, Rowan	MH/SUD Adult and Child	Alexa Rosman or	980-777-8171 TCM@pivotal.healthcare
	Henderson	MH/SUD Child	Canelia McCray	
PQA Healthcare, Inc.	Alexander	MH/SUD Adult, IDD (non-Innovations), co-occurring I/DD & BH Adult	Khalil Nassar	336-356-2600 Ext 3 pag_knassar@surry.net
	Rowan, Stokes	MH/SUD Adult, I/DD (non-Innovations and Innovations), co-occurring I/DD & BH Adult		
	Guilford	MH/ SUD Adult, I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Davidson	MH/SUD Adult, co-occurring I/DD & BH Adult		
	Forsyth	MH/ SUD Adult, co-occurring I/DD & BH Adult		
	Alamance, Caswell, Randolph, Surry, Wake, Wilkes, Yadkin	MH/SUD Adult		
	Davie	I/DD (non-Innovations)		

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	Rockingham	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Stokes	MH/SUD Child		
Primary Health Choice, Inc.	Alamance, Caswell, Chatham, Granville, Person	I/DD (non-Innovations)	Tamara Haggans	910-865-3500, ext. 111 tamarao@primaryhealthchoice.org
	Randolph	Co-occurring I/DD & BH Adult		
RHA Health Services	Buncombe	MH/SUD Adult and Child, I/DD (non-Innovations and Innovations)	Tormeica Allison	336-229-5905 or 1-800-848-0180 CareManagementNC@rhanet.org
	Alamance, Alexander, Caldwell, Caswell, Forsyth, Madison, McDowell, Mitchell, Orange, Person, Yancey	MH/SUD Adult and Child		
	Davidson	I/DD (Innovations)		
	Guilford	MH/SUD Adult, IDD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Rockingham	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD & BH Adult		
	Catawba, Burke, Cabarrus, Chatham, Cumberland, Gaston, Guilford, Haywood, Mecklenburg, Randolph, Rockingham, Rutherford, Scotland, Stokes, Watauga	MH/SUD Adult		
	Henderson	MH/SUD Child		

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	Wilkes	MH/SUD Child, I/DD (non-Innovations)		
S&H Youth and Adult Services, Inc.	Rowan	MH/SUD Adult and Child, co-occurring I/DD &BH Adult	LaTanya Hardy	704-603-8285 Ldhardy@shyas.com
	Alamance, Cabarrus, Gaston, Iredell, Mecklenburg, Stanly	MH/SUD Adult		
The Arc of North Carolina	Alamance, Rowan	I/DD (non-Innovations and Innovations), TBI (non-waiver)	Lorie Boehm	828-254-4771 lboehm@arcnc.org
	Alexander, Alleghany, Ashe, Avery, Buncombe, Cabarrus, Caldwell, Cherokee, Clay, Chatham, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey	I/DD (non-Innovations and Innovations)		
	Rockingham	I/DD (non-Innovations), TBI Waiver		
	Caswell, Davidson, Davie, Forsyth, Guilford, Iredell, Randolph, Stanly, Stokes, Warren, Wake, Yadkin	I/DD (non-Innovations)		

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Catawba Valley Behavioral Healthcare (The Mental Health Fund, Inc.)	Alexander, Caldwell, Rockingham	MH/SUD Adult	Amber McPherson or Tiffany Randazza	828-695-5994 amcpherson@cvhnc.org or 239-919-6040 tirandazza@cvhnc.org
The Sparc Network, LLC	Caldwell, McDowell, Stokes	MH/SUD Child, co-occurring I/DD & BH Child	Orrin Bynes	336-471-7595 cmacaremanagement@thesparcnetwork.net
	Guilford	MH/SUD Adult, co-occurring IDD & BH child		
	Rockingham	MH/SUD Adult, MH/ SUD Child, I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Buncombe, Rowan	MH/SUD Adult and Child, co-occurring IDD & BH Child		
Community Alternatives/Rescare (VOCA Corporation of NC)	Buncombe, Haywood, Henderson, Madison, McDowell, Transylvania, Yancey	TBI (waiver), I/DD (non-Innovations and Innovations)	Tracey Finger Norris	1-877-841-1955 Tfinger@rescare.com
	Rockingham	I/DD (non-Innovations), co-occurring I/DD & BH Adult and Child		
	Caldwell, Burke, Guilford, Swain	I/DD (non-Innovations)		