

Better Together

Vaya Partners Merger Frequently Asked Questions

Why are Vaya Health and Partners Health Management merging?

Rooted in a shared belief that we will be stronger, more sustainable, and better positioned to serve members and communities together, Vaya and Partners are merging to strengthen North Carolina's public healthcare system and position the combined organization for long-term success. The merger will be effective Oct. 1, 2026, at which time the combined organization will begin to operate under the name Vaya Partners.

When will the merger be effective and when will changes take place?

The merger will be effective Oct. 1, 2026, following a successful readiness review by the NC Department of Health and Human Services. The merger was approved by the Boards of Directors for Vaya and Partners at meetings held on May 21, 2026.

Will my services or benefits change?

Your eligibility for Medicaid and/or State-Funded services is not affected by the merger of Vaya and Partners.

Will I need a new Medicaid card?

Not right now. Vaya and Partners members will receive a new Medicaid card in the mail prior to the merger date.

Will I be able to keep my care manager/care coordinator?

Our goal is to ensure continuity of care for members. You should be able to keep your assigned care manager. However, there is always a possibility that you may be assigned a new care manager/care coordinator based on turnover or other factors.

Is the merger going to change the way Vaya and Partners work with members and providers?

Our highest priority is the health, safety, and well-being of the members and recipients we serve. Vaya and Partners entered the merger with a shared vision of a stronger health plan that will minimize disruption in care, meet community needs, and position us for long-term success. We share the same clinical values, and you should not experience any change in the way we work with you and your care team.

Will my member portal change?

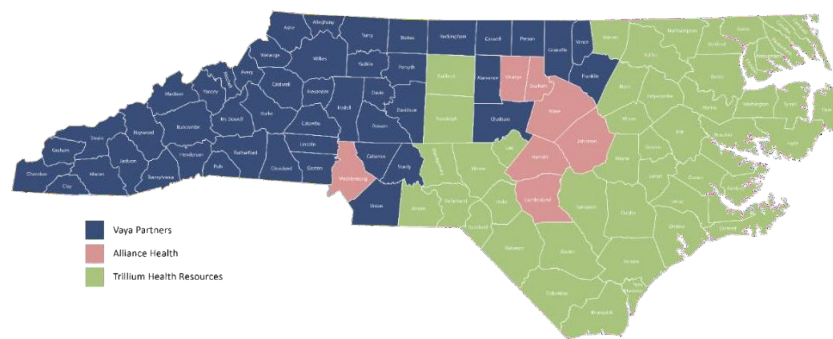
We are still making final decisions about systems, including our member portals. We currently use different portals so some members will experience a change once we decide which portal to use. Any changes to member portals as a result of the merger will be communicated in advance.

What do I need to do?

No action is required. If you currently receive services through Vaya or Partners (and remain eligible for services), you will be automatically enrolled with Vaya Partners when the merger is complete.

What counties will Vaya Partners serve?

Vaya Partners will serve 47 counties: Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cherokee, Clay, Cleveland, Davidson, Davie, Forsyth, Franklin, Gaston, Graham, Granville, Haywood, Henderson, Iredell, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Rutherford, Stanly, Stokes, Surry, Swain, Transylvania, Union, Vance, Watauga, Wilkes, Yadkin, and Yancey.



Who will lead Vaya Partners?

Vaya Partners will be led by a combined executive leadership team from both Vaya and Partners. Tracy Hayes, the Area Director and CEO for Vaya Health, will serve as CEO, and Libby McCraw, the CEO for Partners, will serve as Senior Deputy CEO. Rachel Porter, current Deputy CEO of Partners, will continue in that role for Vaya Partners.

Vaya Partners will be governed by a 26-member Board of Directors that will include members from each organization's existing Boards. Four (4) of the members of the Vaya Partners Board of Directors will be Consumer and Family Advisory Committee (CFAC) representatives.

Who can members contact if they have questions?

Vaya and Partners will provide merger-related information on our respective websites. Member and Recipient Services are available Monday-Saturday, 7 a.m. to 6 p.m.

Vaya Health
vayahealth.com
1-800-962-9003
Member.Services@vayahealth.com

Partners Health Management
partnersbhm.org
1-888-235-HOPE (4673)
MemberQuestions@PartnersBHM.org