

Better Together

Vaya Partners Merger FAQs: Providers

General Merger Information:

Why is Vaya Health and Partners Health Management merging?

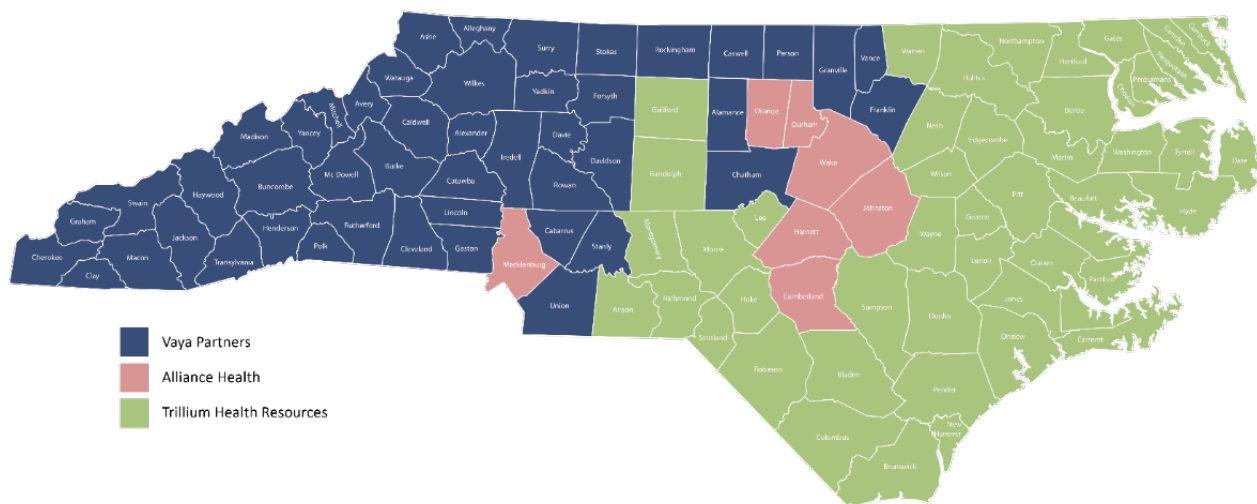
Rooted in a shared belief that we will be stronger, more sustainable, and better positioned to serve members and communities together, Vaya and Partners are merging to strengthen North Carolina's public healthcare system and position the combined organization for long-term success. The merger will be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

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

The merger is effective Oct. 1, 2026, following approval of both organizations' Boards of Directors and the Secretary of the North Carolina Department of Health and Human Services (NCDHHS).

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.



Leadership

Who will lead Vaya Partners?

Vaya Partners will be led by a combined executive leadership team from both Vaya and Partners.

- Tracy Hayes will lead the combined organization as Area Director & Chief Executive Officer (CEO). Hayes is the current Area Director & CEO of Vaya Health.
- Libby McCraw will serve as Senior Deputy CEO. McCraw is the current CEO of Partners Health Management.
- Rachel Porter will serve as Deputy CEO. Porter is the current Deputy CEO of Partners Health Management.

Vaya Partners will be governed by a 28-member Board of Directors that includes members from each organization's existing Boards.

Systems, Claims, and Billing

Vaya Partners Claims Administration System

Vaya Partners will use Conduent HSP for processing claims. Vaya currently uses Conduent HSP. Because Vaya and Partners share many of the same providers, they are already loaded into the system and familiar with billing through Conduent. The provider network teams will identify any Partners providers/sites that are not enrolled in the Vaya Conduent system and work to amend their contracts and ensure they are loaded and comfortable using the system before the Oct. 1, 2026, merger date.

Claims and Billing

Vaya Partners will work to ensure providers have opportunities for technical assistance and clear guidance on the claims and billing process. Guidance and information are forthcoming, and once available, we will provide opportunities for provider education and support.

Provider Portal

We are working on final decisions about systems, including our provider portals. We currently use different portals, so some providers will experience a change once we decide which portal to use. Any changes to provider portals because of the merger will be communicated in advance.

Provider Contracts and Next Steps

Vaya Partners is working to ensure that our member disruption and provider abrasion is prioritized. We feel confident in our provider network and our Statewide Network.

Providers with both Vaya and Partners Contracts

Vaya Partners will use the existing Vaya contracts for those providers who are contracted with both Vaya and Partners. Provider contracts will be amended to add sites or services not included in the Vaya Pre-Merger Contract. This will be done to ensure those sites and services are in place for the merged entity – Vaya Partners.

Where both Parties have an existing contract with a provider, unless specifically assigned to Vaya prior to the Merger Date, Partners' provider contracts will terminate on the Merger Date for dates of service after the Merger Date.

Providers Contracted with Partners Only

For any provider that Vaya is not currently contracted with and that Partners is contracted with, Vaya will work to execute a provider agreement before Oct. 1, 2026. Providers will receive a contract with the Vaya Partners entity before Oct. 1, 2026.

If any provider in good standing in the Partners' network is not contracted with Vaya by the Merger Date, Vaya Partners will accept an assignment of the Partners' provider contract to ensure continuity of care. The assignment will be in place until Vaya Partners has executed a new agreement with the provider.

Provider Rates and Fee Schedules

Vaya and Partners leadership will analyze their respective negotiated rates and provider fee schedules to identify any differences and establish a plan to create a new rate and fee schedule for Vaya Partners. What you need to know:

- Provider rates are still under consideration.
- Both organizations are committed to keeping providers up to date on merger-related decisions and updates; timely communications will be sent by both Vaya and Partners with relevant information.
- From now until Oct. 1, timely communications will be sent by both Vaya and Partners through usual communication channels.

Clinical Operations

Utilization Management

Once finalized, Vaya Partners will publish the Benefits coverage for the merged entity. This will include State-Funded Services and In Lieu of Services, as examples.

Prior Authorizations

Vaya Partners will provide instructions to providers for the Prior Authorization process of the merged entity. This will include, but not be limited to, client-specific information, 1915i, transition of care, etc.

Data Transfer Process

Vaya Partners is committed to working with providers to ensure a data transfer process that provides the least amount of provider abrasion possible.

General Inquiries & Future Updates

Where to find additional information as the merger progresses

- As additional details are gathered, updates will continue to be shared with providers.
- Leadership from both organizations will work closely with NCDHHS, as well as state and local partners, to ensure continuity of care and a successful transition.
- Vaya and Partners will provide merger-related information on their respective websites, and links to updates will be shared once available. Information also will be shared on the combined Vaya Partners website: [VayaPartners.org](https://www.VayaPartners.org).
- Providers should ensure they are signed up to receive Provider Communication Bulletins and attend Provider Touchpoints for up-to-date information.
- Provider Support Services are available to assist Monday through Saturday, from 7 a.m. to 6 p.m.

Who can providers contact if they have questions?

Vaya and Partners will provide merger-related information on our respective websites and on the new Vaya Partners website: <https://www.VayaPartners.com>. Provider Support Services are available Monday-Saturday, 7 a.m. to 6 p.m.

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