

# 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                                                                                 |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------|
| <b>A Caring Alternative (CMA)</b>                                  | Alexander, Buncombe, Caldwell, Henderson, McDowell, Mitchell, Watauga, Wilkes, Yancey | MH/SUD Adult and Child                                               | Landon Murray    | 828-608-3440 or 828-437-3000<br><a href="mailto:Lmurray@caringalternative.com">Lmurray@caringalternative.com</a> |
| <b>Alexander Youth Network (CMA)</b>                               | Alamance, Caswell, Rowan, Stokes                                                      | MH/SUD Child                                                         | Taylor Justice   | 980-722-0833 or 855-362-8470<br><a href="mailto:tjustice@aynkids.org">tjustice@aynkids.org</a>                   |
| <b>Appalachian Community Services (NCG Acquisition, LLC) (CMA)</b> | Haywood, Jackson, Macon, Swain                                                        | MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child | Tabatha Brafford | 828-734-9648<br><a href="mailto:TCM@acswn.com">TCM@acswn.com</a>                                                 |

| Provider Name                                    | County Supported                                                                                                                                                          | Population Supported                                       | Provider Contact                | Provider Contact Phone and Email                                                                                                                                           |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  | Cherokee, Clay, Graham                                                                                                                                                    | MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Child |                                 |                                                                                                                                                                            |
| <b>B&amp;D Integrated Health Services (AMH+)</b> | Alamance, Franklin, Granville, Person, Vance                                                                                                                              | MH/SUD Adult and Child                                     | Madison Hill or Erin Lewis      | 919-907-3334<br><a href="mailto:mhill@bdihs.com">mhill@bdihs.com</a> or <a href="mailto:elewis@bdihs.com">elewis@bdihs.com</a>                                             |
| <b>Blue Ridge Health (AMH+)</b>                  | Buncombe, Haywood, Henderson, Jackson, Macon, Polk, Swain, Transylvania                                                                                                   | MH/SUD Adult and Child                                     | Jamie Weston                    | 828-508-3742<br><a href="mailto:TCM@brchs.com">TCM@brchs.com</a>                                                                                                           |
| <b>Carter Clinic, P.A. (AMH+ and CMA)</b>        | Franklin, Granville, Vance                                                                                                                                                | MH/SUD Adult and Child                                     | Trixy Baldwin or Yumekco Little | 919-848-0132<br><a href="mailto:tbaldwin@thecarterclinic.com">tbaldwin@thecarterclinic.com</a> or <a href="mailto:mekcosingletary@gmail.com">mekcosingletary@gmail.com</a> |
| <b>Covenant Case Management (CMA)</b>            | Buncombe, Watauga                                                                                                                                                         | I/DD (Innovations and non-Innovations)                     | Charli Somers                   | 844-777-2267, ext. 7007<br><a href="mailto:charli.somers@covenantcasemanagementservices.com">charli.somers@covenantcasemanagementservices.com</a>                          |
| <b>Crossnore Communities for Children (CMA)</b>  | Alexander, Avery, Henderson, Mitchell, Polk, Transylvania, Wilkes                                                                                                         | MH/SUD Child                                               | Travis Steinebach               | 336-331-1003 or 336-930-4043<br><a href="mailto:tcm@crossnore.org">tcm@crossnore.org</a> or <a href="mailto:tsteinebach@crossnore.org">tsteinebach@crossnore.org</a>       |
|                                                  | Buncombe, McDowell, Watauga, Yancey                                                                                                                                       | MH/SUD Adult and Child                                     |                                 |                                                                                                                                                                            |
| <b>Daymark Recovery Services (CMA)</b>           | Alamance, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Franklin, Granville, Jackson, McDowell, Person, Rockingham, Rowan, Stokes, Vance, Watauga, Wilkes | MH/SUD Adult and Child                                     | Heather Hedrick                 | 866-275-9552<br><a href="mailto:care@daymarkrecovery.org">care@daymarkrecovery.org</a>                                                                                     |
|                                                  | Alexander, Madison, Yancey                                                                                                                                                | MH/SUD Adult                                               |                                 |                                                                                                                                                                            |
|                                                  | Henderson, Polk, Swain                                                                                                                                                    | MH/SUD Child                                               |                                 |                                                                                                                                                                            |

| Provider Name                                   | County Supported                     | Population Supported                                                                         | Provider Contact    | Provider Contact Phone and Email                                                                                                                             |
|-------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Family Preservation Services of NC (CMA)</b> | Haywood, Transylvania                | MH/SUD Adult and Child, I/DD (non-Innovations)                                               | Dana Haile          | 910-906-3341<br><a href="mailto:PTW_NC_TCM@clarvida.com">PTW NC TCM@clarvida.com</a> or <a href="mailto:dana.haile@clarvida.com">dana.haile@clarvida.com</a> |
|                                                 | Jackson, Macon                       | MH/SUD Adult and Child                                                                       |                     |                                                                                                                                                              |
|                                                 | Madison                              | I/DD (non-Innovations)                                                                       |                     |                                                                                                                                                              |
|                                                 | Haywood, Polk                        | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child           |                     |                                                                                                                                                              |
|                                                 | Buncombe, Henderson                  | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                     |                                                                                                                                                              |
|                                                 | Wilkes                               | MH/SUD Adult and Child                                                                       |                     |                                                                                                                                                              |
|                                                 | Graham, Macon, Swain, Yancey         | MH/SUD Adult                                                                                 |                     |                                                                                                                                                              |
|                                                 | Madison                              | MH/SUD Adult, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child                     |                     |                                                                                                                                                              |
| <b>Freedom House Recovery Center (CMA)</b>      | Alamance, Person                     | MH/SUD Adult and Child                                                                       | Susan Hazel-Ongombe | 984-309-8901<br><a href="mailto:CMACareManagement@freedomhouserecovery.org">CMACareManagement@freedomhouse recovery.org</a>                                  |
|                                                 | Vance                                | MH/SUD Adult                                                                                 |                     |                                                                                                                                                              |
| <b>Holt Assessment Services (CMA)</b>           | Alamance, Franklin, Granville, Vance | MH/SUD Adult                                                                                 | Sheila Holt         | 252-541-3833<br><a href="mailto:holtassessmentservicesllc@gmail.com">holtassessmentservicesllc@gmail.com</a>                                                 |
| <b>Insight Human Services (CMA)</b>             | Buncombe                             | MH/SUD Adult                                                                                 | Christina Martin    | 336-725-8389<br><a href="mailto:cmartin@insightnc.org">cmartin@insightnc.org</a>                                                                             |
|                                                 | Rockingham, Stokes                   | MH/SUD Adult and Child                                                                       |                     |                                                                                                                                                              |
| <b>Monarch (CMA)</b>                            | Franklin                             | I/DD (non-Innovations)                                                                       | Leigh Daughtridge   | 704-986-1500<br><a href="mailto:CareManagement@monarchnc.org">CareManagement@monarchnc.org</a>                                                               |
|                                                 | Chatham                              | MH/SUD Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child                     |                     |                                                                                                                                                              |

| Provider Name                                               | County Supported                            | Population Supported                                                                         | Provider Contact                | Provider Contact Phone and Email                                                                                                                             |
|-------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                             | Rowan                                       | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                                 |                                                                                                                                                              |
|                                                             | Rockingham, Stokes                          | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child           |                                 |                                                                                                                                                              |
| <b>Optimal Behavioral, LLC (CMA)</b>                        | Chatham, Franklin, Granville, Person, Vance | MH/SUD Adult and Child                                                                       | Tomekia Blackmon or Takisha Gay | 252-702-3202<br><a href="mailto:optbehllc@gmail.com">optbehllc@gmail.com</a> or <a href="mailto:tgay.optbehllc@gmail.com">tgay.optbehllc@gmail.com</a>       |
| <b>Mountain Area Health Education Center (MAHEC) (AMH+)</b> | Buncombe                                    | MH/SUD Adult, I/DD (non-Innovations)                                                         | Kayla Rice                      | 828-407-2136<br><a href="mailto:Kayla.Rice@mahec.net">Kayla.Rice@mahec.net</a>                                                                               |
| <b>Pathways Access Family Services (CMA)</b>                | Buncombe                                    | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child | Dana Haile                      | 910-906-3341<br><a href="mailto:PTW_NC_TCM@clarvida.com">PTW_NC_TCM@clarvida.com</a> or <a href="mailto:dana.haile@clarvida.com">dana.haile@clarvida.com</a> |
|                                                             | Henderson, Madison                          | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child           |                                 |                                                                                                                                                              |
|                                                             | Rowan                                       | MH/SUD Child, I/DD (non-Innovations)                                                         |                                 |                                                                                                                                                              |
|                                                             | Transylvania                                | MH/SUD Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child                     |                                 |                                                                                                                                                              |

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|                                             | Jackson, Swain                                                                                                                                                    | MH/SUD Child                                                                                                 |                              |                                                                                                                                                                             |
|                                             | Granville                                                                                                                                                         | Co-occurring I/DD and MH/SUD Child                                                                           |                              |                                                                                                                                                                             |
|                                             | Mitchell                                                                                                                                                          | MH/SUD Child, co-occurring I/DD and MH/SUD Child                                                             |                              |                                                                                                                                                                             |
| <b>Pinnacle Family Services of NC (CMA)</b> | Alamance, Alexander, Alleghany, Ashe, Avery, Caldwell, Caswell, Chatham, Franklin, Granville, Mitchell, Person, Rockingham, Rowan, Stokes, Vance, Watauga, Wilkes | MH/SUD Child, co-occurring I/DD and MH/SUD Child                                                             | Devault Clevenger            | 910-206-1471 or <a href="mailto:devault.clevenger@pinnaclefamilyservices.org">devault.clevenger@pinnaclefamilyservices.org</a>                                              |
| <b>Pivotal Health Solutions (CMA)</b>       | Buncombe, Cherokee, Haywood, Rowan                                                                                                                                | MH/SUD Adult and Child                                                                                       | Raven Carter                 | 980-309-6295<br><a href="mailto:TCM@pivotal.healthcare">TCM@pivotal.healthcare</a>                                                                                          |
|                                             | Henderson                                                                                                                                                         | MH/SUD Child                                                                                                 |                              |                                                                                                                                                                             |
|                                             | Caldwell                                                                                                                                                          | MH/SUD Adult                                                                                                 |                              |                                                                                                                                                                             |
| <b>PQA Healthcare, Inc. (CMA)</b>           | Alexander                                                                                                                                                         | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult                           | Khalil Nassar or Kim Perkins | 336-356-2600, ext. 3, or <a href="mailto:pqa_knassar@surry.net">pqa_knassar@surry.net</a><br><br>336-356-2600 or <a href="mailto:Pqa_kimp@surry.net">Pqa_kimp@surry.net</a> |
|                                             | Alamance                                                                                                                                                          | MH/SUD Adult and Child                                                                                       |                              |                                                                                                                                                                             |
|                                             | Caldwell, Caswell, Wilkes                                                                                                                                         | MH/SUD Adult                                                                                                 |                              |                                                                                                                                                                             |
|                                             | Rockingham, Rowan, Stokes                                                                                                                                         | MH/SUD Adult and Child, I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                              |                                                                                                                                                                             |

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| <b>Primary Health Choice, Inc. (CMA)</b>            | Alamance, Granville, Person          | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult           | Tamara Haggans   | 910-865-3500, ext. 111<br><a href="mailto:tamarao@primaryhealthchoice.org">tamarao@primaryhealthchoice.org</a> |
|                                                     | Avery                                | MH/SUD Adult                                                                                 |                  |                                                                                                                |
|                                                     | Caswell                              | MH/SUD Adult and Child, I/DD (non-Innovations)                                               |                  |                                                                                                                |
|                                                     | Caldwell, Chatham                    | I/DD (non-Innovations)                                                                       |                  |                                                                                                                |
| <b>RHA Health Services (CMA)</b>                    | Chatham, Mitchell, Person, Stokes    | MH/SUD Adult and Child                                                                       | Tormeica Allison | 1-800-218-7335<br><a href="mailto:CareManagementNC@rhanet.org">CareManagementNC@rhanet.org</a>                 |
|                                                     | Caswell, Wilkes                      | MH/SUD Adult and Child, I/DD (non-Innovations)                                               |                  |                                                                                                                |
|                                                     | Alexander, Madison, Rockingham       | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult           |                  |                                                                                                                |
|                                                     | Alamance, Henderson                  | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child           |                  |                                                                                                                |
|                                                     | Buncombe, Caldwell, McDowell, Yancey | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                  |                                                                                                                |
|                                                     | Chatham, Haywood, Watauga            | MH/SUD Adult                                                                                 |                  |                                                                                                                |
|                                                     | Avery                                | MH/SUD Child                                                                                 |                  |                                                                                                                |
| <b>S&amp;H Youth and Adult Services, Inc. (CMA)</b> | Rowan                                | MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult                                   | LaTanya Hardy    | 704-603-8285<br><a href="mailto:Ldhardy@shyas.com">Ldhardy@shyas.com</a>                                       |

| Provider Name                          | County Supported                                                                                                                                                                   | Population Supported                                                                      | Provider Contact | Provider Contact Phone and Email                                       |
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|                                        | Alamance                                                                                                                                                                           | MH/SUD Adult                                                                              |                  |                                                                        |
| <b>The Arc of North Carolina (CMA)</b> | Alamance                                                                                                                                                                           | I/DD (non-Innovations and Innovations), TBI, co-occurring I/DD and MH/SUD Adult           | Lorie Boehm      | 828-254-4771<br><a href="mailto:lboehm@arcnc.org">lboehm@arcnc.org</a> |
|                                        | Rowan                                                                                                                                                                              | I/DD (non-Innovations and Innovations), TBI, co-occurring I/DD and MH/SUD Adult and Child |                  |                                                                        |
|                                        | Alexander, Chatham, Granville, Henderson                                                                                                                                           | I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult and Child      |                  |                                                                        |
|                                        | Buncombe, Franklin                                                                                                                                                                 | I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Child                |                  |                                                                        |
|                                        | Caldwell, Caswell, Person                                                                                                                                                          | I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult                |                  |                                                                        |
|                                        | McDowell                                                                                                                                                                           | I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child                                |                  |                                                                        |
|                                        | Alleghany, Ashe, Avery, Chatham, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Mitchell, Polk, Rockingham, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey | I/DD (Innovations and non-Innovations)                                                    |                  |                                                                        |

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|----------------------------------------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>The Sparc Network, LLC (CMA)</b>                                  | Alamance                               | MH/SUD Adult                                                                                 | Kathy Farrell        | 866-700-1606, ext. 151<br><a href="mailto:cmacaremanagement@thesparcnetwork.net">cmacaremanagement@thesparcnetwork.net</a> |
|                                                                      | Caldwell, Rowan                        | MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Child                                   |                      |                                                                                                                            |
|                                                                      | McDowell, Stokes                       | MH/SUD Child, co-occurring I/DD and MH/SUD Child                                             |                      |                                                                                                                            |
|                                                                      | Rockingham                             | MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                      |                                                                                                                            |
|                                                                      | Buncombe                               | MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Child                                   |                      |                                                                                                                            |
| <b>Community Alternatives/Rescare (VOCA Corporation of NC) (CMA)</b> | Buncombe, Haywood, Henderson, McDowell | TBI, I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult and Child    | Tracey Finger Norris | 1-877-841-1955<br><a href="mailto:Tfinger@rescare.com">Tfinger@rescare.com</a>                                             |
|                                                                      | Franklin                               | I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult                                   |                      |                                                                                                                            |
|                                                                      | Madison                                | I/DD (Innovations and non-Innovations), TBI                                                  |                      |                                                                                                                            |
|                                                                      | Stokes                                 | I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child                                   |                      |                                                                                                                            |
|                                                                      | Transylvania, Yancey                   | I/DD (Innovations and non-Innovations), TBI, co-occurring I/DD and MH/SUD Child              |                      |                                                                                                                            |



| Provider Name             | County Supported                                                                                                                                                                                                                                       | Population Supported                                                 | Provider Contact | Provider Contact Phone and Email                                                           |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------|
|                           | Caldwell, Cherokee, Rockingham                                                                                                                                                                                                                         | I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child |                  |                                                                                            |
|                           | Caldwell, Swain                                                                                                                                                                                                                                        | I/DD (non-Innovations)                                               |                  |                                                                                            |
| <b>Walkers Group Home</b> | Alamance, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Watauga, Wilkes, Yancey | MH/SUD Adult<br>I/DD (Innovations and non-Innovations)               | Hellen Walker    | 252-432-6308<br><a href="mailto:walkerdayprogram@gmail.com">walkerdayprogram@gmail.com</a> |