



# 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	Tess Bowman	828-608-3440 or 828-437-3000 <a href="mailto:Tbowman@caringalternative.com">Tbowman@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 <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 <a href="mailto:TCM@acswn.com">TCM@acswn.com</a>
	Cherokee, Clay, Graham	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Child		

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<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 <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 <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 <a href="mailto:tbaldwin@thecarterclinic.com">tbaldwin@thecarterclinic.com</a> or <a href="mailto:mekcosingletery@gmail.com">mekcosingletery@gmail.com</a>
<b>Covenant Case Management (CMA)</b>	Buncombe, Watauga	I/DD (Innovations and non-Innovations)	Charli Somers	844-777-2267, ext. 7007 <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 <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 <a href="mailto:care@daymarkrecovery.org">care@daymarkrecovery.org</a>
	Alexander, Madison, Yancey	MH/SUD Adult		
	Henderson, Polk, Swain	MH/SUD Child		
<b>Family Preservation Services of NC (CMA)</b>	Haywood, Transylvania	MH/SUD Adult and Child, I/DD (non-Innovations)	Dana Haile	910-906-3341 <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		

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	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 <a href="mailto:CMACareManagement@freedomhouserecovery.org">CMACareManagement@freedomhouserecovery.org</a>
	Vance	MH/SUD Adult		
<b>Holt Assessment Services (CMA)</b>	Alamance, Franklin, Granville, Vance	MH/SUD Adult	Sheila Holt	252-541-3833 <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 <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 <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		

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	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 <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 <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 <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	Whitney Franco or Nicole Jones	910-206-1471 or <a href="mailto:whitney.franco@pinnaclefamilyservices.org">whitney.franco@pinnaclefamilyservices.org</a>  910-764-6427 or <a href="mailto:nicole.iones@pinnaclefamilyservices.org">nicole.iones@pinnaclefamilyservices.org</a>
<b>Pivotal Health Solutions (CMA)</b>	Buncombe, Cherokee, Haywood, Rowan	MH/SUD Adult and Child	Raven Carter	980-309-6295 <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>  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 <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 <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 <a href="mailto:Ldhardy@shyas.com">Ldhardy@shyas.com</a>

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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 <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 <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 <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		



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	Caldwell, Cherokee, Rockingham	I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child		
	Caldwell, Swain	I/DD (non-Innovations)		