Vaya Health

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 healthSUD: Substance use disorderI/DD: Intellectual/developmental disabilitiesTBI: Traumatic brain injury

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|---------------------------|-------------------------------|-------------------------|---------------------|----------------------------------|
| A Caring Alternative | Alexander, Buncombe, Burke, | MH/SUD Adult and Child | Tess | 828-608-3440 or 828-437-3000 |
| (CMA) | Caldwell, Henderson, | | Bowman | Tbowman@caringalternative.com |
| | McDowell, Mitchell, Watauga, | | | |
| | Wilkes, Yancey | | | |
| Alexander Youth | Alamance, Caswell, Cleveland, | MH/SUD Child | Taylor | 980-722-0833 or 855-362-8470 |
| Network (CMA) | Forsyth, Guilford, | | Justice | tjustice@aynkids.org |
| | Mecklenburg, Rowan, Stokes | | | |
| Appalachian | Haywood, Jackson, Macon, | MH/SUD Adult and Child, | Tabatha | 828-734-9648 |
| Community Services | Swain | co-occurring I/DD and | Brafford | TCM@acswnc.com |
| (NCG Acquisition, | | MH/SUD Adult and Child | | |
| LLC) (CMA) | Cherokee, Clay, Graham | MH/SUD Adult and Child, | 1 | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Child | | |



| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|---------------------|-------------------------------|----------------------------|---------------------|-------------------------------------|
| B&D Integrated | Alamance, Durham, Franklin, | MH/SUD Adult and Child | Madison Hill | 919-907-3334 |
| Health Services | Granville, Orange, Person, | | or | mhill@bdihs.com |
| (AMH+) | Vance, Wake | | Erin Lewis | elewis@bdihs.com |
| Blue Ridge Health | Buncombe, Haywood, | MH/SUD Adult and Child | Jamie | 828-508-3742 |
| (AMH+) | Henderson, Jackson, Macon, | | Weston | TCM@brchs.com |
| | Polk, Swain, Transylvania | | | |
| Carter Clinic, P.A. | Franklin, Granville, Vance, | MH/SUD Adult and Child | Trixy | 919-848-0132 |
| (AMH+ and CMA) | Warren | | Baldwin or | tbaldwin@thecarterclinic.com |
| | | | Yumekco | mekcosingletary@gmail.com |
| | | | Little | |
| Covenant Case | Buncombe, Watauga | I/DD (Innovations and non- | Ciara Suros | 844-777-2267, ext. 7013 |
| Management (CMA) | | Innovations) | | ciara.suros@covenantcasemanagements |
| | | | | ervices.com |
| Crossnore | Alexander, Avery, Forsyth, | MH/SUD Child | Dr. Dawn | 336-331-1003 |
| Communities for | Henderson, Mitchell, Polk, | | O'Malley | tcm@crossnore.org |
| Children (CMA) | Transylvania, Wilkes | | | |
| | Buncombe, Gaston, McDowell, | MH/SUD Adult and Child | | |
| | Watauga, Yancey | | | |
| Daymark Recovery | Alamance, Alleghany, Avery, | MH/SUD Adult and Child | Heather | 866-275-9552 |
| Services (CMA) | Ashe, Buncombe, Cabarrus, | | Hedrick | care@daymarkrecovery.org |
| | Caldwell, Caswell, Chatham, | | | |
| | Davie, Forsyth, Franklin, | | | |
| | Granville, Guilford, Jackson, | | | |
| | McDowell, Mecklenburg, | | | |
| | Nash, Person, Rockingham, | | | |
| | Rowan, Stanly, Stokes, Surry, | | | |
| | Vance, Wake, Watauga, Wilkes | | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|------------------------|--------------------------------|----------------------------|---------------------|---------------------------------------|
| | Alexander, Cumberland, | MH/SUD Adult | | |
| | Davidson, Gaston, Harnett, | | | |
| | Iredell, Lee, Madison, Moore, | | | |
| | Randolph, Richmond, Yadkin, | | | |
| | Yancey | | | |
| | Henderson, Orange, Polk, | MH/SUD Child | | |
| | Swain, Union | | | |
| Family Preservation | Haywood, Transylvania | MH/SUD Adult and Child, | Stuart | 910-906-3341 |
| Services of NC (CMA) | | I/DD (non-Innovations) | McLean | PTW NC TCM@pathways.com or |
| | Jackson, Macon, Rutherford | MH/SUD Adult and Child | | stuart.mclean@accessfamilyservices.co |
| | Brunswick, Madison | I/DD (non-Innovations) | | <u>m</u> |
| | 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, | MH/SUD Adult | | |
| | Yancey | | | |
| | Madison | MH/SUD Adult, I/DD (non- | | |
| | | Innovations), co-occurring | | |
| | | I/DD and MH/SUD Child | | |
| Freedom House | Alamance, Orange, Person | MH/SUD Adult and Child | Susan | 984-309-8901 |
| Recovery Center | Halifax, Guilford, Vance, Wake | MH/SUD Adult | Hazel- | CMACareManagement@freedomhouser |
| (CMA) | | | Ongombe | ecovery.org |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|---------------------|--------------------------------|----------------------------|---------------------|-------------------------------------|
| Holt Assessment | Alamance, Franklin, Granville, | MH/SUD Adult | Sheila Holt | 252-541-3833 |
| Services (CMA) | Vance | | | holtassessmentservicesllc@gmail.com |
| Insight Human | Buncombe, Forsyth, Guilford | MH/SUD Adult | Rochelle | 336-725-8389 |
| Services (CMA) | Rockingham, Stokes | MH/SUD Adult and Child | Smith | rysmith@insightnc.org |
| Monarch (CMA) | Franklin, Orange, Randolph, | I/DD (non-Innovations) | Leigh | 704-986-1500 |
| | Chatham | MH/SUD Child, I/DD (non- | Daughtridge | CareManagement@monarchnc.org |
| | | Innovations), co-occurring | | |
| | | I/DD and MH/SUD Child | | |
| | Cabarrus, Davidson, Guilford | MH/SUD Adult, I/DD | | |
| | | (non-Innovations) | | |
| | Rowan | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult and Child | | |
| | Mecklenburg | MH/SUD Adult | | |
| | Rockingham, Stokes | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Child | | |
| Optimal Behavioral, | Chatham, Franklin, Granville, | MH/SUD Adult and Child | Tomekia | 252-702-3202 |
| LLC (CMA) | Person, Vance | | Blackmon or | optbehllc@gmail.com or |
| | | | Takisha Gay | tgay.optbehllc@gmail.com |
| Mountain Area | Buncombe | MH/SUD Adult, I/DD | Kayla Rice | 828-407-2136 |
| Health Education | | (non-Innovations) | | Kayla.Rice@mahec.net |
| Center (MAHEC) | | | | |
| (AMH+) | | | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|----------------------|--------------------------------|----------------------------|---------------------|---------------------------------------|
| Pathways Access | Buncombe | MH/SUD Adult and Child, | Stuart | 910-906-3341 |
| Family Services | | I/DD (non-Innovations), | McLean | PTW NC TCM@pathways.com or |
| (CMA) | | co-occurring I/DD and | | stuart.mclean@accessfamilyservices.co |
| | | MH/SUD Adult and Child | | <u>m</u> |
| | 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 | | |
| | 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 | | |
| Pinnacle Family | Alamance, Alexander, | MH/SUD Child, co-occurring | Joanna | 919-790-8580 |
| Services of NC (CMA) | Alleghany, Ashe, Avery, | I/DD and MH/SUD Child | Finer | corporate@pinnaclefamilyservices.org |
| | Caldwell, Caswell, Chatham, | | | |
| | Franklin, Granville, Mitchell, | | | |
| | Person, Rockingham, Rowan, | | | |
| | Stokes, Vance, Watauga, | | | |
| | Wilkes | | | |
| | Catawba | MH/SUD Child |] | |
| Pivotal Health | Buncombe, Cherokee, | MH/SUD Adult and Child | Robert | 980-777-8171 |
| Solutions (CMA) | Haywood, Rowan | | Jones | TCM@pivotal.healthcare |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|----------------------|---------------------------|-----------------------------|---------------------|----------------------------------|
| | Henderson | MH/SUD Child | | |
| | Caldwell | MH/SUD Adult | 1 | |
| PQA Healthcare, Inc. | Alexander | MH/SUD Adult and Child, | Khalil | 336-356-2600, ext. 3 |
| (CMA) | | I/DD (non-Innovations), | Nassar | pqa knassar@surry.net |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult | | |
| | Alamance, Iredell, Surry | MH/SUD Adult and Child | | |
| | Cabarrus | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations) | | |
| | Guilford | MH/ SUD Adult and Child, |] | |
| | | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult and Child | | |
| | Davidson | MH/SUD Adult, I/DD (non- | | |
| | | Innovations), co-occurring | | |
| | | I/DD and MH/SUD Adult | | |
| | Forsyth | MH/ SUD Adult, co-occurring | | |
| | | I/DD and MH/SUD Adult | | |
| | Caswell, Randolph, Surry, | MH/SUD Adult | | |
| | Wake, Wilkes, Yadkin | | | |
| | Davie | MH/SUD Child, I/DD | | |
| | | (non-Innovations) | | |
| | Rockingham, Rowan, Stokes | MH/SUD Adult and Child, | | |
| | | I/DD (Innovations and non- | | |
| | | Innovations), co-occurring | | |
| | | I/DD and MH/SUD Adult and | | |
| | | Child | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|----------------------------|------------------------------|----------------------------|---------------------|----------------------------------|
| Primary Health | Alamance, Granville, Person | MH/SUD Adult and Child, | Tamara | 910-865-3500, ext. 111 |
| Choice, Inc. (CMA) | | I/DD (non-Innovations), | Haggans | tamarao@primaryhealthchoice.org |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult | | |
| | Avery | MH/SUD Adult | | |
| | Caswell | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations) | | |
| | Caldwell, Chatham, Davidson, | I/DD (non-Innovations) | | |
| | Randolph | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult | | |
| RHA Health Services | Forsyth, Mitchell, Orange, | MH/SUD Adult and Child | Tormeica | 1-800-848-0180 |
| (CMA) | Person, Stokes | | Allison | CareManagementNC@rhanet.org |
| | Davidson | I/DD (Innovations) | | |
| | Caswell, Catawba, Wilkes | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations) | | |
| | Guilford | MH/SUD Adult, I/DD | | |
| | | (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult and Child | | |
| | Rockingham | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult | | |
| | Lee | MH/SUD Adult and I/DD | | |
| | | (non-Innovations) | | |
| | Alexander, Madison | MH/SUD Adult, I/DD (non- | | |
| | | Innovations), co-occurring | | |
| | | I/DD and MH/SUD Adult | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|----------------------|-------------------------------|-------------------------|---------------------|----------------------------------|
| | Alamance, Henderson | MH/SUD Adult and Child, | | |
| | | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Child | | |
| | Buncombe, Caldwell, Guilford, | MH/SUD Adult and Child, | | |
| | McDowell, Yancey | I/DD (non-Innovations), | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult and Child | | |
| | Brunswick, Burke, Cabarrus, | MH/SUD Adult | | |
| | Chatham, Cumberland, | | | |
| | Gaston, Haywood, | | | |
| | Mecklenburg, Randolph, | | | |
| | Rutherford, Scotland, Union, | | | |
| | Wake, Watauga | | | |
| | Avery, Henderson | MH/SUD Child | | |
| | New Hanover | MH/SUD Child, I/DD | | |
| | | (non-Innovations) | | |
| S&H Youth and | Cabarrus | MH/SUD Adult and Child, | LaTanya | 704-603-8285 |
| Adult Services, Inc. | | co-occurring I/DD and | Hardy | Ldhardy@shyas.com |
| (CMA) | | MH/SUD Child | | |
| | Rowan | MH/SUD Adult and Child, | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Adult | | |
| | Alamance, Cabarrus, Forsyth, | MH/SUD Adult | | |
| | Gaston, Iredell, Mecklenburg, | | | |
| | Stanly | | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|------------------------------------|--|---|---------------------|---|
| The Arc of North Carolina (CMA) | Alamance | I/DD (non-Innovations and Innovations), TBI, co- occurring I/DD and MH/SUD Adult | Lorie Boehm | 828-254-4771 <u>lboehm@arcnc.org</u> |
| | 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 | | |
| | Iredell, 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) | _ | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|----------------------|------------------------------|----------------------------|---------------------|----------------------------------|
| | Cabarrus, Davidson, Davie, | I/DD (non-Innovations) | | |
| | Durham, Forsyth, Guilford, | | | |
| | New Hanover, Randolph, | | | |
| | Stanly, Warren, Wake, Yadkin | | | |
| The Sparc Network, | Alamance | MH/SUD Adult | Orrin Bynes | 866-700-1606, ext. 151 |
| LLC (CMA) | Caldwell, Guilford, Rowan | MH/SUD Adult and Child, | | cmacaremanagement@thesparcnetwor |
| | | co-occurring I/DD and | | <u>k.net</u> |
| | | 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 | | |
| Community | Buncombe, Haywood, | TBI, I/DD (Innovations and | Tracey | 1-877-841-1955 |
| Alternatives/Rescare | Henderson, McDowell | non-Innovations), | Finger | Tfinger@rescare.com |
| (VOCA Corporation | | co-occurring I/DD and | Norris | |
| of NC) (CMA) | | MH/SUD Adult and Child | | |
| | 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 | | |

| Provider Name | County Supported | Population Supported | Provider Contact | Provider Contact Phone and Email |
|---------------|---------------------------|----------------------------|---------------------|----------------------------------|
| | Transylvania, Yancey | I/DD (Innovations and non- | | |
| | | Innovations), TBI, | | |
| | | co-occurring I/DD and | | |
| | | MH/SUD Child | | |
| | Caldwell, Cherokee, | I/DD (non-Innovations), | | |
| | Rockingham | co-occurring I/DD and | | |
| | | MH/SUD Adult and Child | | |
| | Burke, Caldwell, Forsyth, | I/DD (non-Innovations) | 1 | |
| | Guilford, Swain | | | |