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		

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	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			