



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

MELANIE BUSH • Deputy Secretary, NC Medicaid

September 10, 2026

RE: Information Regarding the Vaya Health and Partners Health Management Merger

Dear County Directors of Social Services:

NC Medicaid is notifying local agencies that Vaya Health and Partners Health Management will merge effective October 1, 2026.

The new name for the Behavioral Health and Intellectual Developmental Disabilities (I/DD) Tailored Plan and Local Management Entity/Managed Care Organization (LME/MCO) will be Vaya Partners. Benefits and providers will stay the same for members in the Tailored Plan or in NC Medicaid Direct and for EBCI Tribal Option members that are served by the LME/MCO.

Members of both plans were automatically enrolled in the new unified plan and can continue to see the same doctors and health care providers they do today. The merger is mainly a name change. No action is needed to keep current services.

Vaya Partners will continue to serve beneficiaries in the following 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, Yancy

The new Vaya Partners plan will mail Welcome packets by Sept. 17, 2026. The packets include a Member ID card if the member is enrolled in a Tailored Plan. For those in NC Medicaid Direct, NC FAST will mail the new ID card, a member handbook and welcome letter. It is important for members to use their new Medicaid ID cards at doctor's appointments and when picking up prescriptions at the pharmacy.

If members have questions about the merger, the new health plan or LME/MCO, they can call the NC Medicaid Contact Center at 1-888-235-4673 or visit Vaya Partners website at VayaPartners.org.

If you have questions regarding this material, contact your Medicaid Operational Support Team (OST) Representative.

NC MEDICAID

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

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FAQ – Quick Answers

Why did I get this letter?

You received this letter because Vaya Health and Partners Health Management are merging to form Vaya Partners. It explains how the merger may affect the way you get care.

Do I need to do anything?

No. You will be automatically enrolled in Vaya Partners on October 1, 2021.

Will my Medicaid benefits change?

No. All Medicaid benefits will stay the same.

Will I keep my primary care provider?

If your provider is in good standing with both Vaya Health and Partners Health Management, you will keep the same PCP you have today.

Will I get a new ID card?

Yes. You will get a new Vaya Partners ID card.

Can I change my health plan?

Eligibility can be reviewed to determine what enrollment options are available. Contact the NC Medicaid Enrollment Broker with questions about enrollment and your options.

Why is this merger happening?

Vaya Health and Partners Health Management are merging to strengthen efficiency, consistency and service quality across 47 counties they serve.. Benefits will stay the same, with some different added benefits and doctors in good standing with both Vaya and Partners will continue to operate as they do today to ensure continuity of care for members.

Who can I contact if I have questions?

You can contact Vaya Partners at 1-888-235-4673 (HOPE) for coverage questions.

Sincerely,

DocuSigned by:

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Melanie Bush
Deputy Secretary, NC Medicaid