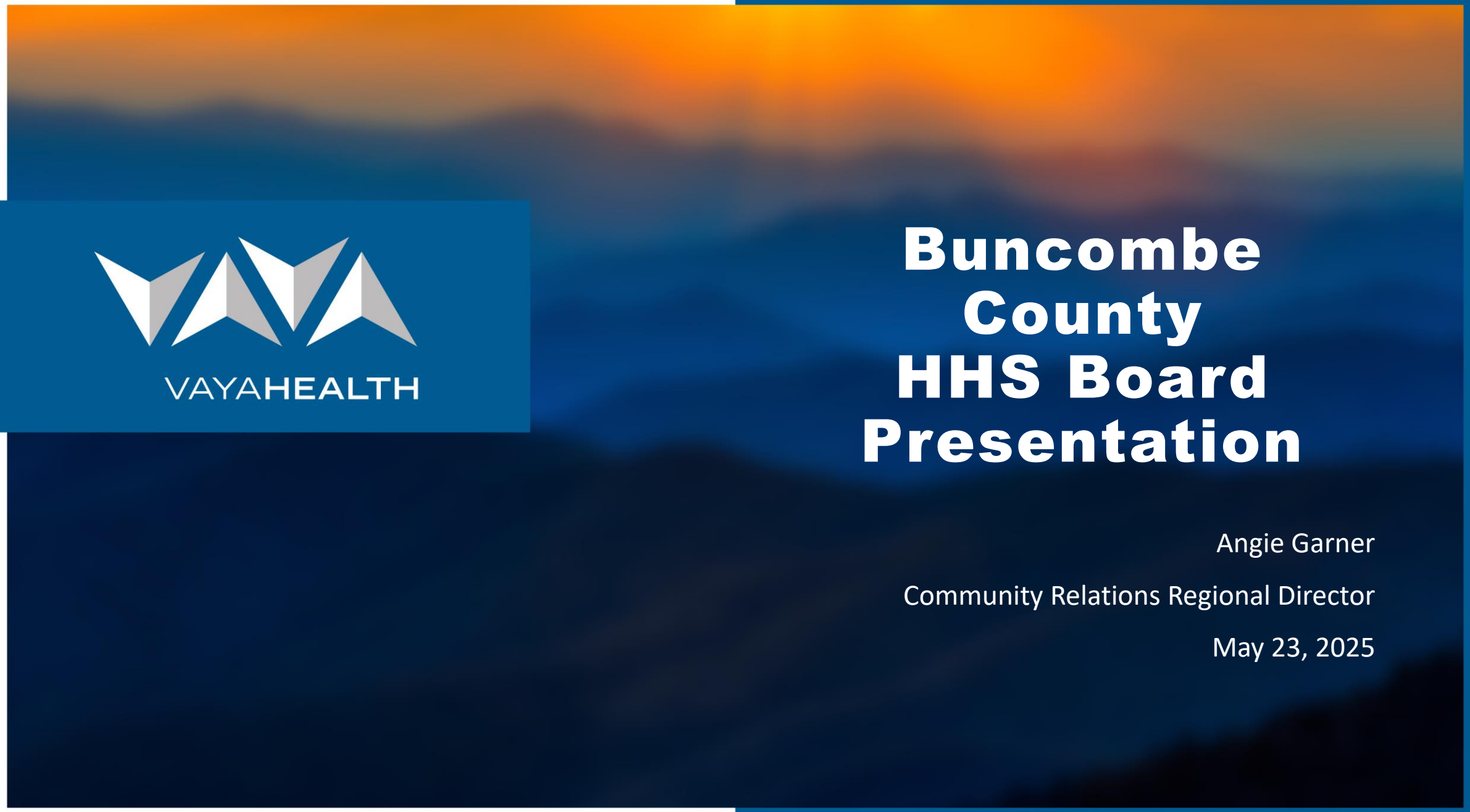


Buncombe County HHS Board Presentation

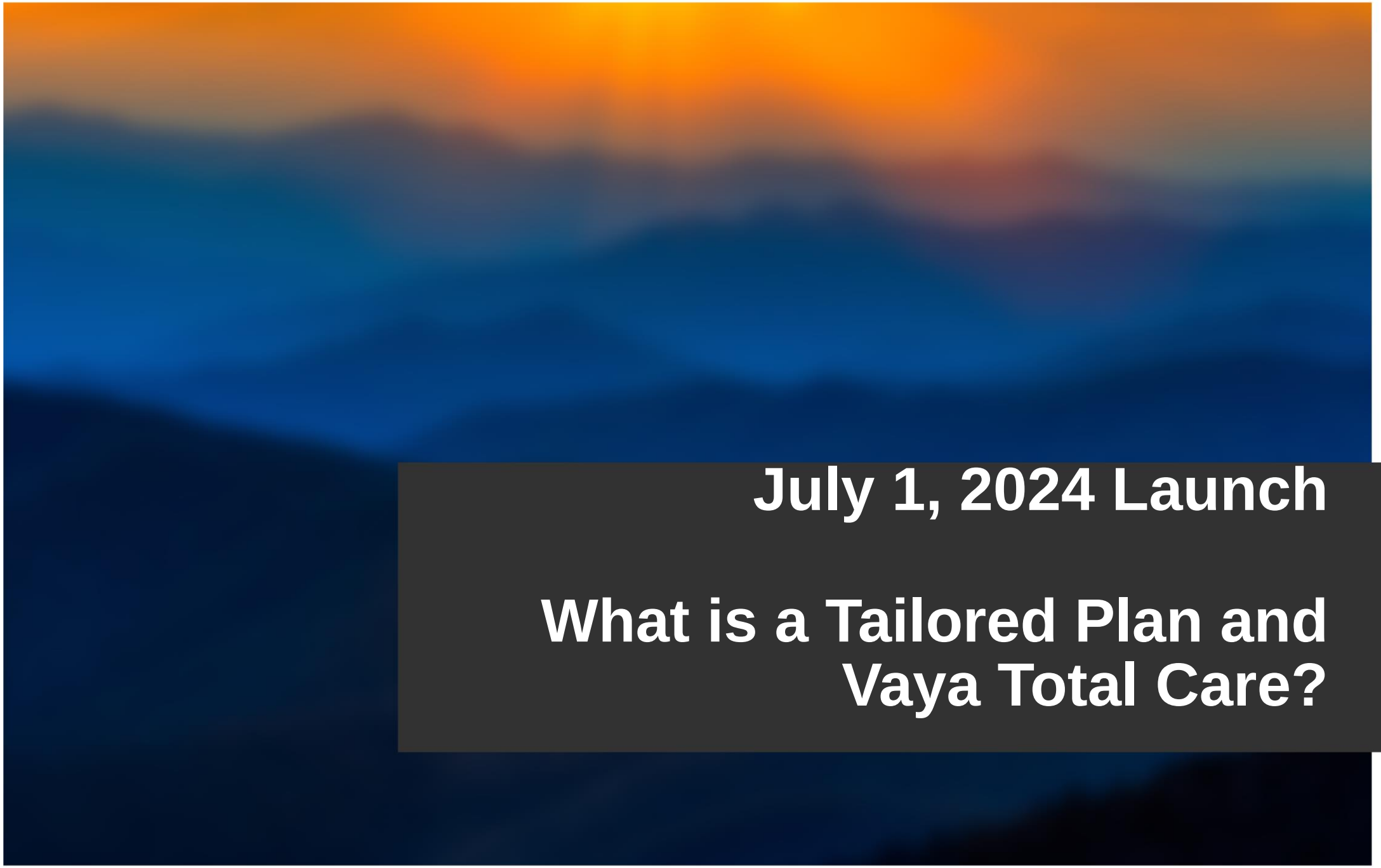
Angie Garner

Community Relations Regional Director

May 23, 2025

Who We Are

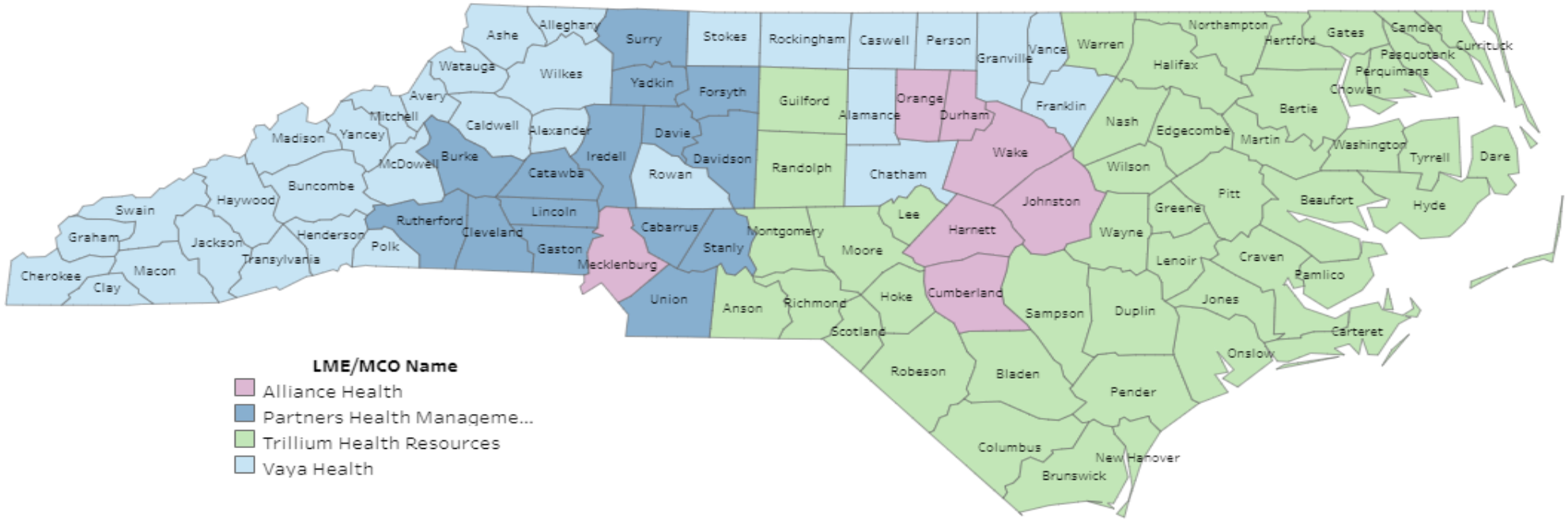
- Vaya Health is a local political subdivision of the state of North Carolina and a Local Management Entity/Managed Care Organization (LME/MCO) governed by Chapter 122C of the North Carolina General Statutes.
- Vaya Health is a Tailored Plan which manages publicly-funded mental health, substance use disorder, intellectual/ developmental disability, and traumatic brain injury services in 32-county region.
- NCGS § 122C-115.4(a): “Local management entities are responsible for the management and oversight of the public system of mental health, developmental disabilities, and substance abuse services at the community level. An LME shall plan, develop, implement, and monitor services within a specified geographic area to ensure expected outcomes for consumers within available resources.”



July 1, 2024 Launch

What is a Tailored Plan and Vaya Total Care?

Who Manages Tailored Plans?



This map shows LME/MCO configuration effective 2/1/24.

What is a Tailored Plan?

North Carolina must move NC Medicaid to managed care.
The launch of Standard Plans (Healthy Blue, AmeriHealth Caritas, United Healthcare or WellCare) was the first step. Tailored Plans began July 1, 2024.

- Plans are a new kind of NC Medicaid Managed Care health plan. They cover mental health, severe substance use, I/DD, TBI and prescriptions in one plan.
- The assigned Tailored Plan is based on the county that manages the Medicaid benefits for the member. You cannot choose a different Tailored Plan.
- With a Tailored Plan, your physical, mental, severe substance use, intellectual/developmental disability or traumatic brain injury needs are not separate.



Serious Mental Illness (SMI)



Severe Substance Use Disorders (SUD)



Intellectual/ Developmental Disabilities (I/DD)



Traumatic Brain Injuries (TBI)

Services offered **by Tailored** Plans

If a Member opts out of Tailored Plans, these services are not paid for by other NC Medicaid Managed Care health plans.

Here are some examples:

- Child and adolescent day treatment services
- Intensive in-home services
- Multi-systemic therapy services
- Psychosocial rehabilitation
- Residential treatment facility services
- Community living and supports (specific to I/DD & TBI)
- Supported employment (available to I/DD, TBI, and behavioral health)
- Respite (specific to I/DD, TBI, serious emotional disturbance and severe SUD)
- State-funded behavioral health, I/DD, and TBI services

Vaya Total Care: What's New for Members?

- New Vaya Total Care ID card with PCP listed on card
- How Members can get information:
  - Behavioral Health Crisis line
  - Member & Recipient Services line
  - Pharmacy line
  - Nurse line
  - How to schedule non-emergency Medicaid transportation
- Information in Handbook and Welcome Packet on additional supports

Vaya Total Care: Supports for Members

- Vaya Total Care Perks for Plan Members- VTC Perks are designed to support Members with a variety of health and wellbeing outside of services they receive. Perks for eligible Members may include:
  - Wellness Perks: Home delivered meals for Members being discharged from qualifying hospital care, Voucher for WW (Weight Watchers) mobile app subscriptions and gift cards for Covid-19 and flu vaccines.
  - Pregnancy Perks: Breast pumps and lactation support.
  - GED Perks: Education vouchers to offer guidance, tutoring, practice tests, test passage guarantee, online community support and ability to earn college credits.

Vaya Total Care: Non-Emergency Medical Transportation - NEMT

- Non-Medical Transportation Perks: Up to 24 trips per year from Modivcare for going to grocery stores/markets, libraries, parks, community activities, business offices and other places to support Member.
- Non-Emergency Medicaid Transportation(NEMT) for Physical and Behavioral Health appointments - Vaya will be responsible for Member transportation which can be scheduled by a Care Manager, Provider and/or Member. Scheduling can be done through mobile app, call in number, or on-line scheduler. State-wide transportation vendor is Modivcare. All Tailored and Standard Plans use Modivare per state contract.

Vaya Total Care: Supports from Tailored Care Managers

- Arrange your medical appointments
- Find medicine and medical supplies
- Provide support with chronic health issues
- Locate childcare, after school care
- Find housing options and financial help
- Help you join prevention programs
- Find resources for home maintenance and repairs
- Support transitions out of hospital or nursing facilities
- Arrange transportation

Child and Family Specialty Plan

In August 2024, NCDHHS announced that Blue Cross Blue Shield will be the single Health Plan serving youth and families involved in child welfare/foster care system.

Many children and families will remain in Vaya Total Care and Medicaid Direct; Vaya will maintain our contractual relationships with providers and our dedicated residential crisis resources.

On December 11, 2024, NC DHHS provided an Amendment to the CFSP contract with BCBS revealing the following timetable:

- Implementation Period: August 15, 2024 through November 30, 2025
- Contract Year 1: **December 1, 2025** through June 30, 2026
- Contract Year 2: July 1, 2026 through June 30, 2027
- Contract Year 3: July 1, 2027 through June 30, 2028
- Contract Year 4: July 1, 2028 through June 30, 2029

Healthy Opportunities Pilot

- The Healthy Opportunities Pilots (HOP) is the nation's first comprehensive program to test and evaluate the impact of providing select evidence-based, non-medical interventions related to 4 Social Determinants of Health: Housing, Food, Transportation and Interpersonal safety and toxic stress to high-needs Medicaid enrollees. The federal government authorized up to $650 million in Medicaid funding for the Pilots over five years, starting in March 2022 with the Standard Plans, and February 2024 with Tailored Plans.
- Have at least one qualifying physical or behavioral health condition and one qualifying social risk factor.
- Live in one of the following counties: Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Transylvania, Swain, and Yancey.

Workforce Development Grant

- Vaya Health was awarded a $300,000 grant to run through September 2026 from Dogwood Health Trust to tackle the critical healthcare workforce shortages impacting mental health, substance use disorder, intellectual/ developmental disability (I/DD), and traumatic brain injury (TBI) providers across western North Carolina.
- The initiative is designed to strengthen the network of behavioral health, I/DD, and TBI providers in Vaya's network. The plan encompasses shared technical assistance, targeted recruitment efforts, and specialized training to drive meaningful and measured results.
- Currently working on the "improved education and training services" initiative.

Hope 4 NC Grant Program

- The Crisis Counseling Assistance and Training Program (CCP) is a federally funded supplemental program administrated by the U.S. Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) to fund mental health assistance and training activities in areas that have been declared a major disaster by the President.
- The CCP supports short-term interventions that involve assisting disaster survivors in understanding their current situation and reactions, mitigating stress, developing coping strategies, accessing sources of emotional support, and encouraging linkages with other individuals and agencies that help survivors in their recovery process.

Vaya Health Helene Response

- Immediately identified members based on claims data that were high risk (in need of time sensitive medication, complex medical conditions, etc.) and began making outreach
- Outreached 100% of Priority Population members
- Contacted over 1,000 providers and evaluated over 3,000 sites for operational readiness/areas of need to make sure they received the supplies and support necessary to return to operations
- Made over $6.8 million in direct stabilization/hardship payments to providers
- Vaya Donations Center at the Ridgefield office



THANK YOU