

Better Together

Vaya Partners Merger Frequently Asked Questions

Why are Vaya Health and Partners Health Management merging?

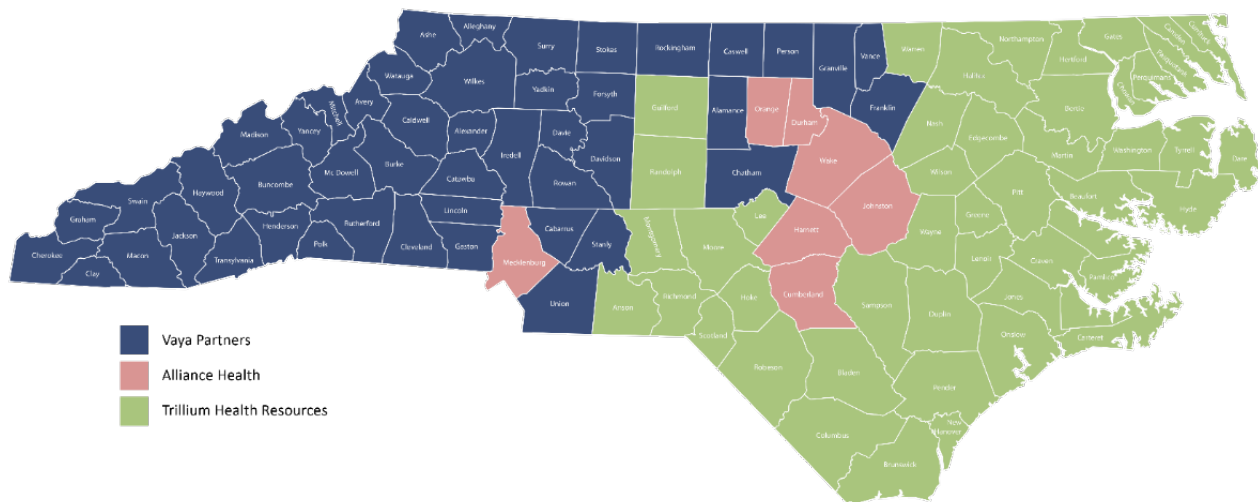
Rooted in a shared belief that we will be stronger, more sustainable, and better positioned to serve members and communities together, Vaya and Partners are merging to strengthen North Carolina’s public healthcare system and position the combined organization for long-term success. The merger will be effective Oct. 1, 2026, at which time the new organization will begin to operate under the name Vaya Partners.

When will the merger be effective and when will changes take place?

The merger is effective Oct. 1, 2026, following approval of both organizations’ Boards of Directors and the Secretary of North Carolina Department of Health and Human Services (NCDHHS).

What counties will Vaya Partners serve?

Vaya Partners will serve 47 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, and Yancey.



Who will lead Vaya Partners?

Vaya Partners will be led by a combined executive leadership team from both Vaya and Partners.

- Tracy Hayes will lead the combined organization as Area Director & Chief Executive Officer (CEO). Hayes is the current CEO of Vaya Health.
- Libby McCraw will serve as Senior Deputy CEO. McCraw is the current CEO of Partners Health Management.
- Rachel Porter will serve as Deputy CEO. Porter is the current Deputy CEO of Partners Health Management.

Vaya Partners will be governed by a 28-member Board of Directors that includes members from each organization's existing Boards.

What claims administration system will Vaya Partners use?

Vaya Partners will use Conduent HSP for processing claims. Vaya currently uses Conduent HSP. Because Vaya and Partners share many of the same providers, they are already loaded into the system and familiar with billing through Conduent. The provider network teams will identify any Partners providers/sites that are not enrolled into the Vaya Conduent system, and work to amend their contracts and ensure they are loaded and comfortable will using the system prior to the Oct. 1 merger date.

Will the provider portal change?

We are still making final decisions about systems, including our provider portals. We currently use different portals so some providers will experience a change once we decide which portal to use. Any changes to provider portals as a result of the merger will be communicated in advance.

Who can providers contact if they have questions?

Vaya and Partners will provide merger related information on our respective websites. Provider Support Services are available Monday-Saturday, 7 a.m. to 6 p.m.

Vaya Health
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1-866-990-9712
provider.info@vayahealth.com

Partners Health Management
partnersbhm.org
1-877-398-4145