

Vaya Partners

Quick Reference Guide



Provider Services

Name:	Vaya Partners Access Provider Services Line
Description:	Get support for provider questions and technical assistance by phone from 7 a.m.-6 p.m., Monday-Saturday, including holidays, or email us at any time.
Phone Number:	1-866-990-9712
Email:	ProviderInfo@VayaPartners.org

ProviderCONNECT Portal

Web Link:	providers.vayapartners.org/portal
Description:	Submit and review authorization requests and claims, manage users, explore resources, and more.
Phone Number:	Access Provider Services Line, 1-866-990-9712

Prior Authorization and Notifications

Name:	Utilization Management (UM) Team
Description:	Submit and review service authorization requests through ProviderCONNECT . For further assistance, contact our UM Team.
Telephone:	1-800-893-6246, ext. 1515 (behavioral health) or ext. 1526 (physical health)
Email:	UM@VayaPartners.org
Web Link:	providers.vayapartners.org/prior-authorization

Member and Recipient Services/Eligibility

Name:	Member Services Department
Description:	Get assistance for Vaya Partners members and confirm eligibility information by calling the Access Member Services Line, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.
Phone Number:	1-888-235-4673
Web Link:	vayapartners.org/contact or ProviderCONNECT (eligibility lookup)

Claims/Electronic Data Interchange (EDI)

Name:	Claims Department
Description:	Get help with claims submission/adjudication or payment issues. For further support, contact your assigned Claims Specialist or complete the Provider ServiceDesk Request Form .
Phone Number:	1-800-893-6246, ext. 2455 (behavioral health) or ext. 2456 (physical health)
Web Link:	ProviderCONNECT

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Provider Appeals

Name:	Provider Appeals Team
Description:	To file an appeal, visit ProviderCONNECT . Out-of-network providers without access to the portal should follow the instructions in the notice of the adverse determination to request an appeal.
Email:	ClaimsAppeals@VayaPartners.org / ProviderAppeals@VayaPartners.org (all other appeal types)

Pharmacy Services

Name:	Navitus Health Solutions
Description:	Vaya Partners works with Navitus as the Pharmacy Benefit Manager for Tailored Plan pharmacy services.
Web Link:	navitus.com
Telephone:	Vaya Partners Pharmacy Service Line, 1-800-540-6083
Fax Number:	1-855-668-8553 (prior authorization requests)
Name:	Vaya Partners
Description:	Physician Administered Drug Program (PADP)
Web Link:	providers.vayapartners.org
Phone Number:	Access Provider Services Line, 1-866-990-9712

Nurse Advice Line

Name:	Vaya Partners Nurse Advice Line
Description:	Assistance is available 24/7 to Vaya Partners Tailored Plan Medicaid members who have basic questions about symptoms or medications or would like advice on when to go to their primary care provider.
Web Link:	vayapartners.org/contact
Phone Number:	1-800-290-1623

Behavioral Health Crisis Line

Name:	Vaya Partners Behavioral Health Crisis Line
Description:	Help is available 24/7 to all members and residents of Vaya Partners' region experiencing a mental health or substance use disorder crisis.
Web Link:	vayapartners.org/contact
Phone Number:	1-800-849-6127 (TTY/TDD 711)

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Interpreter Services

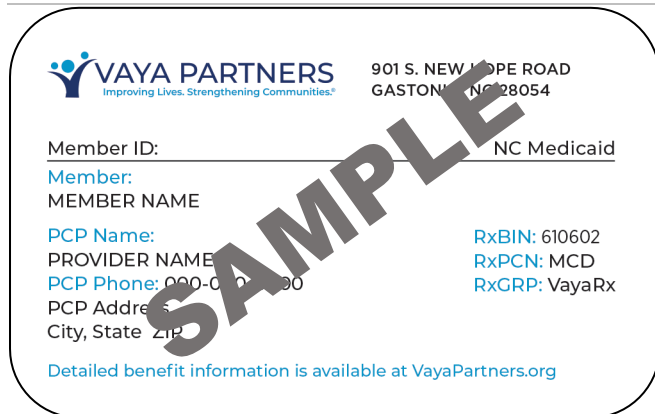
Name:	Member Services Department
Description:	Callers can get language assistance through the Access Member Services Line, available 7 a.m.-6 p.m., Monday-Saturday, including holidays. Providers are required to offer interpreter services to the members they serve.
Web Link:	vayapartners.org/contact
Phone Number:	1-888-235-4673 (TTY/TDD 711)

Fraud, Waste, and Abuse

Name:	Vaya Partners
Description:	Report suspected fraud, waste, or abuse
Phone Number:	24/7 Confidential Compliance Hotline, 1-866-916-4255

ID Cards (Tailored Plan)

Front Image



VAYA PARTNERS
Improving Lives. Strengthening Communities.®

901 S. NEW HOPE ROAD
GASTON, NC 28054

Member ID: _____ NC Medicaid

Member: _____

MEMBER NAME _____

PCP Name: _____ RxBIN: 610602

PROVIDER NAME _____ RxPCN: MCD

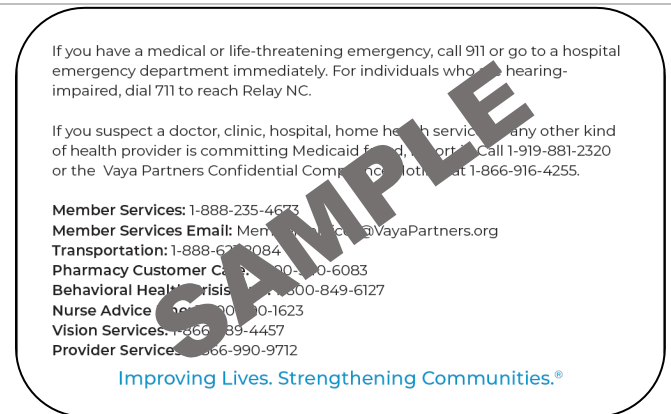
PCP Phone: 000-000-0000 RxGRP: VayaRx

PCP Address _____

City, State Zip _____

Detailed benefit information is available at VayaPartners.org

Back Image



If you have a medical or life-threatening emergency, call 911 or go to a hospital emergency department immediately. For individuals who are hearing-impaired, dial 711 to reach Relay NC.

If you suspect a doctor, clinic, hospital, home health service, or any other kind of health provider is committing Medicaid fraud, report it. Call 1-919-881-2320 or the Vaya Partners Confidential Compliance Hotline at 1-866-916-4255.

Member Services: 1-888-235-4673
Member Services Email: Memberservices@VayaPartners.org
Transportation: 1-888-627-3084
Pharmacy Customer Care: 1-800-400-6083
Behavioral Health Crisis: 1-800-849-6127
Nurse Advice: 1-800-400-1623
Vision Services: 1-866-989-4457
Provider Services: 1-866-990-9712

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Patient Care

Description:	Call Vaya Partners' Member Services Department for help with care needs, available benefits and services, care management information, and more.
Phone Number:	Access Member Services Line, 1-888-235-4673 (TTY/TDD 711)
Web Link:	vayapartners.org/contact

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Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS)

Name:	Vaya Partners/EviCore
Description:	Vaya Partners works with multiple DMEPOS vendors to serve Tailored Plan members. We work with EviCore to manage certain radiology, cardiology, DME, and specialized therapies (occupational, physical, and speech therapy).
Web Link:	vayapartners.org/provider-search (DMEPOS vendors), evicore.com/provider
Phone Number:	Access Provider Services Line, 1-866-990-9712

Transportation

Name:	Modivcare Solutions, LLC
Description:	Modivcare manages Non-Emergency Medical Transportation (NEMT) for Tailored Plan members.
Web Link:	modivcare.com
Phone Number:	1-855-397-3606 (Facility Line), 1-888-621-2084 (Member Services)

Vision Care

Name:	Avēsis LLC
Description:	Avēsis manages vision services for Tailored Plan members.
Web Link:	myavesis.com
Email:	providerrelationsvision@avesis.com