Tailored Care Management Providers

This list provides information about providers contracted with Vaya Partners either as Advanced Medical Homes Plus (AMH+) or Care Management Agencies (CMAs) to deliver Tailored Care Management to Vaya Partners members.

Member choice is the primary factor in determining Tailored Care Management assignment.

If you need support or have any questions, please call ACCESS Member Services at 1-888-235-4673, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.

Population Abbreviations:

MH: Mental health
I/DD: Intellectual/developmental disabilities
SUD: Substance use disorder
TBI: Traumatic brain injury

Provider Name	County Supported	Population Supported	Provider Contact	Provider Contact Phone and Email
A Caring Alternative (CMA)	Alexander, Buncombe, Caldwell, Henderson, Madison, McDowell, Mitchell, Watauga, Wilkes, Yancey	MH/SUD Adult and Child	Landon Murray	828-608-3440 or 828-437-3000 Lmurray@caringalternative.com
Alexander Youth Network (CMA)	Alamance, Caswell, Rowan, Stokes	MH/SUD Child	Taylor Justice	980-722-0833 or 855-362-8470 tjustice@aynkids.org
Appalachian Community Services (NCG Acquisition, LLC) (CMA)	Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child	Tabatha Brafford	1-888-722-4568 TCM@acswnc.com
B&D Integrated Health Services (AMH+)	Alamance, Franklin, Granville, Person, Vance	MH/SUD Adult and Child	Aquanda Green or Erin Lewis	919-907-3334 agreen@bdihs.com or elewis@bdihs.com

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Blue Ridge Health (AMH+)	Buncombe, Haywood, Henderson, Jackson, Macon, Polk, Swain, Transylvania	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child	Jamie Weston	828-508-3742 TCM@brchs.com
Carter Clinic, P.A. (AMH+ and CMA)	Franklin, Granville, Vance	MH/SUD Adult and Child	Trixy Baldwin	919-848-0132 tbaldwin@thecarterclinic.com or TCM@thecarterclinic.com
Clay Wilson & Associates (CMA)	Burke, Catawba, Iredell, Rutherford	MH/SUD Adult and Child	Sarah Shook	828-327-6026 sshook@thecogcon.com
Coastal Southeastern (CMA)	Cleveland, Gaston, Lincoln	MH/SUD Adult and Child	Angela Pope	704-813-1631 Angela.Pope@carolinaoutreach.com
Community Alternatives (CMA)	Davie, Forsyth, Surry, Yadkin	MH/SUD Adult and Child	Misty Fulk	919-605-5668 cma@comalt.org or mfulk@comalt.org
Crossnore Communities for Children (CMA)	Alexander, Avery, Buncombe, Henderson, Mitchell, Polk, Transylvania, Watauga, Yancey	MH/SUD Child	Travis Steinebach	336-331-1003 or 336-930-4043 tcm@crossnore.org or tsteinebach@crossnore.org
	Mitchell	Co-occurring I/DD and MH/SUD Child		
Daymark Recovery Services (CMA)	Alamance, Alleghany, Ashe, Avery, Buncombe, Caldwell, Chatham, Franklin, Granville, McDowell, Rockingham, Rowan, Stokes, Vance, Watauga, Wilkes	MH/SUD Adult and Child	Heather Hedrick	866-275-9552 care@daymarkrecovery.org
	Alexander, Caswell, Jackson, Madison, Yancey	MH/SUD Adult		
	Avery, Chatham, Henderson, Stokes, Vance	MH/SUD Child, co-occurring I/DD and MH/SUD Adult		

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Easterseals UCP (CMA)	Iredell, Surry, Yadkin	MH/SUD Adult and Child	Marsha Weatherly	984-303-0696 Marsha.weatherly@eastersealsPORT.com
Epiphany Family Services (CMA)	Burke, Cabarrus, Cleveland, Davidson, Davie, Forsyth, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Rutherford, Stanly, Union	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child	Bailey Beaver	704-536-6853 tcmtpcorrespondence@epiphanyfs.com
Family Preservation Services of North Carolina (CMA)	Buncombe, Henderson, Polk, Transylvania	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child	Dana Greene or Jenny Erwood	910-906-3341 or 828-974-1871 PTW_NC_TCM@clarvida.com, Dana.Greene@clarvida.com, or Jennifer.Erwood@clarvida.com
Freedom House Recovery Center (CMA)	Alamance, Caswell, Granville, Person, Vance	MH/SUD Adult and Child	Susan Hazel-Ongombe	984-309-8901 CMACareManagement@freedomhouserecovery.org
Health Keeperz (CMA)	Buncombe, Henderson, McDowell, Yancey	MH/SUD Adult and Child	Erin Johnson	910-522-0009 TCM@healthkeeperz.com
Holt Assessment Services, LLC (CMA)	Alamance, Franklin, Granville, Vance	MH/SUD Adult	Sheila Holt	252-541-3833 holtassessmentservicesllc@gmail.com
InReach (CMA)	Cabarrus, Gaston, Mecklenburg, Union	I/DD (non-Innovations and Innovations), co-occurring I/DD and MH/SUD Adult and Child	Erica Massey	704-536-6661 emassey@inreachnc.org
Insight Human Services (CMA)	Buncombe	MH/SUD Adult	Rochelle Smith	336-725-8389 rysmith@insightnc.org
	Rockingham, Stokes	MH/SUD Adult and Child		

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Monarch (CMA)	Chatham, Franklin	I/DD (non-Innovations)	Leigh Daughtridge	704-986-1500 CareManagement@monarchnc.org
	Rowan	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child		
	Rockingham, Stokes	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child		
Optimal Behavioral, LLC (CMA)	Chatham, Franklin, Granville, Person, Vance	MH/SUD Adult and Child	Tomekia Blackmon or Takisha Gay	252-702-3202 optbehllc@gmail.com or tgay.optbehllc@gmail.com
	Franklin, Granville, Vance	I/DD (non-Innovations)		
Outreach Management (CMA)	Cleveland, Gaston, Lincoln	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child		704-853-9667 tcm@outreachms.com or samantha@outreachms.com
Mountain Area Health Education Center (MAHEC) (AMH+)	Buncombe, Henderson	MH/SUD Adult, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult	Kayla Rice	828-407-2136 Kayla.Rice@mahec.net
Pathways Access Family Services (CMA)	Buncombe	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child	Dana Haile	910-906-3341 or 828-974-1871 PTW_NC_TCM@clarvida.com, Dana.Greene@clarvida.com, or Jennifer.Erwood@clarvida.com
	Henderson, Transylvania	MH/SUD Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child		

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Pathways to Life (CMA)	Cabarrus, Davidson, Davie, Forsyth, Gaston, Lincoln, Stanly, Surry, Union, Yadkin	MH/SUD Adult and Child		252-695-0269 TCM@pathways2life.health
Phoenix Counseling Center (CMA)	Burke, Cabarrus, Catawba, Cleveland, Davidson, Davie, Forsyth, Gaston, Iredell, Lincoln, Mecklenburg, Rutherford, Union	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult, I/DD (non-Innovations)	Javontae Bradley	980-460-2461 Javontae.Bradley@phoenixcc.us
Pinnacle Family Services of North Carolina (CMA)	Alamance, Alexander, Alleghany, Ashe, Avery, Caldwell, Caswell, Chatham, Franklin, Granville, Mitchell, Person, Rockingham, Rowan, Stokes, Vance, Watauga, Wilkes	MH/SUD Child, co-occurring I/DD and MH/SUD Child	Tammy Sparks	910-528-2534 tammy.sparks@pinnaclefamilyservices.org or corporate@pinnaclefamilyservices.org
Pivotal Health Solutions (CMA)	Buncombe, Cherokee, Haywood, Rowan	MH/SUD Adult and Child	Jordan Toledo	980-309-6295 TCM@pivotal.healthcare or jordan@pivotal.healthcare
	Henderson	MH/SUD Child		
	Caldwell	MH/SUD Adult		
PQA Healthcare, Inc. (CMA)	Alexander, Rockingham, Rowan, Stokes	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child	Khalil Nassar or Sandra Myers	336-356-2600, ext. 3, or pqa_knassar@surry.net 336-356-2600 or Sandra.myers@pqahealthcare.com
	Alamance	MH/SUD Adult and Child		
	Caldwell, Caswell, Wilkes	MH/SUD Adult		
Primary Care Solutions (CMA)	Cabarrus, Gaston, Union	MH/SUD Adult and Child	Tammy Wade	704-537-1002 twade@primarycaresolutions.org

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Primary Health Choice, Inc. (CMA)	Alamance, Granville, Person	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult	Tamara Haggans	910-865-3500, ext. 111 tamarao@primaryhealthchoice.org
	Avery	MH/SUD Adult		
	Caswell	MH/SUD Adult and Child, I/DD (non-Innovations)		
	Caldwell, Chatham	I/DD (non-Innovations)		
RHA Health Services (CMA)	Chatham, Mitchell, Person, Stokes	MH/SUD Adult and Child	Tormeica Allison	1-800-218-7335 CareManagementNC@rhanet.org
	Caswell, Wilkes	MH/SUD Adult and Child, I/DD (non-Innovations)		
	Rockingham	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult		
	Henderson	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child		
	Alamance, Buncombe, Caldwell, Haywood, Madison, McDowell, Yancey	MH/SUD Adult and Child, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child		
	Alexander	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child		
	Chatham, Watauga	MH/SUD Adult		
	Avery	MH/SUD Child		

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S&H Youth and Adult Services, Inc. (CMA)	Rowan	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult	LaTanya Hardy	704-603-8285 ldhardy@shyas.com or TCM@shyas.com
	Alamance	MH/SUD Adult		
Selfless Foundation (CMA)	Alamance, Caswell, Chatham, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes	MH/SUD Adult and Child, co-occurring I/DD and MH/SUD Adult and Child	Steneshia Meadows	336-285-0998 smeadows@selflessusa.org
Southeastern Healthcare (CMA)	Chatham, Duplin, Durham, Franklin, Granville, Greene, Harnett, Johnston, Lenoir, Nash, Sampson, Wake, Wayne, Wilson	MH/SUD Adult, I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child	Gloria Lovett	919-212-8580 glovett@sehcnc.com
Support Inc. (CMA)	Catawba, Cleveland, Gaston, Lincoln, Mecklenburg, Rutherford, Union	MH/SUD Child, co-occurring I/DD and MH/SUD Child	Jessica Barnes	704-915-9474 Care.management@supportinc.org
The Arc of North Carolina (CMA)	Alamance	I/DD (non-Innovations and Innovations), TBI, co-occurring I/DD and MH/SUD Adult	Shela Sapp	704-637-1521 ssapp@arcnc.org
	Franklin, Rowan	I/DD (non-Innovations and Innovations), TBI, co-occurring I/DD and MH/SUD Adult and Child		
	Chatham, Granville	I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult and Child		
	Caswell	MH/SUD Child		

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	Person	I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult, MH/SUD Adult		
	Chatham, Rockingham, Stokes, Vance	I/DD (Innovations and non-Innovations)		
The SPARC Network, LLC (CMA)	Alamance	MH/SUD Adult	Kathy Farrell	1-866-700-1606, ext. 151 cmacaremanagement@thesparcnetwork.net
	Buncombe, Caldwell, Rowan	MH/SUD Adult and Child, co-occurring I/DD and 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 Alternatives/ ResCare (VOCA Corporation of NC) (CMA)	Buncombe, Caldwell, Haywood, Henderson, McDowell	TBI, I/DD (Innovations and non-Innovations), co-occurring I/DD and MH/SUD Adult and Child, MH/SUD Adult and Child	Tracey Finger Norris	1-877-841-1955 Tfinger@rescare.com
	Franklin	I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult		

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	Madison	I/DD (Innovations and non-Innovations), TBI		
	Jackson	I/DD (Innovations and non-Innovations), TBI, co-occurring I/DD and MH/SUD Child		
	Cherokee, Transylvania, Rockingham, Yancey	I/DD (non-Innovations), co-occurring I/DD and MH/SUD Adult and Child		
	Alexander	I/DD (non-Innovations), co-occurring I/DD and MH/SUD Child, MH/SUD Adult		
	Mitchell, Stokes, Swain	I/DD (non-Innovations)		
Walkers Group Home	Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Chatham, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Watauga, Wilkes, Yancey	MH/SUD Adult	Hellen Walker	252-432-6308 walkerdayprogram@gmail.com

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