



Ashe County Board of Commissioners

Zack Shepherd

Community Relations Regional Director

August 2025



Vaya Health: Who We Are

Vaya Health is a public managed care organization (MCO) that prioritizes whole-person health. We manage Medicaid, federal, state, and local funding to connect the people we serve to health care services and supports.

- **Vaya Total Care:** Manage mental health, substance use, I/DD, TBI, physical health, and pharmacy services, as well as Long-term Services and Supports, for Medicaid beneficiaries.
- **Medicaid Direct:** North Carolina's health care program for Medicaid beneficiaries who are not enrolled in managed care plans. Vaya is responsible for managing mental health, substance use, I/DD, and TBI service.
- **Tailored Plan:** Manage mental health, substance use, I/DD, and TBI services for individuals without insurance – or too little insurance – who are eligible for care funded by the state of North Carolina or other public funds.



Vaya Health: Ashe County By the Numbers

- Medicaid Direct: 1,169
- Tailored Plan: 570
- Total: 1,739



Vaya Health Updates

- NC General Assembly Budget is still on progress. It appears that the next biennium budget will not be completed by June 30th. Key areas of concern:
- No funding for Healthy Opportunities Pilot
- No new Innovations Waiver Slots
- No TBI Waiver slots for proposed expansion
- Proposed Single-Stream Funding reductions- House- \$30 million, Senate- \$15 million. If \$30 million statewide, would mean Vaya Health would be reduced by apx \$6 million.
- Continued Monitoring of Federal Budget and Impact on Health, Behavioral Health and Social Determinant of Health Programs.
- NCDHHS announces December 1st, 2025 as the “go-live” date for the state-wide BCBS Child and Family Specialty Plan Waiver.

Vaya Health Updates

Healthy Opportunities Pilot Challenges

- Current budget proposals from the House and Senate of the North Carolina General Assembly do not include funding for Healthy Opportunities Pilot (HOP) services after June 30, 2025.
- The North Carolina Department of Health and Human Services (NCDHHS) is legally and financially obligated to provide advance notice to contracted health plans and service providers if HOP funding will not be available.
- Effective July 1, NCDHHS is stopping 1) all new service authorizations and 2) existing service delivery for all HOP services until further notice.
- Vaya will not accept new HOP enrollments or new HOP authorization requests after 5 p.m. Friday, June 6.
- Existing authorized HOP services will not be delivered after July 1, possibly sooner. Staff will be notified if the date changes.
- No other Medicaid benefits or services are affected by this change.



Regional and County Projects and Network Development

Shirley B. Randleman Center Open House and Ribbon Cutting: July 28, 2025





Shirley B. Randleman Center
Open House and Ribbon Cutting
July 28, 2025

Program

1:00 pm -	Check in, virtual facility tour, and refreshments
1:20 pm	Welcome: Emma Morris Patient Experience Director Daymark Recovery Services
Remarks	Shirley B. Randleman Chair Wilkes County Board of Commissioners
	Tracy Hayes Area Director & Chief Executive Officer Vaya Health
	Billy West President & Chief Executive Officer Daymark Recovery Services
	Emily South After Care Coordinator Daymark Recovery Services
	Closing: Emma Morris Proceed outside for ribbon cutting ceremony

Thank you for attending!

Daymark Recovery Services
Shirley B. Randleman Center
118 Peace Street
N. Wilkesboro, NC 28659

336-667-7191

www.daymarkrecovery.org

Hope4NC Grant

Free and anonymous for all residents in affected communities:

Individual and group crisis recovery outreach

Public education

Community networking and support
Assessment, referral, and resource connection

Team Leaders, Crisis Counselors, and
Community Liaison/Resource Linkage staff in each region

No health plan required for grant supports

Hope4NC Helpline: 1-855-587-3463

Need someone to talk to?

 **CALL
24/7**

The impact of Hurricane Helene can be overwhelming for adults, youth and children. Everyone has different stress responses that may include:

- Feeling alone.
- Irritability or feeling out of sorts.
- Head, stomach or body aches.
- Changes in sleep or eating patterns.
- Difficulty concentrating, forgetful.
- Fear for your own health.
- Worrying about the health of your family or friends.
- Increased use of alcohol, tobacco or other drugs.
- Feeling stuck, no time for self-care.
- Looking for ideas to stay calm and healthy.

HOPE 4 NC

HELPLINE 1-855-587-3463



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
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and provider • 11/2024



HURRICANE HELENE IMPACTED COUNTIES in WNC

Vaya's CCP is serving 22 of the 25 impacted counties in WNC. Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rowan, Swain, Transylvania, Watauga, Wilkes, and Yancey. The Eastern Band of Cherokee Indians spans Jackson and Swain Counties.



