

Get to know Vaya Health, an organization helping people in Jackson County connect with the right providers on the journey toward health and wellness.

Vaya by the Numbers in Your County

Vaya's community-based complex care management model provides a team-based approach to integrated healthcare. Data below is county specific.

827

Members served in network
(based on claims data)

100

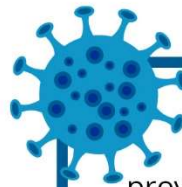
Members receiving complex
care management

358

Complex care management
contacts

Community Partnership Spotlight

In conjunction with NC DMH/DD/SAS and the Division of Vocational Rehabilitation Services, Vaya designed and implemented NC CORE (the NC Collaborative for Ongoing Recovery through Employment), a milestone payment model for Individual Placement and Support (IPS). IPS is an evidence-based best practice for adults with serious mental illness that helps individuals find and maintain employment.



Response to COVID-19



Vaya is committed to supporting providers, ensuring access to care and meeting the extraordinary behavioral health challenges faced by our communities as a result of COVID-19.

- We funded hardship payments and increased rates to providers to help stabilize their workforce and address COVID-19 impacts, from purchasing personal protective equipment to transitioning services to telehealth.
- We purchased 500 smartphones for high priority members to ensure they can receive telehealth services.
- In partnership with MAHEC and others, we launched the WNC COVID-19 Regional Report, a weekly update that provides the regional medical community with timely information on trends, needs, resources and training opportunities.
- As part of the statewide Hope4NC Helpline, our call center connects people in our region to mental health supports that help them cope and build resilience during times of crisis.

Recovery is a Reality: Vaya's Efforts in the Opioid Epidemic



Vaya works with local partners to support prevention, harm reduction and treatment efforts to improve the wellbeing of individuals, families and communities.

- 14% of North Carolinians receiving treatment through North Carolina's Opioid Crisis Grant are served by providers funded by Vaya.
- Substance use admissions/readmissions declined over the past two years as Vaya increased access to Medication Assisted Treatment throughout western North Carolina.
- Since 2016, we have distributed 8,200 opioid overdose-reversal kits in our communities.



VAYAHEALTH

Learn more at vayahealth.com