

Vaya and Partners: Value of a Collaborative Partnership for the CFSP

On February 7, 2024, the North Carolina Department of Health and Human Services (NCDHHS) issued a Request for Proposals (RFP) for the Children and Families Specialty Plan (CFSP), a single, statewide Medicaid managed care plan for children, youth, and families served by the child welfare system.

Vaya Health (Vaya), in collaboration with Partners Health Management (Partners), is applying to be the statewide contractor for the CFSP.

Vaya and Partners each have deep relationships working with local DSS, counties, providers, hospitals, and other stakeholders working to support children and youth in the child welfare system. Vaya pioneered the model of embedding care managers in local DSS offices, and today both Vaya and Partners have embedded care management in the forty-seven (47) counties they collectively serve. Embedded care management is at the heart of NCDHHS' design for the CFSP; Vaya and Partners have already developed and implemented that model.

Vaya and Partners each have more than a decade of experience administering NC Medicaid managed care plans as LME/MCOs covering a full array of behavioral health, substance use disorder, and intellectual/developmental disabilities services to children, adolescents, and adults. Through a synergistic partnership, Vaya and Partners look forward to building on the 50-year legacy of North Carolina area programs and continuing both organizations' long-term commitment to key factors associated with positive outcomes for children and families involved with the child welfare system:

- Timely access to screenings, assessments and services
- Coordination of care
- Family and caregiver engagement
- Appropriate use of psychotropic medications

The CFSP contractor will be responsible for managing NC Medicaid health plan services statewide to children and families engaged with the state's child welfare system. While Vaya will serve as the singular contracted entity, the collaboration between Vaya and Partners will allow Vaya to leverage the individualized services and long-term relationships already established across the 47 counties in the two geographically contiguous regions.

By working together, Vaya and Partners will be able to operate a statewide health plan that minimizes administrative barriers to timely access to appropriate and quality care, while continuing to meet the specialized needs of communities throughout the region. Children and families served by the CFSP will benefit from Vaya's and Partners' unique strengths and shared values, including:

- Established relationships with an in-depth knowledge of local communities
- Innovative and successful approaches to serving children in foster care, their caregivers, and families of origin
- Proactive and inventive efforts to supporting prevention, family preservation, and permanency
- Existing embedded care management services in 47 local Departments of Social Services for children and youth in the child welfare system
- Access to an existing statewide provider network
- Robust Systems of Care with community-based organizations

- Collaborative approach to statewide expansion built on existing knowledge and experience serving the child welfare population
- Commitment to the public system of service management
- Dedication to the well-being of individuals and local communities
- Stakeholder involvement and the critical input of individuals with lived experience
- Fiscal responsibility
- Innovation

This expertise and insight into community needs and North Carolina's existing service continuum for children and families, plus both organizations' long-standing commitment to addressing systemic barriers and challenges, makes Vaya, with the support of Partners, uniquely qualified to implement the CFSP.