Vaya Health is pleased to introduce Vaya Total Care and announce the launch of the Incedo™ software system.

Vaya Health recently introduced a new way of delivering care coordination to our members throughout western North Carolina. Vaya Total Care (VTC) is a care planning model that offers a team-based approach to integrated healthcare. This model makes navigating the healthcare system easier for our members while supporting enhanced collaboration among behavioral health and medical providers. With support from new business processes and software tools, such as Incedo™, we have increased our efficiency and are delivering better care to our members.

Who does Vaya Total Care serve?

VTC began as a pilot project in McDowell County and is now available throughout western North Carolina. Individuals who are eligible for Medicaid services, live in one of Vaya's 23 counties and have a history of complex medical and/or behavioral health needs may benefit from this program. Our goal is to empower our members to take control of their health. We do this by identifying barriers to better health, building individual and family strengths and providing the tools that our members need to navigate the healthcare system successfully.

What is the benefit of Vaya Total Care?

When behavioral health and medical teams work together, members benefit. This is because better communication among providers means that members' healthcare plans can address the many parts of their lives that help shape the recovery journey. Members also tell us that they are more satisfied with the care that they receive when they know that their chosen providers are working together to support their healthcare goals. That is why our care coordinators have adopted Complex Care Management as our way of serving our members. Complex Care Management enhances traditional models of care coordination and equips members and their care teams with the resources they need to achieve better, more sustainable health outcomes. Using this model, members' full range of needs are addressed more effectively and more efficiently, moving us closer to achieving the Quadruple Aim of Healthcare.

What is Incedo™?

Incedo™ is a software system that improves access to medical, behavioral health and pharmacy information. Easier access to these important records means that members, providers, care coordinators and planning teams can work together more efficiently on behalf of the people we serve. Vaya worked closely with InfoMC, the developers of Incedo™, to design a product that allows the care planning team to share information more easily and communicate more effectively about member needs. This partnership resulted in the creation of a software product that was developed by care coordinators for care coordinators.