



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

MELANIE BUSH • Deputy Secretary, NC Medicaid

June 26, 2026

Devdutta Sangvai
Secretary
North Carolina Department of Health and Human Services
1915 Health Services Way
2001 Mail Service Center
Raleigh, NC 27699

Dear Secretary Sangvai:

Pursuant to Session Law 2013-85, the Secretary of the Department of Health and Human Services shall complete a certification of compliance, in accordance with G.S. § 122C-124.2(a), for each Local Management Entity/Managed Care Organization that has been approved by the Department to operate the 1915(b)(c) Medicaid Waiver. The Secretary shall also provide a copy of the completed certification to the Senate Appropriations Committee on Health and Human Services, the House Appropriations Subcommittee on Health and Human Services, the Legislative Oversight Committee on Health and Human Services, and the Fiscal Research Division by no later than August 1, 2026.

Attached hereto, please find a summary report of the findings for fiscal solvency, clean claims payment, and HIPAA compliance for the following Local Management Entities/Managed Care Organizations: Alliance, Partners, Trillium and Vaya Health. This information has been prepared and reviewed by the Intradepartmental Monitoring Team (including DHB and the Division of Mental Health, Developmental Disabilities and Substance Abuse Services staff).

At this time, based on the attached records, the Division of Health Benefits (DHB) is attesting that all four Local Management Entity/Managed Care Organizations (Alliance, Partners, Trillium, and Vaya Health) are appropriate for certification under 122C-124.2(b) in that they 1) have made adequate provision against the risk of insolvency; 2) are making timely provider payments; and 3) are in compliance with federal billing, payment, and transaction standards requirements.

Sincerely,

DocuSigned by:

Melanie Bush

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Melanie Bush
Deputy Secretary for NC Medicaid
Attachments

NC MEDICAID

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

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Claims Accuracy and Timeliness Review: Summary Findings

Audit Type	Timeliness of Provider Payment (Within 30 days)		Claims Processing Accuracy		Financial Accuracy	
LME/MCO						
Alliance Health	84.83%	Compliant*	95.95%	Compliant	95.76%	Compliant
Partners Health Management	92.36%	Compliant	99.99%	Compliant	99.94%	Compliant
Trillium Health Resources	99.99%	Compliant	99.88%	Compliant	99.75%	Compliant
Vaya Health	91.68%	Compliant	99.90%	Compliant	99.97%	Compliant

Data is based on a statistical sample of Medicaid claims processed from September 1, 2025 through February 28, 2026 for each LME/MCO.

*While technically non-compliant, we are making an exception given the extenuating circumstances involving retro-active rate changes that occurred during this audit period.

Solvency Review: Current Ratio Summary Findings

Month	March		April		May		June		July		August	
LME/MCO												
Alliance Health	2.03	Yes	1.94	Yes	1.84	Yes	1.73	Yes	1.78	Yes	1.78	Yes
Partners Health Management	2.34	Yes	2.26	Yes	2.16	Yes	2.17	Yes	2.10	Yes	2.12	Yes
Trillium Health Resources	1.91	Yes	1.95	Yes	1.87	Yes	1.93	Yes	1.92	Yes	1.84	Yes
Vaya Health	2.82	Yes	2.77	Yes	2.68	Yes	3.30	Yes	3.19	Yes	3.12	Yes

Analysis based on data submitted to DHB through standard monthly financial reporting templates for September of 2025 through February of 2026 for each LME/MCO.

Solvency Review: Total Expenses to Total Medicaid Revenue Summary Findings												
Month	March		April		May		June		July		August	
LME/MCO												
Alliance Health	98%	Yes	107%	No	105%	No	107%	No	92%	Yes	97%	Yes
Partners Health Management	97%	Yes	98%	Yes	96%	Yes	101%	No	95%	Yes	90%	Yes
Trillium Health Resources	100%	No	103%	No	103%	No	104%	No	95%	Yes	97%	Yes
Vaya Health	97%	Yes	101%	No	99%	Yes	100%	No	98%	Yes	98%	Yes

Analysis based on data submitted to DHB through standard monthly financial reporting templates for September of 2025 through February of 2026 for each LME/MCO.

Solvency Review: Defensive Interval Summary Findings												
Month	March		April		May		June		July		August	
LME-MCO												
Alliance Health	43.22	Yes	76.63	Yes	75.79	Yes	59.83	Yes	74.42	Yes	72.33	Yes
Partners Health Management	21.18	No	40.31	Yes	43.10	Yes	30.41	Yes	49.78	Yes	52.40	Yes
Trillium Health Resources	26.93	No	42.27	Yes	44.21	Yes	35.08	Yes	50.60	Yes	45.04	Yes
Vaya Health	41.16	Yes	75.80	Yes	79.82	Yes	52.61	Yes	79.47	Yes	69.10	Yes

Data is based on a statistical sample of Medicaid claims processed from September 1, 2025 through February 28, 2026 for each LME/MCO.

HIPAA Transaction Review: Summary Findings					
Audit Type	Enrollment (820)	Benefit Enrollment and Maintenance Set (834)	Health Care Claim Transaction Set (837i and 837p)	Health Care Claim Payment / Advice Transaction Set (835)	Health Care Eligibility / Benefit Inquiry and Response (270/271)
LME-MCO					
Alliance Health	Compliant	Compliant	Compliant	Compliant	Compliant
Partners Health Management	Compliant	Compliant	Compliant	Compliant	Compliant
Trillium Health Resources	Compliant	Compliant	Compliant	Compliant	Compliant
Vaya Health	Compliant	Compliant	Compliant	Compliant	Compliant

Data is based on a statistical sample of Medicaid claims processed from September 1, 2025 through February 28, 2026 for each LME/MCO.

A finding of “Compliant” means that Casper found that the LME-MCO was compliant with the outlined requirements.