



REGIONAL FORUM



— Collaborate. Influence. Lead with NCPC. —

June 8, 2026 - Hickory, NC

AGENDA

10:00 a.m. – 10:30 a.m.

Welcome & Opening Remarks - *Christopher White, NCPC Board President*

NCPC Legislative and Policy Priorities - *Joel Maynard, NCPC Policy Director and Contract Lobbyist*

10:30 a.m. - 11:00 a.m.

Vaya Partners Merger – *Celeste Ordiway and George Ingram, Vaya Health and Beth Lackey, Partners Health Management*

11:00 a.m. – 12:00 p.m.

Vaya and Partners Panel Presentation and Q & A

- Operational Standardization
- Compliance

12:00 – 12:30 p.m. Networking Catered Lunch

12:30 - 1:00 p.m.

Vaya and Partners Panel Presentation and Q & A

- Network Adequacy

1:00 p.m. – 1:55 p.m.

NCPC Member Conversation and Feedback

2:00 p.m.

Adjourn - *Christopher White, NCPC Board President*

NCPC Hickory Regional Forum

FEATURED SPEAKERS



Christopher White

COO, Lifespan Services and NCPC Board President
cwhite@lifespanservices.org



Joel Maynard

NCPC Policy Director and Contract Lobbyist
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Jill Queen

Provider Quality Operations Director
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Brande Lamb

Special Investigations Director
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George Ingram

VP of Physical Health Network
Operations & Value Based
Contracting, Provider Network
Operations
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Beth Lackey

Executive Director Provider Network
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Kristy McCoy

Quality Management Monitoring Manager
kmccoy@partnersbhm.org

Beth Lackey, MBA, MSW, LCSW

Executive Director Provider Network, Partners Health Management



Beth Lackey is an accomplished leader with experience in healthcare network management, operations, strategic planning, and value-based care. She has a proven track record of successfully driving performance improvements, expanding networks, and leading cross-functional teams. She fosters collaborative relationships, leading organizational change and implementing value-based provider contracting.

Beth is known for building high-performing teams, aligning operational strategies with organizational goals, and effectively advocating for policy changes. She is passionate about community involvement and leadership.

Beth holds a master's degree in business administration, healthcare management focus, from Fayetteville State University and a master's degree in social work from the University of South Carolina. Beth is also a Licensed Clinical Social Worker in the State of North Carolina. Beth lives in Statesville, NC, and is married with two sons and two dogs.

Kristy McCoy, MSW, LCSW

Quality Management Monitoring Manager, Partners Health Management



Kristy McCoy has served in Partners QM Department for the past 13 years. Kristy oversees provider monitoring reviews, conducts provider training, and engages in process improvement projects through the use of Lean Six Sigma as a certified Blackbelt. Kristy also holds certification in the Power of Positive Leadership as a certified trainer of Jon Gordon's work. She has over 25 years of experience working in the field of social work.

Kristy began her career as a School Based Mental Health Counselor in York, SC. She then served in child welfare in the At-Risk Unit of Mecklenburg County Department of Social Services as a Permanency Planning Social Worker. In addition, Kristy spent many years as a therapist specializing in work with Domestic Violence perpetrators.

She holds a masters degree in social work from the University of South Carolina. Kristy is a NC Licensed Clinical Social Worker.

George Ingram

VP of Physical Health Network Operations & Value Based Contracting, Provider Network Operations



George is a seasoned healthcare strategist with over 35 years of industry experience. He specializes in provider contracting, network development, managed long-term support services (MLTSS), and value-based contracting.

In his current role, George leads the strategic development and management of a robust, statewide physical health provider network. By collaborating with cross-functional teams and negotiating value-based incentives, he successfully expanded the Vaya network to include diverse specialty providers across all 100 North Carolina counties. Through his leadership, they have contracted with over 40,000 practitioners, continuously driving efforts to enhance network performance, quality of care, and overall member satisfaction.

Beyond his corporate leadership, George is deeply committed to healthcare advocacy and community outreach. Passionate about improving health equity and awareness, he actively serves the community through public speaking and community service. He remains dedicated to advancing the healthcare industry and fostering community well-being.

Brande Lamb, LCMHC, CI **Special Investigations Director, Vaya Health**

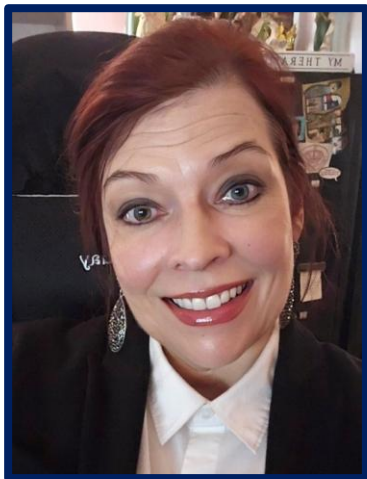


Brande Lamb is the Special Investigations Director at Vaya Health and has over 14 years of experience in the provider monitoring and healthcare fraud waste and abuse space. A Licensed Clinical Mental Health Counselor for over 25 years and a Nationally Certified Investigator through the Council on Licensure Enforcement and Regulation, she offers clinical insight and investigative experience to her role.

She is passionate about combating fraud and firmly believes that effective prevention requires a strong compliance framework grounded in continuous training, proactive oversight, and accountable leadership. Outside of her professional work, she enjoys hiking, swimming, and camping with family and friends.

Jill Queen, MHA/MBA, QP, CI

Provider Quality Operations Director, Vaya Health



Ms. Queen manages provider monitoring inclusive of Innovations-specific monitoring, investigations, grievances, incidents, NC TOPPS, and HCBS. She is a certified green belt Lean Six Sigma. As a quality professional with extensive experience in behavioral health services and managed care, Ms. Queen leverages her experience and knowledge in various quality methodologies for improving quality of care for members with a focus on member and provider satisfaction.

Standardization Discussion Topics

Current work occurring in standardization workgroup

What is working well with Partners from the provider perspective?

What is working well with Vaya from the provider perspective?

NCPC recommendations for ongoing standardization

How can we reduce provider administrative burden?

Compliance Information Discussion Topics

Fraud, Waste, and Abuse

QM Monitoring

EVV Compliance – General

NCTRACKS – National Accreditation

NCPC Member – LME/MCO Conversation and Feedback

If you could pick the top three things that we can focus on together, what would they be?

Where do you feel the risk is high?

What keeps you up at night?

What is working well for your agency that you wish would get more attention?

THANK YOU FOR JOINING US TODAY!



Information about the next Regional Forum is coming soon!