



**Vaya Health**  
200 Ridgefield Court, Suite 218  
Asheville, NC 28806  
Business Calls: 1-800-893-6246  
[vayahealth.com](http://vayahealth.com)

October 13, 2023

Via Electronic Mail Only ([records@sunshinerequest.com](mailto:records@sunshinerequest.com))

RE: Acknowledgment of Public Records Request

Dear Sunshine Request:

I am writing in response to your September 20, 2023 electronic mail request for public records directed to [legalandcompliance@vayahealth.com](mailto:legalandcompliance@vayahealth.com), as well as your follow up email on October 12, 2023. Vaya Health is treating this as a request for public records under N.C.G.S. Chapter 132 (the Public Records Act).

You should know that nothing in the Public Records Act “shall be construed to require a public agency to respond to a request for a copy of a public record by creating or compiling a record that does not exist,” as outlined in N.C.G.S. § 132-6.2(e).

You should be aware that the Public Records Act does not require that requests be answered within any specific timeframe. We will respond “as promptly as possible” within available resources as required by N.C.G.S. § 132-6(c). If your request requires “extensive use of information technology resources or extensive clerical or supervisory assistance” such as redaction of confidential information, we may impose a reasonable service charge in addition to the actual cost of duplication which we have a right to charge pursuant to N.C.G.S. § 132-6.2(b) and guidance from the N.C. Department of Cultural Resources.

Vaya is reviewing your request and is compiling and validating records responsive to it. We will produce records responsive to your request in due course.

If you have any questions regarding the above, please contact McLean Moore, Supervising Paralegal and Provider Appeals Coordinator at (828) 225-2785, extension 5132, or via email at [mclean.moore@vayahealth.com](mailto:mclean.moore@vayahealth.com).

Sincerely,

*/s/ Amy P. Mody*

Amy P. Mody

Senior Associate General Counsel

cc: Steve Martin, General Counsel and Chief Compliance Officer