



EBCI TRIBAL OPTION

For Providers



September 2026 Provider Newsletter

What is the EBCI Tribal Option?

EBCI Tribal Option assists approximately 5,500 Tribal-eligible Medicaid beneficiaries, primarily in Cherokee, Haywood, Swain, Jackson, and Graham counties.

[Learn More](#)

Meet The TRIBAL OPTION Team

Zane Wachacha

Tribal Option Provider Network Manager

Zane Wachacha serves as the Provider Network Manager for EBCI Tribal Option, bringing more than six years of experience with Cherokee Indian Hospital Authority in Performance Improvement, Data Coordination, and Provider Network Services. He holds a Professional MBA from the University of Tennessee and a bachelor's degree in History and Political Science from Warren Wilson College.

In his role, Zane focuses on building strong provider partnerships, expanding network access, and ensuring practices have the support and communication they need to serve Tribal Option members. He works closely with providers across Cherokee, Graham, Jackson, Swain, and Haywood counties, with a focus on strengthening access to quality, culturally responsive care.

Zane believes that strong provider partnerships are essential to the success of Tribal Option. By working collaboratively with practices, Tribal Option can continue improving access, communication, and care for the members and communities we serve. His vision is to build a provider network where practices feel valued, supported, and connected to the mission of Tribal Option.



EBCI TRIBAL OPTION



NC AHEC Virtual Practice Manager Bootcamp

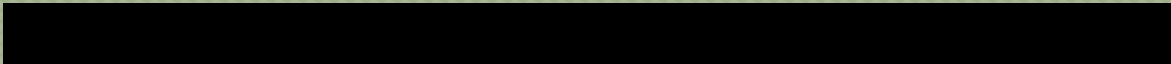
Sept. 7, 2026, to May 10, 2027

The Practice Manager Bootcamp series includes 10 separate courses that introduce the basic concepts of practice management. Register for an individual course or take the whole series at a

discounted rate. For more information or to register for the entire series, email Christi.boahn@sr-ahec.org.

Recorded Class Schedule

- Financial Management, starts Sept. 7, 2026, [register online](#).
- Insurance, starts Sept. 28, 2026, [register online](#).
- The Revenue Cycle, starts Oct. 19, 2026, [register online](#).
- Coding, starts Nov. 9, 2026, [register online](#).
- Customer Service, starts Nov. 23, 2026, [register online](#).
- Human Resources, starts Jan. 4, 2027, [register online](#).
- Management, starts Feb. 8, 2027, [register online](#).
- Operations Management, starts March 8, 2027, [register online](#).
- Quality Improvement, starts April 12, 2026, [register online](#).
- Leadership, starts May 10, 2027, [register online](#).





CHEROKEE INDIAN
HOSPITAL AUTHORITY

ENRICHMENT CENTER PROJECT UPDATES

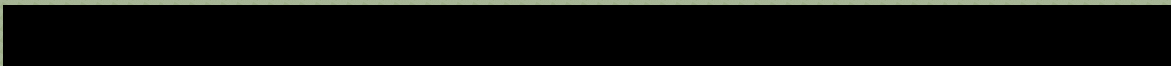
The IDD/Enrichment Center Project represents a significant and forward-looking investment in the health, independence, and quality of life for members of the Eastern Band of Cherokee Indians. It is designed to address long-standing gaps in services, including limited access to care, long wait times, lack of residential options, and insufficient day programming and support systems.

At its core, the project is about building a tribally driven system of care—one that reflects the values, culture, and unique needs of the community. This includes developing infrastructure, workforce capacity, and partnerships to ensure services are not only available, but sustainable and culturally appropriate.

The work includes building tribal infrastructure for an IDD/Autism program, creating a family resource center, improving access to assessments and supports, expanding meaningful day and residential options, and developing a strong tribal workforce to help manage and sustain these services.

**EBCI TRIBAL OPTION WILL BE PROVIDING MONTHLY PROJECT UPDATES
TO OUR PROVIDER NETWORK.**

CLICK HERE FOR ADDITIONAL PROJECT
UPDATES AND INFORMATION



September 2026

Newborn Screening Awareness Month



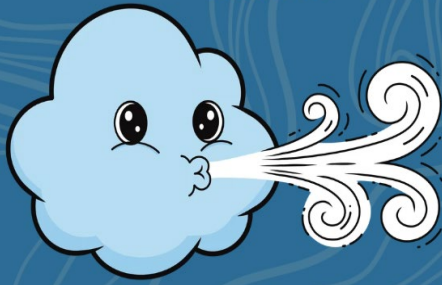
EBCI TRIBAL OPTION

Cherokee Language

“It’s windy”

Ga no lv’ v sga

ᏊᎦᎤᎠᎵᎦᏍᎦ



Acronym of the Month

CMA-
Certified Medical
Assistant



Questions - Contact Live Help Desk

Submit questions to the Help Desk via email at openpayments@cms.hhs.gov or by calling 1-855-326-8366 (TTY Line: 1-844-649-2766), Monday through Friday, from 9:00 a.m. to 5:00 p.m. (ET), excluding Federal holidays.

The Help Desk refers media inquiries to CMS’ Press Office for response.

Visit the [Resources](#) page on the Open Payments website for many of the above resources.



241 Cherokee Hospital Loop

Cherokee, NC 28719

MEMBER/PROVIDER: 800.260.9992

[Connect With Us](#)

