Known System Issues

Updated on January 17, 2025

The table below provides an overview of known system issues affecting Vaya Health network providers. Vaya updates this information weekly on Fridays.
For more information or to report technical issues, submit a Provider Service Desk Request Form or call 1-800-893-6246, ext. 1500.

ID	Provider Type	Number of Impacted Providers	Category	Issue Description	Date Issue Identified	Days Open	Estimated Fix Date	Status	Issue Resolution	Interest Penalties Owed?	Date Resolved
44	All Providers	493	Claims	Vaya Health is aware of an issue regarding validation for missing, suspended, or inactive taxonomy on CMS-1500 (Professional) and Institutional claim types. Vaya is implementing the necessary code to ensure proper validation mechanisms are in place to address the issue.	7/1/2024	201	TBD	In Progress	Vaya implemented edits in the claims system that will validate that the taxonomy codes are either present on the claim or submitted within the same claim loop if they are actively associated with the submitted NPI. Vaya is in the process of notifying providers and allowing for a 60-day window for providers to submit replacement claims before issuing repayments.	No	TBD
51	All Providers	TBD	Claims	Vaya Health has identified an issue related to missing billing taxonomy codes, resulting in claim denials. The issue appears to be related to a change in logic that is erroneously stripping the billing taxonomy for certain outgoing claims.	9/25/2024	115	TBD	In Progress		Yes	TBD
52	All Providers	Uknown	Claims	Vaya Health has identified an issue related to CPT code T1002 and taxonomy 261QP0905X. Currently,	8/14/2024	140	TBD	Resolved	Claims that were previously denying for CPT code T1002 are no longer denying. Vaya has reprocessed	No	12/31/2024

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				claims are denying or are otherwise not processing properly when billed with the combination of CPT code T1002 and taxonomy 261QP0905X.					affected claims for payment effective 12/5/2024.		
53	All Providers	2	Claims	Vaya Health has identified an issue related to zip code information present on Institutional claims submitted to Edifecs. Institutional claims containing only five digits in the service zip code field are rejecting. Vaya has requested a review by Edifecs to change zip code handling rules to allow claims to process with five digits.	11/13/2024	3	11/22/2024	Resolved	Edifecs has implemented a fix to allow five-digit zip codes on Electronic Visit Verification (EVV) Institutional claims.	No	11/15/2024
54	All Providers	TBD	Claims	Vaya Health has identified a processing issue that is preventing billing providers from sending electronic attachments when submitting claims.	7/1/2024	201	TBD	In Progress	In cases where an attachment is expected but not included with a claim's submission, the Vaya team will reach out to the billing provider to coordinate a delivery method for the attachment.	No	TBD
55	All Providers	TBD	Claims	Vaya Health has determined that encounters and 835 files generated for WRAP payments are not reflecting accurate amounts in the	12/13/2024	36	TBD	In Progress		No	TBD

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				Claim Adjustment Segment (CAS). The issue is currently under review at the vendor.							
57	All Providers	Unknown	Claims	Vaya Health has identified an issue with claims denying for suspended taxonomy codes that should have been set to pending status for further review.	10/2/2024	47	11/17/2024	Resolved	Vaya has updated mapping to recognize suspended taxonomy codes and place claims into pending status rather than denying.	No	11/17/2024
59	All Providers	Unknown	Eligibility	Vaya Health has identified an issue in the Member Choice application. Currently, when attempting to opt members out via the Member Choice application, users are receiving an error message stating, "Unable to retrieve results from NCFastResponse table."	1/15/2025	3	TBD	In Progress		No	TBD