



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: EviCore Provider Portal Issue Resolved

PHYSICAL HEALTH PROVIDERS

EviCore Provider Portal Issue Resolved

[EviCore](#) is Vaya Health's delegated subcontractor for radiology, speech therapy, occupational therapy, physical therapy, cardiology, durable medical equipment, and musculoskeletal services covered under the Behavioral Health and I/DD Tailored Plan. Prior authorization is not required for these services, or any physical health services, until Oct. 1, 2024.

As of today, Vaya and EviCore have resolved an issue that was preventing some providers from locating members in EviCore's provider portal to enter authorization requests for services beginning on or after Oct. 1. We apologize for the inconvenience this may have caused.

For assistance, please email provider.info@vayahealth.com.

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

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