



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinar

Provider Touchpoint is your source for the latest information on topics that affect Vaya Health network providers. **Please note we will not hold a Provider Touchpoint on April 18, 2025.**

The next Provider Touchpoint for all network providers will be **11 a.m. – 12 p.m., May 2, 2025**, and will transition to a new townhall format. We will share details and the event link in an upcoming Provider Communication Bulletin.

Vaya Holiday Closing

In observance of the Good Friday holiday, Vaya offices will be closed April 18, 2025.

Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) will continue to operate from 7 a.m. to 6 p.m. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.

Save the Date: Vaya Provider Summit 2025

Mark your calendars for this year's Vaya Provider Summit. This virtual conference will take place from 9 a.m. to 5 p.m., June 5, 2025. We will share the registration link and agenda in an upcoming Provider Communication Bulletin.

Authorization or Claims Questions? Join Open Office Hours with Vaya and EviCore

Join Vaya's virtual open office hours for answers to your questions about the expiration of prior authorization flexibilities or any associated claims issues. **A representative from EviCore by Evernorth will be on hand to answer questions related to claims or authorizations for specialty physical health services requested through EviCore's portal.** We invite you to drop in or stay for the full session. *Registration is not required.*

We will hold sessions from 2 – 3 p.m. April 22 and 29, 2025. [Join on Microsoft Teams.](#)

As a reminder, [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025, and [Hurricane Helene flexibilities](#) for non-Innovations Waiver services ended Feb. 28, 2025.

***Reminder:** Providers may not discuss member/recipient protected health information (PHI) during these calls due to the presence of multiple Vaya staff and other providers. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.*

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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