



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinar May 2, 2025, 11 a.m. – 12 p.m.

Join our first Vaya Health Provider Touchpoint webinar event using a new town hall format. Provider Touchpoint is your source for the latest information on topics that affect Vaya network providers. Each event will feature a “deep dive” discussion with a special guest, a Provider Spotlight segment recognizing outstanding achievements within the Vaya provider network, and a highlight of important updates from recent [Provider Communication Bulletins](#).

Our new town hall format will allow Vaya to host multiple speakers simultaneously and give participants the chance to engage in interactive discussions. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

**PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – MAY 2, 2025**

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### Save the Date: Vaya Provider Summit June 5, 2025, 9 a.m. – 5 p.m.

Mark your calendars for Vaya’s Provider Summit for 2025. The theme for this year’s free virtual conference is “Better Together: A Celebration of Whole-Person Care.”

We will share the registration link and agenda in an upcoming Provider Communication Bulletin.

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### 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 Evermorth 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 our full session. *Registration is not required.*

We will hold open office hours from 2 – 3 p.m., April 29, 2025. [Join on Microsoft Teams](#).

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## Short Provider Surveys

Provider feedback is vital to Vaya's ability to best serve members and recipients, enhance performance, and increase provider satisfaction. **If you received one of the following short surveys via email, please complete it by April 30, 2025:**

- **Behavioral Health Provider Survey: Network Accessibility of Services:** Responses to these questions help demonstrate Vaya's network performance regarding access to behavioral health care. Questions assess the ability of prescribing and non-prescribing network providers to accommodate individuals with timely access to services at varying levels of care.
- **Physical Health Provider Survey: Specialty Accessibility:** Responses to these questions help assess the ability of Vaya network providers to accommodate individuals with timely access to oncology and OB/GYN services at varying levels of care.

We appreciate your participation and thank all providers who have responded. If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Provider Portal Downtime This Weekend

Vaya's [Provider Portal](#) will be unavailable from 8 p.m., Saturday, April 26, to 3 a.m., Sunday, April 27, 2025, due to system maintenance. Please do not attempt to use the portal during this time.

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## Upcoming CrushFTP Downtime

CrushFTP will be unavailable tomorrow evening, April 25, 2025, beginning at 6 p.m. due to a server migration. We apologize for any inconvenience.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Children with Complex Needs Trainings

In partnership with the National Association for the Dually Diagnosed (NADD) and NC Southern Regional Area Health Education Center, Vaya will offer the following two-hour virtual training opportunities for up to 300 participants per session. This training project is designed to provide attendees with tools and resources to enrich the lives of people with I/DD and co-occurring mental health needs.

These trainings are provided through a Children with Complex Needs (CWCN) Workforce Development fund allocation Vaya received from NCDHHS. We encourage you to share these training opportunities with your colleagues.

All trainings will be from 1 – 3 p.m. Eastern time:

- **April 29, 2025** – Conduct Disorder, Intermittent Explosive Disorder, Oppositional Defiant Disorder, and Impulse Disorder in People with I/DD with Shaina Knight, MSW, LICSW,

NADD-CC. [Learn more](#) and [register online](#).

- **May 29, 2025** – Addressing the Needs of People with I/DD and Complex Health Conditions with Melissa Cheplic, MPH, NADD-CC. [Learn more](#) and [register online](#).
- **June 24, 2025** – Understanding I/DD with Co-Occurring Mental Health Conditions with Melissa Cheplic, MPH, NADD-CC. [Learn more](#) and [register online](#).

For more information about CWCN, visit the NCDHHS [Children with Complex Needs](#) webpage. [Learn more about NADD](#) online.

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## Applied Suicide Intervention Skills Training (ASIST) June 10 – 11, 2025, 8 a.m. – 5 p.m.

Vaya will offer a free, in-person [LivingWorks](#) ASIST Suicide Prevention training for community members. This two-day workshop in Burlington features powerful videos, discussions, and simulations to teach you how to support someone experiencing a behavioral health concern or crisis and to help prevent suicide by recognizing warning signs, learning provider interventions, and developing a safety plan.

[Register online](#) by May 30, 2025. Attendance is capped at 30 participants. For more information, email [provider.training@vayahealth.com](mailto:provider.training@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](#).

[providers.vayahealth.com](https://providers.vayahealth.com)



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