



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint May 30, 2025, 11 a.m. – 12 p.m.

Our Provider Touchpoint town hall is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

Please note—due to technical issues, the Provider Touchpoint recording from May 2, 2025, is unavailable, but slides are posted for review. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – MAY 30, 2025**

### Vaya Holiday Closing

In observance of the Memorial Day holiday, Vaya offices will be closed Monday, May 26, 2025.

Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) continue to operate 7 a.m. – 6 p.m., Monday – Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) is available 365 days a year.

### Coming in June: 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 virtual conference is "Better Together: A Celebration of Whole-Person Care."

[Review the agenda](#). Registration is not required. [Join online](#).

# 2025 Provider Satisfaction Survey

We encourage all Vaya network providers and Employers of Record (EORs) to participate in our [2025 Provider Satisfaction Survey](#). This survey takes 10-15 minutes to complete and is available through May 30, 2025. Survey results will help Vaya offer targeted training and support to network providers and EORs.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### ILOS Update: FCT Code Changes

Vaya has updated the following Family-Centered Treatment (FCT) “in lieu of” service (ILOS) codes **effective July 1, 2025**:

- H2022 U5 U1 Core
- H2022 U5 U2 Encounter
- H2022 U5 U3 3-Month Outcome
- H2022 U5 U4 6-Month Outcome

The new service definition is available on the [Covered Services](#) page of our Provider Central website. Please review the definition carefully for updated requirements and code revisions. If you have any questions or concerns, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### WNC Resiliency Supports

In partnership with NCDHHS and Vaya, [Resources for Resilience](#) will offer a variety of free [resilience-building workshops](#) designed to strengthen teams, promote sustainable practices, and help communities thrive. Please take a few minutes to [complete a short survey](#) by June 30, 2025. Your input will help trainers deliver workshops that are timely, relevant, and supportive.

### 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 in Burlington. This two-day workshop features powerful videos, discussions, and simulations to teach participants how to support someone experiencing a behavioral health concern or crisis and to help prevent suicide by recognizing signs, providing skilled interventions, and developing a safety plan.

[Register online](#) by June 3, 2025. Attendance is capped at 50 participants.

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