



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Dec. 12, 2025, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information for 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.

*We would love to hear from you! Do you have any questions about network operations? What topics most interest you?* Email your thoughts to [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

PROVIDER TOUCHPOINT: DEC. 12, 2025

### Thanksgiving Holiday Closing

In observance of the Thanksgiving Day holiday, Vaya offices will be closed Thursday-Friday, Nov. 27-28, 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., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are both available 365 days a year.

## PHYSICAL HEALTH PROVIDERS

### DME Claims Submission Guidance

Vaya manages Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DME/POS) Miscellaneous services for Medicaid members of our Behavioral Health and I/DD Tailored Plan. Please note claims for DME/POS services must include both the National DME Miscellaneous and corresponding local W codes to be eligible for reimbursement. [Read more.](#)

# LEARNING AND PARTICIPATION OPPORTUNITIES

## Supports Intensity Scale® (SIS) Assessment Training

Vaya will offer virtual Supports Intensity Scale® (SIS) Assessment Training, a one-hour introduction to the SIS assessment and how it is administered. Topics include who is involved in the assessment, assessment purpose and frequency, and what participants can expect when they complete one.

Participants must register at least one week prior to the event and will receive a link to the training. To RSVP, select your preferred date:

- [Dec. 9, 2025](#), 1-2 p.m.
- [Dec. 11, 2025](#), 10-11 a.m.

For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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## Prepared to Protect: Emergency Response Planning for Medical and Behavioral Health Providers

**Dec. 16, 2025, 12:30-4:45 p.m.**

Join Vaya and the Mountain Area Health Education Center for this free virtual event. Held in collaboration with the North Carolina Healthcare Preparedness Program, this live training will equip providers serving individuals with behavioral health, I/DD, or TBI needs with the knowledge and tools to develop and implement effective emergency preparedness and response plans.

Participants will learn how to coordinate emergency outreach, ensure continuity of care, and manage the relocation of individuals in alternative housing settings. The program emphasizes cross-sector collaboration, trauma-informed response, and resource mobilization to safeguard both members and staff during natural disasters and other emergencies.

[Learn more and register today.](#)

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)



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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