



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Jan. 9, 2026, 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.

PROVIDER TOUCHPOINT: JAN. 9, 2026

Vaya Holiday Closings

In observance of the Christmas and New Year's Day holidays, Vaya offices will be closed Dec. 24-26, 2025, and Jan. 1, 2026.

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 available 365 days a year.

Vaya will not publish a regular Provider Communication Bulletin next week due to the Christmas holiday. We will resume publication the week of Dec. 28, 2025.

3RNET Recruitment and Retention Assistance

[3RNET](#) helps health professionals find jobs in rural areas and helps employers recruit and retain health professionals in rural areas. This free service provides national exposure for recruitment efforts. Interested employers must apply to participate. Once approved, community health

centers, hospitals, private practices, and community-based organizations can post job vacancies.

Employer applications are accepted on an ongoing basis. For more information, visit the [Rural Health Information Hub](#), email info@3rnet.org, or call 1-800-787-2512.

LEARNING AND PARTICIPATION OPPORTUNITIES

Heart Health: Free Virtual Training Jan. 9, 2026, 10 a.m.-12 p.m.

This course, designed for community stakeholders and people interested in learning about heart health, focuses on improving heart health and reducing the risk of heart disease. Participants learn how to recognize early warning signs, understand personal risk factors, and take practical steps to monitor and manage their heart health. The training also covers how mental health can influence overall well-being. [Register online](#).

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



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