



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Sept. 4, 2026, 11 a.m.-12 p.m.

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

PROVIDER TOUCHPOINT: SEPT. 4, 2026

Vaya Learn TCM Training: Open Office Hours

Vaya will offer Open Office Hours to help providers navigate the Vaya Learn portal to access and complete our new Tailored Care Management (TCM) training curriculum. Learn more about the curriculum in [Provider Communication Bulletin 2026-27, Issue 10](#) (Aug. 13, 2026).

Vaya Learn helps providers complete required trainings, access professional development opportunities, track learning completion, maintain training records, and download certificates for documentation. **Review the [Vaya Learn Training and Navigation Guide](#) to learn more or join a live demo during upcoming Open Office Hours:**

- Sept. 8, 2026, 11 a.m.-12 p.m. [Join on Microsoft Teams](#)
- Sept. 10, 2026, 2-3 p.m. [Join on Microsoft Teams](#)

We encourage all care management staff who are required to complete TCM trainings to attend one of the Open Office Hours sessions. Registration is not required. Email questions to provider.training@vayahealth.com.

Vaya Partners Merger Updates, Information Sessions – Provider Contracting

Aug. 31, 2026, 2-3 p.m.

Provider Information Sessions

Vaya and Partners Health Management are preparing to merge effective Oct. 1, 2026, to form Vaya Partners. **Stay informed throughout the transition by attending our weekly Provider Merger Information Sessions, held 2-3 p.m. on Mondays.** Join subject matter experts, including utilization management and claims staff, for important updates and answers to common questions. Registration is not required, and recordings of previous sessions are available online.

Join our upcoming session on Provider Network Operations Department contracting from **2-3 p.m., Aug. 31, 2026**, on [Microsoft Teams](#).

Website Provider FAQ Form Available

Vaya and Partners are launching a new website in advance of the two organizations merging on Oct. 1, 2026. To learn more, visit the [Vaya Partners](#) webpage and [Provider FAQ](#). To get answers to your questions, submit our [Provider FAQ](#) form.

Provider Contracting

All network providers contracted with Partners but not Vaya, and who are in good standing with both organizations, should have received contracts by July 31, 2026. If you have not received a contract, email contracts@partnersbhm.org and include the provider's legal name, NPI number, legal signatory full name, title, email address, and phone number. Providers who are currently contracted with Vaya will receive contract amendments by the end of August.

Provider Portal Downtime

The [Provider Portal](#) authorization section will be unavailable from 11 p.m., Saturday, Aug. 29, to 6 a.m., Sunday, Aug. 30, 2026. Please do not plan to create authorizations during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

In Lieu of Service Program Updates Effective Oct. 1, 2026

As part of the Vaya and Partners merger, Vaya Partners will implement updates to several in lieu of service (ILOS) offerings upon launch on Oct. 1, 2026. Most services will continue without disruption; however, please review [the following memo](#) for key operational, authorization, billing, and service updates.

LEARNING AND PARTICIPATION OPPORTUNITIES

Provider Portal Trainings 2026

Vaya is offering trainings to help providers navigate our [Provider Portal](#). Subject matter experts will be available to answer questions, and registration is not required. Provider Portal job aids are also available on the [Resources](#) page of our Provider Central website. Upcoming training opportunities include:

General Provider Portal Overview and Navigation

- Sept. 1, 1-2 p.m. [Join Microsoft Teams](#)
- Sept. 3, 10-11 a.m. [Join Microsoft Teams](#)

Utilization Management Provider Portal Authorizations

- Sept. 1, 10-11 a.m. [Join Microsoft Teams](#)
- Sept. 3, 1-2 p.m. [Join Microsoft Teams](#)

Provider Portal Claims Overview

- Sept. 2, 1-2 p.m. [Join Microsoft Teams](#)
- Sept. 7, 10-11 a.m. [Join Microsoft Teams](#)

For more information, email provider.training@vayahealth.com.

Intentional Family Engagement to Improve Employment Outcomes Webinar

Sept. 9, 2026, 3-4:30 p.m.

This free, virtual session will provide practical information, strategies, and tools for disability service providers, disability organizations, and state agencies to engage families in the employment journey. [Learn more or register online](#).

Training Schedule for Work First/CPS Substance Use Initiative

New Qualified Professionals in Substance Abuse (QPSAs) who have joined the Work First/Child Protective Services Substance Use Initiative are encouraged to participate in the Orientation and Completing the Report trainings. These sessions offer an opportunity to gain a foundational understanding of their unique role and the intricacies of completing the quarterly report.

Orientation training will be held 1-2:30 p.m., Sept. 29, 2026. Completing the Report training will be held 10-11:30 a.m., Oct. 2, 2026. **The Zoom link for both events is the same.** [Join via Zoom](#) (meeting ID: 935 6644 2993; audio only: 301 715 8592).

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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