



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Open Office Hours for Same-Day Prior Authorization Today

[Provider Portal](#) today, Aug. 4, 2026, Vaya Health's Open Office Hours for Same-Day Prior Authorization are available to providers seeking additional information about the new authorization process for Research-Based Behavioral Health Treatment (RB-BHT), Acute Inpatient Physical Health Services, and Hospice.

Vaya will hold the first Open Office Hours from 1-2 p.m. today. Join on [Microsoft Teams](#). Providers are invited to join to learn more about the authorization process, ask questions, and receive support related to the implementation of same-day approvals.

We will hold a second session from 11 a.m.-12 p.m. Thursday, Aug. 6, 2026, on [Microsoft Teams](#).

Providers requesting authorization for these services should continue to submit requests through the Vaya [Provider Portal](#). Participation in Open Office Hours is optional and is not required for requests to be eligible for same-day approval. For more information, email provider.info@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](#).

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

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