

Known System Issues

Updated on September 18, 2026



The table below provides an overview of known system issues affecting Vaya Health network providers. Vaya updates this information weekly on Fridays. For more information or to report technical issues, submit a [Provider Service Desk Request Form](#) or call 1-800-893-6246, ext. 1500.

ID	Provider Type	Number of Impacted Providers	Category	Issue Description	Date Issue Identified	Days Open	Estimated Fix Date	Status	Issue Resolution	Interest Penalties Owed?	Date Resolved
66	All Providers	Unknown	Claims	Vaya Health has identified an issue occurring for certain claims billing with procedure codes requiring modifiers 26 and HQ. Claims billing with these modifiers are not correctly matching Service Categories in the claims adjudication system and are receiving denials for “Service Category Not Found.” Vaya is working with the vendor to resolve the issue.	5/11/2025	479	TBD	Resolved	Vaya is working with the vendor to determine the cause of the claim-to-service category matching issue. The claim-to-service category matching process continues to cause incomplete claims adjudication in some cases. June 18, 2026 update: Vaya has implemented companion service categories with the 26 modifier for applicable scenarios to help resolve the issue for the majority of applicable claims. September 4, 2026 update: The vendor has deployed a fix for the claim-to-service category matching issue. Vaya has tested the fix and confirmed that the issue is resolved.	No	9/1/2026

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79	All Providers	Unknown	Claims	Vaya Health has identified an issue with claims re-adjudication related to the reversal of the October 2025 Rate Reduction that is causing balancing issues with Remittance Advice (RA) files. Vaya is reviewing the issue to identify affected providers and researching to find a resolution.	2/18/2026	213	TBD	In Progress		No	TBD
86	All Providers	Unknown	Claims	Vaya Health has identified an issue with claims pending erroneously for and error stating, “No Provider Found.” The issue appears to be related to a recent update to a vendor’s system, and Vaya is working with the vendor to reach a resolution. Affected claims may be delayed in processing and subsequently payment due to the error.	7/8/2026	73	7/14/2026	In Progress	Claims identified by Vaya’s staff that display the error, “No Provider Found,” are being sent through manually for processing. No provider action is required at this time.	No	TBD