Known System Issues

Updated on November 6, 2026

The table below provides an overview of known system issues affecting Vaya Partners network providers. Vaya Partners 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 Partners 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 Partners is working with the vendor to resolve the issue.	5/11/2025	479	TBD	Resolved	Vaya Partners 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 Partners 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 Partners has tested the	No	9/1/2026

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									fix and confirmed that the issue is resolved.		
79	All Providers	Unknown	Claims	Vaya Partners 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 Partners is reviewing the issue to identify affected providers and researching to find a resolution.	2/18/2026	262	TBD	In Progress		No	TBD
86	All Providers	Unknown	Claims	Vaya Partners 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 Partners 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	122	7/14/2026	In Progress	Claims identified by Vaya Partners’ 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

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91	Essential Providers	99	Claims	Vaya Partners has identified an issue related to claims that were submitted to a vendor without adjusted rates. This issue affects legacy Vaya Health Personal Care Services (PCS) claims with non-EVV services with dates of service on or after August 1, 2026. Vaya Partners is working to adjust claims with improperly calculated per diem rates and reprocess affected claims for proper payment.	9/30/2026	38	11/9/2026	In Progress	October 30, 2026 update: Effective October 26, 2026, Vaya Partners has updated rates to reflect the correct current Congregate Settings PCS claims rate. Vaya Partners is working to reprocess affected claims and will update the issue resolution when affected claims have reprocessed. November 6, 2026 update: Vaya Partners has reprocessed affected claims and is monitoring to ensure the issue is resolved.	Yes	TBD

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