



2021 Provider Reference Guide

Corporate Mission Statement: VIVA HEALTH is an Alabama-based health plan committed to offering quality health care coverage at an affordable price. We strive to meet this commitment by maintaining a highly dedicated and skilled workforce and by fostering a corporate culture that promotes continuous improvement, innovation, teamwork, and integrity. We value our relationships with employers, health care providers, and members and strive to be responsive to their needs and to deliver superior service.

Medical Management: will assist your staff with all authorization requests. VIVA HEALTH requires all providers to request an authorization in advance of rendering services. Please note although Medicare allows up to 14 calendar days to process a decision, Medical Management attempts to process ALL authorization requests within 7 calendar days upon receipt of required information.

Telephone: (205) 558-7475, (205) 933-1201, or (800) 294-7780; **Fax:** (205) 933-1232 or (205) 449-7049

Authorization List

THIS AUTHORIZATION LIST IS NOT ALL-INCLUSIVE AND SUBJECT TO CHANGE

<ul style="list-style-type: none"> Some VIVA HEALTH Plans require a PCP referral to see a specialist. See VIVA HEALTH Product Descriptions on reverse-side of Provider Reference Guide. 	<ul style="list-style-type: none"> Arteriograms Select Injections
<ul style="list-style-type: none"> All In-Patient and observation admissions (for emergencies, VIVA HEALTH should be notified within 24 hours of admission or next business day) 	<ul style="list-style-type: none"> Genetic Testing Adaptive Behavioral Analysis (ABA) Therapy Transcranial Magnetic Stimulation (TMS)
<ul style="list-style-type: none"> Outpatient Surgery, including Wound Care 	<ul style="list-style-type: none"> Cardiac Caths
<ul style="list-style-type: none"> Inpatient Rehabilitation or Day Treatment (letter of medical necessity required) 	<ul style="list-style-type: none"> Cardiac and Pulmonary Rehab
<ul style="list-style-type: none"> Non-emergent out-of-network, out-of-panel, or out-of-area services 	<ul style="list-style-type: none"> Holter Monitors worn longer than 24 hours
<ul style="list-style-type: none"> Non-emergent Ambulance Transport 	<ul style="list-style-type: none"> Myelograms and Discograms
<ul style="list-style-type: none"> Transplant Services 	<ul style="list-style-type: none"> Sleep Studies: C-PAP, MSLT, PSNG (copies of medical records with symptoms listed required)
<ul style="list-style-type: none"> All Sinus or Nasal Surgery (copies of medical records required) excluding in-office scopes 	<ul style="list-style-type: none"> Pain Clinic Care
<ul style="list-style-type: none"> All Plastic Surgery regardless of the place of service (copies of medical records, pre-op photos and letter of medical necessity required) 	<ul style="list-style-type: none"> All Ancillary Services (home health, IV therapy, hospice care, orthotics, prosthetics, etc.)
<ul style="list-style-type: none"> Skilled Nursing Facility Admissions Most in-office surgeries See Provider Manual regarding Diabetic Supplies 	<ul style="list-style-type: none"> DME: If DME equipment is distributed by the physician's office but billed by the DME provider, an authorization is required. However, DME equipment with charges less than \$500.00 and billed by a physician does not require an authorization; except diabetic shoes/ inserts, which always require an authorization.
<ul style="list-style-type: none"> Rehabilitation Services: Physical, Occupational, and Speech Therapy 	<ul style="list-style-type: none"> Prescriptions requiring Prior Authorization Intensive Outpatient Therapy
<ul style="list-style-type: none"> Photodynamic Therapy regardless of place of service 	<ul style="list-style-type: none"> Neuropsych Testing
<ul style="list-style-type: none"> All scopes performed outside the physician's office excluding Colonoscopy and EGD 	<ul style="list-style-type: none"> Radiology (MRI, MRA, PET, CT, CTAs) Oncology Drugs Electroconvulsive Therapy

*For authorization forms visit www.vivaprovider.com or call 1-800-294-7780



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Provider Customer Service: Provides assistance with office changes, EOB, and application requests, eligibility, benefit, and payment inquiries.

Telephone: (205) 558-7474 or (800) 294-7780

Fax: (205) 449-7849

Website: www.vivaprovider.com

Provider Services Email: vivaproviderservices@uabmc.edu

Provider Credentialing Email: vivacredentialing@uabmc.edu

New Provider Contracting Email: vivaparticipation@uabmc.edu

- Our website contains useful forms, tools, and resources for your office staff. There you may find fax authorization request forms, provider manuals, and directories, SNP MOC, and CMS-Required Compliance Training.
- **The Provider Portal** is a secure web-based application designed to give providers fast access to member eligibility, authorization status, and claim payment information. For access visit www.vivaprovider.com and select Provider Portal. Complete and submit the Provider Portal online registration form. Provider Customer Service will contact you directly with your login ID and password. For password resets or reactivations please email vivaproviderportal@uabmc.edu or contact Provider Customer Service directly @ 205-558-7474.

Claims: Claims must be submitted within 180 days of the date of service. A request to reprocess or adjust a claim must be received within 180 days of the original check/explanation of payment date.

Appeals: A written appeal should explain the reason for the appeal and provide detailed service(s) and date(s). Please attach all pertinent information to support the appeal, such as medical records, proof of timely filing, or the other carrier's Explanation of Payment.

VIVA HEALTH Claims: PO Box 55926 Birmingham, AL 35255-5926

VIVA MEDICARE: PO Box 55209 Birmingham, AL 35255-5209

Electronic Claims Submission: VIVA Clearinghouse Vendor: Change Healthcare; Payer ID: 63114

Provider Appeals: 417 20th Street North, Suite 1100
Birmingham, Alabama 35203

Lab Testing and Services: VIVA HEALTH covers most in-office lab tests and services. Physicians may use any independent or hospital-based labs contracted with VIVA HEALTH.

Secondary Carrier: Physician claims can be filed electronically. Facility claims must be filed as a paper claim with primary carrier's Explanation of Payment.

VIVA HEALTH Products Descriptions: All plans must use participating providers

VIVA Access: "Open access" means a PCP referral is not required to see a specialist. ID card will identify "no referral required."

VIVA HEALTH: "Gatekeeper" means a PCP referral is required to see a specialist **except** for OB/GYN, Optometry, and Ophthalmology. ID card will indicate the name and telephone number of the chosen PCP.

VIVA UAB: "Gatekeeper" means a PCP referral is required to see a specialist **except** for OB/GYN, Optometry, & Ophthalmology. Adults must use UAB Health System providers **except** for Vision and Pain Management. ID card will indicate the name and telephone number of the chosen PCP. Dependents under age 18 may use any VIVA HEALTH Participating Hospital and Physician. No referrals needed.

VIVA MEDICARE: VIVA MEDICARE is only available in participating counties and the member must choose a PCP. No PCP referral is required for members to see a participating specialist within the chosen provider system.

VIVA MEDICARE Me: This plan is available within either the VIVA MEDICARE Me at Baptist Health or the VIVA MEDICARE Me at St. Vincent's provider networks. Members of this plan must reside in Jefferson, Blount, Shelby, St. Clair, Talladega, or Walker county. The plan ID card will indicate the member's PCP and Provider System as either VIVA MEDICARE Me at Baptist Health or VIVA MEDICARE Me at St. Vincent's. This plan has a limited network. Members who see providers in either the Baptist Physician Alliance or the St. Vincent's Physician Alliance networks do not require a PCP referral.

Southeast Health Me: This is a limited network Plan only available in Dale, Houston, Henry, and Geneva counties. The member must choose a PCP within the Southeast Health Me provider network. No PCP referral is required.

Open Provider System: The ID card will indicate the PCP and Provider System as open access to see any participating specialist at any par hospital. No PCP referral is required.

New Provider System: VIVA Medicare members who have selected a PCP in the UAB, Medical West, or St. Vincent's (including East, Birmingham, Blount, Chilton, and St. Clair) provider systems as of January 1, 2021 will be able to see specialist affiliated with any of these hospital systems. The member's id card will reflect a green stripe. Members will not require a PCP referral to see a specialist within these provider systems. These members may also access hospital care at any of these hospital systems with prior authorization.

- Podiatry, Chiropractic, Optometry, and Ophthalmology are open to all.
- Rheumatology and Endocrinology are open to all **except** any of the Me plans.
- Dermatology is open to all **except** VIVA MEDICARE Me at St. Vincent's.
- Allergy and Immunology are open to all **except** VIVA MEDICARE Me at St. Vincent's.
- Oral Maxillofacial Surgery is open to all **except** VIVA MEDICARE Me at St. Vincent's and Southeast Health Me.