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*

- Some VIVA HEALTH Plans require a PCP referral to see a specialist. See VIVA HEALTH Product Descriptions on reverse-side of Provider Reference Guide.
- Arteriograms
- Select Injections
- All In-Patient and observation admissions (for emergencies, VIVA HEALTH should be notified within 24 hours of admission or next business day)
- Genetic Testing
- Outpatient Surgery, including Wound Care
- Cardiac Caths
- Inpatient Rehabilitation or Day Treatment (letter of medical necessity required)
- Cardiac and Pulmonary Rehab
- Non-emergent out-of-network, out-of-panel, or out-of-area services
- Holter Monitors worn longer than 24 hours
- Non-emergent Ambulance Transport
- Myelograms and Discograms
- Transplant Services
- Sleep Studies: C-PAP, MSLT, PSNG (copies of medical records with symptoms listed required)
- All Sinus or Nasal Surgery (copies of medical records required) excluding in-office scopes
- Pain Clinic Care
- All Plastic Surgery regardless of the place of service (copies of medical records, pre-op photos and letter of medical necessity required)
- All Ancillary Services (home health, IV therapy, hospice care, orthotics, prosthetics, etc.)
- Skilled Nursing Facility Admissions
- 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.
- Most in-office surgeries
- See Provider Manual regarding Diabetic Supplies
- See Provider Manual regarding Diabetic Supplies
- Rehabilitation Services: Physical, Occupational, and Speech Therapy
- Prescriptions requiring Prior Authorization
- Photodynamic Therapy regardless of place of service
- Neuropsych Testing
- All scopes performed outside the physician’s office excluding Colonoscopy and EGD
- Radiology (MRI, MRA, PET, CT, CTAs)
- Note: (Nuclear Med) authorizations are required for Medicare Me Plans only
- Oncology Drugs

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

This and other pertinent information can be found in VIVA HEALTH’s provider resources page at http://www.vivaprovider.com/Resources/Manuals.
Provider Customer Service: Provides assistance with office changes, EOB, and application requests, eligibility, benefits, 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.

VIVA HEALTH: PO Box 55926 Birmingham, AL 35255-5926
VIVA MEDICARE: PO Box 55209 Birmingham, AL 35255-5209
Electonic Claims Submission: VIVA Clearinghouse Vendor: Change Healthcare; Payer ID: 63114

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 of VIVA MEDICARE Plus, Premier, Select, Prime, or Extra Value 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 beginning 1/1/2020. 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.
Closed Provider System: UAB, St. Vincent’s East (including Blount and St. Clair), and Medical West members must receive all care within their chosen provider network. The ID card will indicate the PCP and Hospital affiliated with their Provider System. However, the following specialties are open in the Closed Provider System:
• Podiatry, Chiropractic, Optometry, and Ophthalmology, and Pain Management are open to all.
• Rheumatology and Endocrinology are open to all except UAB, Medical West, and any of the Me plans.
• Dermatology is open to all except UAB and VIVA MEDICARE Me at St. Vincent’s.
• Allergy and Immunology are open to all except St. Vincent’s East and VIVA MEDICARE Me at St. Vincent’s.
• Oral Maxillofacial Surgery is open to all except St. Vincent’s East, VIVA MEDICARE Me at St. Vincent’s, and Southeast Health Me.

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.

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• Allergy and Immunology are open to all except St. Vincent’s East and VIVA MEDICARE Me at St. Vincent’s.
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