



## Important Update: Discontinuation of Authorization Request via Fax

Effective **March 31<sup>st</sup>, 2026**, VIVA HEALTH will no longer accept authorization requests or related records submitted via fax.

What's Changing:

- All authorization requests for medical services (including outpatient services, planned inpatient admissions, surgical procedures, imaging, DME, referrals, medications, home health, etc.) must be submitted through the VIVA HEALTH Provider Portal or by phone.
- All related clinical records for these services must be uploaded through the VIVA HEALTH Provider Portal at the time of submission or added to the authorizations that are pending review.

What You Need to Do:

- If you are not enrolled in the Provider Portal, please visit [www.vivaproviders.com](http://www.vivaproviders.com) to complete self-registration.
- Provider Portal registration tips are available at: [www.vivahealth.com/provider/provider-portal/](http://www.vivahealth.com/provider/provider-portal/)

If you have questions or need assistance, please email [vivaproviderservices@uabmc.edu](mailto:vivaproviderservices@uabmc.edu) or contact your Provider Representative directly.

Thank you for your continued partnership with VIVA HEALTH.



## Connect for Quality (C4Q) Program Updates

The electronic Comprehensive Review Form (eCRF) has been online for a year and has shown to be a success. This is in large part due to your continued collaboration and willingness to embrace this change. We are still making improvements to the portal to optimize performance, capture accurate risk adjustment, close quality gaps, and identify members in need of care coordination. Please reach out to your Connect for Quality (C4Q) nurse if you need any assistance or additional education with the portal or the form.

With a new year brings new opportunities to assist our members in closing any quality measure gaps they have and continue to work on improving their health. You will be receiving updated reports reflecting your 2026 membership and the quality gaps that are open. The 2026 Bonus Quality Incentive Compensation Schedule and CRF payment schedule are all active and you should be getting copies from your C4Q nurse. You can also see both forms [here](#). You will still receive monthly reimbursement for CPT II codes captured on claims, those payments will be processed separately from the EOB for the office visits, in a similar manner to the eCRF reimbursements. We thank you for your commitment to our members and working with us to enhance the quality of services provided.

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## 100-Day Supply - New 2026 Pharmacy Benefit

As of January 1, 2026, our VIVA MEDICARE members will be able to fill their prescriptions for 100-day supplies at their pharmacy\*. We hope this can improve our members ability to access their medication. When writing prescriptions for your VIVA MEDICARE members in 2026, please consider writing for a 100-day supply when you feel it may be appropriate.

*\*Please note that specialty medications and some controlled substances may not be filled for 100-day supplies.*

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## Medicare's Open Enrollment Period

The Medicare Advantage Open Enrollment Period (MA OEP) is currently active until March 31 to beneficiaries who were already enrolled in a Medicare Advantage plan as of January 1. During this enrollment period, beneficiaries can make a one-time change to go to another Medicare Advantage plan or Original Medicare (and make a coordinating change to add or drop Part D prescription drug coverage).

If your patients would like more information about the VIVA MEDICARE plans available in their county, please ask them to call:

**1-888-830-8482 (toll-free) | TTY: 711**

8am - 8pm, Monday - Friday (Oct 1 - Mar 31: 8am - 8pm, 7 days a week)

Or visit us online at [www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)