

Provider Services

1-877-762-3515

Online Resources

www.devoted.com/providers

For our most up-to-date Reference Guide, Provider Manual, and more

Claims Submission

ELECTRONIC

Availity Clearinghouse or
Change Healthcare

Payer ID: **DEVOT**

PAPER

Devoted Health – Claims
PO Box 211524
Eagan, MN 55121

EFT

 www.payspanhealth.com

Referrals & Prior Authorization

DEVOTED PROVIDER PORTAL VIA

 www.availity.com

FAX

1-877-264-3872

REFERRAL & PRIOR AUTH LISTS

Visit devoted.com/providers for more info or see the reverse side.

Contact Info & Resources

PROVIDER INFO UPDATES	provider-updates@devoted.com
CREDENTIALING	credentialing@devoted.com
PHARMACY	pharmacy@devoted.com devoted.com/prescription-drugs
PROVIDER & PHARMACY DIRECTORY	devoted.com/search-providers
EVIDENCE OF COVERAGE (EOC)	devoted.com/plan-documents
MEMBER ELIGIBILITY STATUS	www.availity.com
FRAUD, WASTE, AND ABUSE HOTLINE	1-855-292-7485
STARS & RISK	1-877-420-4662 Fax starsandriskgmt@devoted.com Email
MEMBER SERVICES	1-800-DEVOTED (TTY 711) 1-800-338-6833

Member Benefit Resources

BEHAVIORAL HEALTH*	1-800-776-8684	Magellan
DENTAL	1-855-398-8411	DentaQuest
FITNESS	1-866-584-7389	SilverSneakers
HEARING	1-844-278-9079	TruHearing
HOME HEALTH, DME, AND INFUSION**	1-844-215-4264 1-844-215-4265	Integrated Home Care Services Fax
LAB SERVICES	1-800-877-5227 1-866-697-8378	LabCorp Quest Diagnostics
MEALS	1-833-485-7877	Independent Living Systems
ONCOLOGY	1-888-916-2616	Oncology Analytics (web portal access, ext. 806)
OPTOMETRY	1-800-341-5472	EyeQuest
PHARMACY**	1-800-378-5697 1-800-238-7828 1-855-344-0930	CVS - General/Mail Order (verbal prescription, press option 3) Specialty Pharmacy Coverage Determinations & Appeals
TRANSPORTATION	1-305-715-5727	Alivi

*Please advise members to call Magellan directly for behavioral health services.

**Freestyle Libre and fingerstick blood sugar testing supplies (OneTouch products preferred) should be fulfilled at a network pharmacy or CVS Caremark Mail Service.

Prior Authorizations**

Out-of-Network Services and Care

All out of network services and care require pre-authorization.

Inpatient Services

Acute Inpatient Admissions

Inpatient Rehab

LTAC Admissions

Mental Health/Substance Abuse

OBS

Notification Only

Partial Hospitalizations (PHP)

SNF Admissions

Outpatient Services

Advanced Radiology Services

MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans

Ambulance (Non-Emergent) Transport

Behavioral Health Services

Visit our website for specifics.

Cardiac Devices

Cardiology Services

Cardiac Imaging, Cardiac Cath, and Diagnostic Cardiac Procedures

Chemotherapy

Including supportive drugs and symptom management drugs

Cosmetic and Plastic Surgery

Dialysis

DME Items

Certain DME items may require a prior authorization. Please refer to the website for full details.

Home Health/Home Infusion

Hyperbaric Treatments

Medicare Part B Drugs

Visit our website for specifics.

Molecular & Genetic Testing

Including associated labs

Prosthetics

Radiation Therapy

Sleep Diagnostics

Spine-related Interventions

Transplant Services

Wound Therapy

Negative pressure wound therapy (NPWT)

*Referrals are not required except for OT/PT/ST. For OT/PT/ST, the initial evaluation requires a referral.

**This listing is not all-inclusive. For a complete listing of services requiring authorization, the most up-to-date version of this guide, or our complete Provider Manual, visit www.devoted.com/providers.