

## Provider Services

1-877-762-3515

## Online Resources

[www.devoted.com/providers](http://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](http://www.payspanhealth.com)

## Referrals & Prior Authorization

### DEVOTED PROVIDER PORTAL VIA

 [www.availity.com](http://www.availity.com)

### FAX

1-877-264-3872

### REFERRAL & PRIOR AUTH LISTS

Visit [devoted.com/providers](http://devoted.com/providers) for more info or see the reverse side.

## Contact Info & Resources

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

## Member Benefit Resources

|                           |  |  |
|---------------------------|--|--|
| <b>BEHAVIORAL HEALTH*</b> | 1-800-776-8684   | Magellan   |
| <b>DENTAL</b>             | 1-888-308-9345   | DentaQuest   |
| <b>FITNESS</b>            | 1-866-584-7389   | SilverSneakers   |
| <b>HEARING</b>            | 1-844-278-9079   | TruHearing   |
| <b>LAB SERVICES</b>       | 1-800-229-5227<br>1-800-877-5227<br>1-866-697-8378<br>1-800-595-1275 | BioReference<br>LabCorp<br>Quest Diagnostics<br>Clinical Pathology Laboratories  |
| <b>MEALS</b>              | 1-833-485-7877   | Independent Living Systems   |
| <b>ONCOLOGY</b>           | 1-888-916-2616   | Oncology Analytics<br>(web portal access, ext. 806)  |
| <b>OPTOMETRY</b>          | 1-800-738-1889   | Premier Eye Care   |
| <b>PHARMACY**</b>         | 1-800-378-5697<br>1-800-238-7828<br>1-855-344-0930                   | CVS - General/Mail Order<br>(verbal prescription, press option 3)<br>Specialty Pharmacy<br>Coverage Determinations & Appeals |
| <b>TRANSPORTATION</b>     | 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 & Referrals\*\*

## Authorization Required

### 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**
- **OBS** Notification Only
- **SNF Admissions**
- **Mental Health/Substance Abuse**
- **Partial Hospitalizations (PHP)**

### Outpatient Services

- **Advanced Radiology Services** MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans
- **Ambulance (Non-Emergent) Transport**
- **Behavioral Health Services**
- **Cardiac Devices**
- **Cardiology Services** Cardiac Imaging, Cardiac Cath, and Diagnostic Cardiac Procedures
- **Chemotherapy** Including supportive drugs and symptom management drugs
- **Cosmetic and Plastic Surgery**
- **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**
- **Molecular & Genetic Testing** Including associated labs
- **Prosthetics**
- **Radiation Therapy**
- **Sleep Diagnostics**
- **Spine-related Interventions**
- **Transplant Services**
- **Wound Therapy**

## Referral Required

- Allergist (immunologist)
- Cardiac electrophysiologist
- Cardiologist
- Cardiovascular surgeon
- Colon and rectal surgeon
- CT/CTA\*
- Dermatologist (Visit 6 and beyond)
- Dialysis\*
- Endocrinologist
- Gastroenterologist
- Genetic counselor
- Gynecologic oncologist
- Hand surgeon
- Hematologist
- Hepatologist
- Hospice and palliative medicine specialist
- Infectious disease specialist
- Interventional cardiologist
- Medical geneticist
- Nephrologist
- Neurological surgeon
- Neurologist
- Occupational medicine specialist
- Occupational therapist\*
- Oncologist
- Oral surgeon (maxillofacial surgeon)
- Orthopedic surgeon
- Otolaryngologist (ear, nose, and throat specialist)
- Pain management specialist
- Psychiatrist
- Physical therapist\*
- Plastic surgeon
- Pulmonologist
- Radiation oncologist
- Reproductive endocrinologist
- Rheumatologist
- Sleep disorders specialist
- Speech therapist\*
- Spinal cord injury specialist
- Sports medicine specialist
- Surgeon
- Thoracic surgeon
- Urologist
- Vascular surgeon

\*Please submit a referral for dialysis and CT/CTA. For OT/PT/ST, the initial evaluation requires a referral.

\*\*This listing is not all-inclusive. For a complete listing of services requiring authorization and referrals visit [www.devoted.com/providers](http://www.devoted.com/providers).