

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	1-800-440-3408	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	1-602-685-5050	Sonora Quest
MEALS	1-833-485-7877	Independent Living Systems
ONCOLOGY	1-888-916-2616	Oncology Analytics (web portal access, ext. 806)
OPTOMETRY	1-800-773-2847	BrightVision (powered by Davis Vision)
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***	1-844-913-3868	Kaizen

*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.

***Not a covered benefit for all plans. Members should verify coverage with their summary of benefits.

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)
- Cardiologist***
- Cardiovascular surgeon
- Colon and rectal surgeon
- Dermatologist
- 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

*This listing is not all-inclusive. For a complete listing of services requiring authorization and referrals visit www.devoted.com/providers. The AZ Flex Plan does not require referrals.

**Please submit a referral for dialysis. In Yavapai, referrals are not required except for OT/PT/ST. For OT/PT/ST, the initial evaluation requires a referral.

***The AZ Essence C-SNP does not require referrals for these visits. The AZ Advance C-SNP does not require referrals for endocrinologist or nephrologist visits.

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