

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

Devoted Health - DSNP Claims
P.O. Box 211523
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* 1-844-443-0986 Magellan

DENTAL** 1-888-352-7924 Liberty Dental

DIABETES, OSTOMY, AND INCONTINENCE CARE*** 1-877-902-9726 Byram Healthcare

HEARING 1-844-278-9079 TruHearing

HOME HEALTH, DME, AND INFUSION 1-844-215-4264 Integrated Home Care Services
1-844-215-4265 Fax

LAB SERVICES 1-800-229-5227 BioReference
1-800-877-5227 LabCorp
1-866-697-8378 Quest Diagnostics

MEALS 1-833-485-7877 Independent Living Systems

ONCOLOGY**** 1-888-916-2616 Oncology Analytics
(web portal access, ext. 806)

PHARMACY*** 1-800-378-5697 CVS - General/Mail Order
(verbal prescription, press option 3)
1-800-238-7828 Specialty Pharmacy
1-855-344-0930 Coverage Determinations & Appeals

TRANSPORTATION 1-305-715-5727 Alivi

VISION 1-800-738-1889 Premier Eye Care

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

**No dental network requirements for PPO plan members.

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

****Oncology Analytics will be used in all counties, except Miami-Dade, Broward, and Palm Beach counties.

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**

HMO Referral Requirements**

- Cardiologist
- Cardiovascular surgeon
- Colon and rectal surgeon
- 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

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

**Referrals are not required for PPO plan members, however, we recommend individuals work with their PCP to discuss specialist needs. PPO plan members are strongly encouraged to obtain prior authorization for any out-of-network services.

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

Devoted Health is an HMO and PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.