

Hospital Discharge Planning Resource Guide



This reference guide provides a list of the departments at Vivida Health that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Vivida Health has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. Vivida Health provides services in Region 8.

For more information contact Vivida Health at **844-243-5175** or check their website at **VividaHealth.com**.

Utilization Management

Support provided: Authorizations related to outpatient services, including home health, IV infusion, DME, and hospice

Phone number: **844-243-5175**

Hours of operation during non-holidays:

Monday - Friday from 8 a.m. - 7 p.m. EST

Contact after hours or weekends: 844-824-8653

Escalation contact: Nurseline 844-865-7920

Transportation

Support provided: Non-emergency transportation home upon discharge and to medical appointments

Phone number: **844-243-5175**

Hours of operation during non-holidays:

Monday - Friday from 8 a.m. - 5 p.m. EST

Contact after hours or weekends: 877-848-5993

Special instructions for after hours or weekends:

Available 24/7/365

Escalation contact: One Call 877-848-5993

Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, information on what drugs require a PA.

Phone number: **844-243-5175**

Hours of operation during non-holidays:

Monday - Friday from 8 a.m. - 5 p.m. EST

Contact after hours or weekends: 844-253-1334

Special instructions for after hours or weekends: None

Escalation contact: CVS 844-253-1334

Case Management

Support provided: Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers

Phone number: **844-243-5175**

Hours of operation during non-holidays:

Monday - Friday from 8 a.m. - 5 p.m. EST

Contact after hours or weekends: 844-865-7920

Special instructions for after hours or weekends: None

Escalation contact: Nurseline 844-865-7920

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact **844-243-5175**.

Click to view the **Vivida Health Provider Directory and Administrative Guides**.