



## Provider Quick Reference Guide

Website: <https://www.vividahealth.com/providers/Join-Our-Network.aspx>

Important Telephone Numbers		
<b>Member Services</b> (844) 243-5131	<b>IVR Automated System</b> (844) 243-5131	<b>Provider Services</b> (844) 243-5175 (888) 396-1226 Fax
<b>Utilization Management</b> (844) 824-8653 (888) 522-6740 Inpatient Fax (888) 522-6740 Outpatient Fax (844) 824-8653 Concurrent Review (844) 824-8653 Retrospective Review	<b>Pharmacy Prior Authorization</b> (844) 716-5385  <b>VIVIDA Compliance Hotline</b> (800) 695-1476 Code: VHP (888) 419-3456 Fax	<b>Pregnancy Notification</b> (888) 854-3929 Fax  <b>Florida Abuse Hotline</b> (800) 962-2873
Vendor/Subcontractor Services		
Behavioral Health— <b>Beacon Health Options</b> (888) 710-2316 (24 hours/7 days/week) <a href="http://www.beaconhealthoptions.com">www.beaconhealthoptions.com</a>	Nurse Advice Line— <b>Health Dialog</b> (844) 865-7920 (24 hours/7 days/week) <a href="mailto:referral@healthdialog.com">referral@healthdialog.com</a>	
Transportation (Non-emergent)— <b>OneCall</b> (877) 848-5993 (24 hours/7 days/week) (844) 418-0531 (Fax) <a href="mailto:RideRequest@onecallcm.com">RideRequest@onecallcm.com</a>	Over-the-Counter Supplies— <b>OTCHS (CVS)</b> (833) 331-1571 (toll free) (866) 682-6733 (Fax) <a href="https://vivida.otchs.com">https://vivida.otchs.com</a>	
DME/Home Health/Infusion Pharmacy— <b>Coastal Care Services, Inc.</b> (855) 481-0505 (24 hours/7 days/week) (855) 481-0606 (Fax) <a href="http://www.ccsi.care/providers/">www.ccsi.care/providers/</a> (website) <a href="http://web.ccsi.care">http://web.ccsi.care</a> (provider portal)	Vision— <b>ICARE Health Solutions</b> (855) 373-7627 (toll-free) (305) 675-8195 (Fax) <a href="mailto:info@myicarehealth.com">info@myicarehealth.com</a> (email) <a href="http://www.myicarehealth.com">www.myicarehealth.com</a> (website)	
Provider Services		
Providers can visit the Vivida website to access the following: <ul style="list-style-type: none"> <li>• Provider Manual</li> <li>• Provider Forms</li> <li>• Provider Directory</li> <li>• Prior Authorization Guide and Referrals</li> <li>• Grievance and Appeals</li> <li>• Fraud Waste, and Abuse</li> <li>• Cultural Competency</li> <li>• Medicaid Physician Incentive Program (MPIP)</li> <li>• Clinical Practice Guidelines</li> <li>• Adding providers to an existing group</li> <li>• Reporting demographic changes</li> </ul>	Providers can visit the Vivida Portal to access the following: <ul style="list-style-type: none"> <li>• PCP Verification</li> <li>• Member Eligibility/Verification</li> <li>• Request Prior Authorization (PA)</li> <li>• Claim Submission/Inquiry and Adjustment</li> </ul> Contact Vivida’s Provider Services Department from 8 a.m. to 7 p.m. EST/SDT, Monday through Friday at (844) 243-5175 for assistance with the following services: <ul style="list-style-type: none"> <li>• Questions about claims/credentialing/network status</li> <li>• Request for a free copy of the Provider Manual</li> <li>• Register a provider complaint</li> </ul> Have you contacted Provider Services or filed an appeal and are still experiencing issues? Contact our Grievance and Appeals team to escalate outstanding concerns. G&A Phone: (844) 824-8766 (M-F 8AM - 5PM EST) G&A Email: <a href="mailto:appeals@vividahealth.com">appeals@vividahealth.com</a>	



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Claim Submission	Claim Payment Disputes
<p>VIVIDA encourages all providers to submit claims electronically.</p> <p>For support for electronic claim filing, contact your EDI software vendor or the Availity Support Line at (800) 282-4548 to arrange transmission.</p> <p><b>Vivida’s Electronic Payer ID: A0102</b></p> <p>For paper claims, please submit to Vivida at the following address:</p> <p style="text-align: center;">Vivida Health P.O. BOX 211290 Eagan, MN 55121</p> <p><b>Timely Filing</b> Claims must be submitted within the time specified in the provider agreement.</p>	<p>Provider may file a claim dispute by contacting Provider Services at (844) 243-5175 or by mail at:</p> <p style="text-align: center;">Vivida Health 6630 Orion Drive Fort Myers, FL 33912</p> <p>All requests for claims disputes including reconsiderations or adjustments must be received ninety (90) calendar days from the date of the notification of payment or denial (please refer to Provider Manual).</p> <p>Have you contacted Provider Services or filed an appeal and are still experiencing issues? Contact our Grievance and Appeals team to escalate outstanding concerns. G&amp;A Phone: (844) 824-8766 (M-F 8AM - 5PM EST) G&amp;A Email: <a href="mailto:appeals@vividahealth.com">appeals@vividahealth.com</a></p>

### Electronic Funds Transfers (EFT)

ILS will deliver claim payments via electronic funds transfer (EFT) and provide electronic remittance advice (ERA). Upon registering for ILS, you will receive online access to payment details 24/7 to view and print remittances.

The below information is needed for Online Registration:

- TAX ID
- Legal Business Name
- Bank Name
- Email Address
- Business Address/Phone
- Bank Routing Number
- Principal Name (primary decision maker)
- Billing NPI Number

Please contact ILS at [vividaeft@ilshealth.com](mailto:vividaeft@ilshealth.com) or fax (631) 963-4935 with any questions on EFT/ERA delivery.

### Pharmacy

VIVIDA will adopt the AHCA Medicaid PDL and provide coverage for all drugs and dosage forms listed therein. Refer to the PDL document for the most current list of preferred drugs:

[http://ahca.myflorida.com/medicaid/Prescribed\\_Drug/pharm\\_thera/fmpdl.shtml](http://ahca.myflorida.com/medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml).

Please contact Pharmacy Utilization Management at (844) 716-5385.

For specialty pharmacy services, please contact CVS Specialty Pharmacy Solutions at (800) 237-2767 or via email <https://www.cvsspecialty.com/wps/portal/specialty>.