



Provider Quick Reference Guide- Medical Foster Care (MFC)

Vivida Health covers Medical Foster Care Services provided to enrollees with complex medical needs to allow them to live in a foster care home. Vivida has implemented procedures to ensure enrollees continue to receive needed services and providers continue providers receive timely payment.

Continuity of Care

The 60-day period during which Vivida Health honors all services previously authorized or initiated for members who are transitioning from another Medicaid plan or the state’s Medicaid fee-for-service delivery system. During this period, Vivida will cover the continued course of treatment without authorization and without regard to provider’s participation status.

Claim Submission

Non-participating and participating providers may submit claims to Vivida, electronically or on paper as described below.

For paper claims, please submit to VIVIDA at the following address:

Vivida Health
PO BOX 211251
Eagan, MN 55121

For those interested in electronic claim filing, contact your EDI software vendor or the Change Healthcare (formerly Emdeon) Provider Support Line at (800) 845-6592 to arrange transmission.

Vivida’s Electronic Payer ID: 45488

Claims Payment

Non-participating providers will be paid at 100% of the Agency’s fee schedule for MFC services. Single case agreements are not required.

Participating providers will be paid at the contracted rate for MFC services.

Billing for MFC Services:
Level I S5145 HA

Level II S5145 TF

Level III S5145 TG

Claims Filing and Processing Timeframes

Vivida will process clean claims submitted electronically within 15 days and paper claims within 20 days.

Authorizations

Vivida does not require authorization for Medical Foster Care, regardless of the providers participation status, during the continuity of care period and after.

Providers may render MFC services without authorization even if non-participating within Vivida.

Training Materials

Providers may access Vivida’s Provider Handbook and provider training materials on Vivida’s website

[VIVIDA HEALTH - PROVIDER ORIENTATION](#)

Need help?

For assistance with contracting, credentialing, claims, authorization, or any other questions related to MFC, please contact the Vivida’s Provider Relations.

- Sarasota, Charlotte, Desoto, Glades: Tracy Holtrey.
- Lee, Hendry, Collier: Yadira Mendez
 - Providerrelations@vividhealth.com
239-343-1998

Joining the VIVIDA network

Providers may contact Vivida’s Provider Relations Department to complete the credentialing and contract process.

Vivida will also reach out to non-participating MFC providers serving VIVIDA enrollees.

Provider may file a complaint by:

- Phone: 844-824-8766 option 1 (complaints and grievances); option 2 (appeals); option 3 (State Fair Hearing questions)
- Fax: 888-879-9557
- Email: appeals@vividhealth.com
- Mail: Vivida Health
Attn: Grievance & Appeals Department
6630 Orion Drive, Ste 203
Fort Myers, FL 33912

Other Important Phone Numbers

Member Customer Service
(844) 243-5131

Provider Customer Service
(844) 243-5175
(888) 396-1226 Fax

Utilization Management
(844) 824-8653
(888) 522-6740 Fax