

# Vivida Health 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. 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 **1-844-243-5175** or check their website at **<https://www.vividahealth.com>**



## BEHAVIORAL HEALTH

### Beacon Health Options

#### Support provided:

Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory

**Phone number:** 1-888-710-2316

When you call for assistance, you will be asked to choose from the following:

Press 1 for English or for translation assistance; 2 for Spanish

Press 1 for Member or 2 for Healthcare Professional

You will then be prompted to choose the reason for your call. The choices are as follows:

- 1 - Medical Coverage
- 2 - Claims & Website
- 3 - Benefits & Eligibility
- 4 - Referrals
- 5 - Other

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 8:00 PM ET

**Contact after hours or weekends:** 1-888-710-2316

**Special instructions for after hours or weekends:** Routine matters call the next business day. Crisis Calls and Higher Levels of Care are handled 24/7.

Escalation contact:

**Primary:** Customer Service

Phone number: 1-888-710-2316

**ODU/SUD Contact Person:** Beacon\_CM@BeaconHealthOptions.com

Phone number: 1-888-710-2315

To learn more about mental health and substance use services available and to connect to resources in your area, click here [Florida Behavioral Health Impact Mental Health Resource Directory](#)

## CASE MANAGEMENT

#### Support provided:

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

**Phone number:** 1-844-243-5175

When you call for assistance, you will be asked to choose the reason for your call from the following:

- 1 - Claims or Eligibility
- 2 - Authorizations
- 3 - Pharmacy
- 4 - Behavioral Health
- 5 - Report a Critical Incident
- 6 - Translation or to speak with a Coordinator

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 5:00 PM ET

**Contact after hours or weekends:** 1-844-865-7920

When you call for assistance, you will be asked to choose from the following:

- 1 - For a Nurse Health Coach
- 2 - To choose a Health Topic

Escalation contact:

**Primary:** Nurse Advice Line  
Phone number: 1-844-865-7920

## PERINATAL CARE SUPPORT

### Health Dialog

Support provided:

Provide care coordination/care management

**Phone number:** 1-844-243-5175

When you call for assistance, you will be asked to choose the reason for your call from the following:

- 1 - Claims or Eligibility
- 2 - Authorizations
- 3 - Pharmacy
- 4 - Behavioral Health
- 5 - Report a Critical Incident
- 6 - Translation or to speak with a Coordinator

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 5:00 PM ET

**Contact after hours or weekends:** 1-844-865-7920

When you call for assistance, you will be asked to choose from the following:

- 1 - For a Nurse Health Coach
- 2 - To choose a Health Topic

Escalation contact:

**Primary:** Nurse Advice Line  
Phone number: 1-844-865-7920

## PHARMACY

### CVS

Support provided:

Authorizations related to retail drugs, specialty drugs, information on what drugs require a prior authorization (PA)

**Phone number:** 844-243-5131

When you call for assistance, you will be asked to choose the reason for your call from the following:

- 1 - Behavioral Health
- 2 - Pharmacy
- 3 - Transportation
- 4 - 24 Hour Nurse Assistance
- 5 - Eligibility, PCP, or Copays

**Hours of operation during non-holidays:** Monday to Friday from 8:00 PM to 5:00 PM ET

**Contact after hours or weekends:** 844-253-1334

When you call for assistance, you will be asked to identify yourself as a Member and then enter your phone number if prompted.

**Special instructions for after hours or weekends:** None

Escalation contact:

**Primary:** CVS

Phone number: 1-844-253-1334

## TRANSPORTATION

### Medical Transportation Management (MTM)

Support provided:

Non-emergency transportation home upon discharge

**Phone number:** 1-877-848-5993

When you call for assistance, your *Non-Emergency Transportation Program* is in English, press 8 for Spanish.

Please have your Member ID and the information for the appointment (office name and address)

You will then be prompted to answer the choices as follows:

*-If you are a member, press 1. If you are a provider or facility, press 2.*

*Please have member's Date of Birth (DOB), five-digit zip code & name available. Follow the next set of prompts:*

*-If the member's DOB is [DOB], say yes or press 1. Otherwise, say no or press 2.*

*-If the member's five-digit zip code is [zip code], say yes or press 1. Otherwise, say no or press 2 to enter the member's zip code again.*

*-If the member's name is [member name], say yes or press 1. Otherwise, say no or press 2.*

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 5:00 PM ET

**Contact after hours or weekends:** 1-877-848-5993

**Special instructions for after hours or weekends:** Available 24/7

Escalation contact:

**Primary:** Medical Transportation Management (MTM)

Phone number: 1-877-848-5993

## UTILIZATION MANAGEMENT

### Health Dialog

Support provided:

Authorizations related to outpatient services, including home health, IV infusion, durable medical equipment (DME), and hospice

**Phone number:** 1-844-243-5175

When you call for assistance, you will be asked to choose the reason for your call from the following:

1 - Claims or Eligibility

2 - Authorizations

3 - Pharmacy

4 - Behavioral Health

5 - Report a Critical Incident

6 - Translation or to speak with a Coordinator

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 7:00 PM ET

**Contact after hours or weekends:** 844-824-8653

Updated as of 5/20/2022



When you call for assistance, you will be asked to choose the reason for your call from the following:

- 1 - Transportation Services
- 2 - Durable Medical Equipment or Home Health Services
- 3 - Behavioral Health
- 4 - Vision Services
- 5 - Prescription Authorization
- 6 - Authorization Status
- 7 - All Other Reasons or New Authorizations

**Special instructions for after hours or weekends:** None

Escalation contact:

**Primary:** Nurse Line

Phone number: 1-844-865-7920

When you call for assistance, you will be asked to choose from the following:

- 1 - For a Nurse Health Coach
- 2 - To choose a Health Topic

## **SUBCONTRACTED UTILIZATION MANAGEMENT SERVICES**

### **COASTAL CARE SERVICES**

Support provided:

DME, Home Health, Infusion Pharmacy

**Phone number:** 1-855-481-0505

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 5:00 PM ET

**Contact after hours or weekends:** 1-855-481-0505

**Special instructions for after hours or weekends:** Available 24/7

Escalation contact:

**Primary:** Coastal Care Services

Phone number: 1-855-481-0505

**Secondary:** TTY

Phone number: 711

### **CVS OVER-THE-COUNTER**

Support provided:

Over-the-counter supplies

**Phone number:** 1-833-331-1571

**Hours of operation during non-holidays:** Monday to Friday from 8:00 AM to 5:00 PM ET/DST.

**Contact after hours or weekends:** None

**Special instructions for after hours or weekends:**

When you call for assistance, you will be asked to identify yourself as a Member and then enter your phone number if prompted.

Escalation contact:

**Primary:** CVS

Phone number: 1-833-331-1571

Updated as of 5/20/2022





## **iCare Health Solutions**

Support provided:

Eye care services

**Phone number:** 1-855-373-7627

**Hours of operation during non-holidays:** Monday to Friday from 8am to 5pm ET

**Contact after hours or weekends:** None

**Special instructions for after hours or weekends:** None

Escalation contact:

**Primary:**

Phone number: 1-855-373-7627

## **COMMUNITY RESOURCES**

### **Other**

Nurse Advice Line: 1-844-865-7920

<https://www.healthdialog.com/>

### **Teladoc-1800-835-2362**

When you call for assistance, you will be asked to choose from the following:

- 1 - To schedule general medical appointments, if you have a COVID concern, to set up your account or if you have questions
- 2 - If you need an update on an open case or need to update information
- 3 - For a prescription from a recent video
- 4 - To reach Livongo or MyStrength
- 5 - To reset your Teladoc Account Password
- 6 - To learn about becoming a Provider
- 7 - For a current claim
- 8 - For Media Inquiries
- 9 - To Speak to an agent

[Teladoc.com/vividahealth](https://teladoc.com/vividahealth)

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP please contact 1-844-243-5175.

Vivida Health Provider Directory & Administrative Guides <https://www.vividahealth.com/providers/>