

## Provider Services

1-877-762-3515

## Online Resources

[www.devoted.com/providers](http://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

### EFT

 [www.payspanhealth.com](http://www.payspanhealth.com)

## Referrals & Prior Authorization

### DEVOTED PROVIDER PORTAL VIA

 [www.availity.com](http://www.availity.com)

### FAX

1-877-264-3872

### REFERRAL & PRIOR AUTH LISTS

Visit [devoted.com/providers](http://devoted.com/providers) for more info or see the reverse side.

## Contact Info & Resources

<b>PROVIDER INFO UPDATES</b>	<a href="mailto:provider-updates@devoted.com">provider-updates@devoted.com</a>
<b>CREDENTIALING</b>	<a href="mailto:credentialing@devoted.com">credentialing@devoted.com</a>
<b>PHARMACY</b>	<a href="mailto:pharmacy@devoted.com">pharmacy@devoted.com</a> <a href="http://devoted.com/prescription-drugs">devoted.com/prescription-drugs</a>
<b>PROVIDER &amp; PHARMACY DIRECTORY</b>	<a href="http://devoted.com/search-providers">devoted.com/search-providers</a>
<b>EVIDENCE OF COVERAGE (EOC)</b>	<a href="http://devoted.com/plan-documents">devoted.com/plan-documents</a>
<b>MEMBER ELIGIBILITY STATUS</b>	<a href="http://www.availity.com">www.availity.com</a>
<b>FRAUD, WASTE, AND ABUSE HOTLINE</b>	1-855-292-7485
<b>MEMBER SERVICES</b>	1-800-DEVOTED (TTY 711) 1-800-338-6833

## Member Benefit Resources

<b>ACUPUNCTURE</b>	1-866-535-1674	Whole Health Networks (Tivity)
<b>BEHAVIORAL HEALTH*</b>	1-800-776-8684	Magellan
<b>DENTAL</b>	1-855-398-8411	DentaQuest
<b>FITNESS</b>	1-866-584-7389	SilverSneakers
<b>HEARING</b>	1-844-278-9079	TruHearing
<b>HOME HEALTH, DME, AND INFUSION**</b>	1-216-553-4837	One HomeCare Solutions
<b>LAB SERVICES</b>	1-800-877-5227 1-866-697-8378	LabCorp Quest Diagnostics
<b>MEALS</b>	1-305-262-1292	Independent Living Systems
<b>PHARMACY**</b>	1-800-378-5697 1-800-238-7828 1-855-344-0930	CVS - General/Mail Order (verbal prescription, press option 3) Specialty Pharmacy Coverage Determinations & Appeals
<b>TRANSPORTATION</b>	1-888-998-4640	Alivi
<b>VISION</b>	1-800-341-5472	EyeQuest

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

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

# Prior Authorizations\*\*

## 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

### Mental Health/Substance Abuse

### OBS

Notification Only

### Partial Hospitalizations (PHP)

### SNF Admissions

## Outpatient Services

### Advanced Radiology Services

MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans

### Ambulance (Non-Emergent) Transport

### Behavioral Health Services

Visit our website for specifics.

### Cardiac Devices

### Cardiology Services

Cardiac Imaging, Cardiac Cath, and Diagnostic Cardiac Procedures

### Chemotherapy

Including supportive drugs and symptom management drugs

### Cosmetic and Plastic Surgery

### Dialysis

### 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

Visit our website for specifics.

### Molecular & Genetic Testing

Including associated labs

### Prosthetics

### Radiation Therapy

### Sleep Diagnostics

### Spine-related Interventions

### Transplant Services

### Wound Therapy

Negative pressure wound therapy (NPWT)

\*Referrals are not required except for OT/PT/ST. For OT/PT/ST, the initial evaluation requires a referral.

\*\*This listing is not all-inclusive. For a complete listing of services requiring authorization, the most up-to-date version of this guide, or our complete Provider Manual, visit [www.devoted.com/providers](http://www.devoted.com/providers).