

# Provider Reference Guide

## Prior Authorizations & Referrals

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

Select “**Authorizations/Referrals**” then “**Devoted Health**” as the payer

### REFERRALS

Choose “**Service & Procedure Authorizations**” and then select “**Referral**” as the Service Type. You will be given an Authorization Number to be used as the Referral ID — you must provide the specialist with this ID.

### PRIOR AUTHORIZATIONS

We will post approvals in Availity, and will call you if we need more information.

Or, you can fax requests to 1-877-264-3872.

For a list of services requiring prior authorization, or to refer an out-of-network provider, contact us at 1-877-762-3515.

## Claims Submission & ERA

### ELECTRONIC SUBMISSION & ERA

Payer ID: **DEVOT**

Availity Clearinghouse  
Change Healthcare

### PAPER SUBMISSION

Devoted Health, Inc.  
Attn: Claims  
P.O. Box 540069  
Waltham, MA 02454

## Member Eligibility Status

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

## EFT Services

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

## Contact Us

### PROVIDER SERVICES

**1-877-762-3515**

For questions about your Devoted patients

### PROVIDER INFO UPDATES

**[provider-updates@devoted.com](mailto:provider-updates@devoted.com)**

For changes to your providers or locations

### CREDENTIALING

**[credentialing@devoted.com](mailto:credentialing@devoted.com)**

### FRAUD, WASTE AND ABUSE HOTLINE

**1-855-292-7485**

## Resources

### ONLINE PROVIDER RESOURCES

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

### PROVIDER & PHARMACY DIRECTORY

**[www.devoted.com/search-providers](http://www.devoted.com/search-providers)**

### EVIDENCE OF COVERAGE DOCUMENTS

**[www.devoted.com/plan-documents](http://www.devoted.com/plan-documents)**

### FORMULARY

**[www.devoted.com/search-drugs](http://www.devoted.com/search-drugs)**

### OTC CATALOG

**[www.devoted.com/prescription-drugs](http://www.devoted.com/prescription-drugs)**



# Help for Devoted Members

## DEVOTED HEALTH MEMBER SERVICES

**1-800-DEVOTED** 1-800-338-6833 (TTY 711)

We're standing by to assist your Devoted Health patients.

## BEHAVIORAL HEALTH SERVICES

**1-844-443-0986**

Please have your patients call our network provider, Concordia (dba Carisk), for any mental health or substance abuse questions.

## Coordinating Services for Members

If you need to contact any of these service providers for your patients, call the numbers below. Your patients may call 1-800-DEVOTED with any questions.

### HOME HEALTH/DME/HOME INFUSION

**1-844-215-4264** Integrated Home Care Services

Home health services or DME (including requesting authorizations for particular services/equipment)

### LAB SERVICES

**1-800-877-5227** LabCorp

All lab tests should be sent to LabCorp with the exception of those listed on our "In-Office Lab List" that is located on our website at [www.devoted.com/providers](http://www.devoted.com/providers).

### OPTOMETRY AND OPHTHALMOLOGY

**1-800-738-1889** Premier Eye Care

To obtain a referral for eye-care services or authorization for specific procedures.

### BEHAVIORAL HEALTH SERVICES

**1-844-443-0986** Concordia (dba Carisk)

## Find this Guide Online

For the most up-to-date Provider Reference Guide and other resources, go to:

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

## Supplemental Benefits for Members

If you need to contact any of these service providers for your patients, call the numbers below. Your patients may call 1-800-DEVOTED with any questions.

### ACUPUNCTURE

**1-866-535-1674** Whole Health Networks (Tivity Health)

### AUDIOLOGY SERVICES

**1-855-236-1706** HearUSA

Includes hearing exams and equipment.

### DENTAL SERVICES

**1-844-349-6262** MCNA

### FITNESS

**1-866-584-7389** SilverSneakers

### MEALS

**1-305-262-1292** ILS

Meals are covered under specific circumstances (after an inpatient or SNF discharge or as part of a care plan for a chronic condition). Meal benefits are not included in all plans.

### TRANSPORTATION

**1-888-998-4640** Epic

For non-emergency transportation to or from a healthcare provider/pharmacy. Transportation is a limited benefit based on number of rides.