

Provider Reference Guide

Prior Authorizations & Referrals

 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

 www.availity.com Availity Clearinghouse
Payer ID: **DEVOT**

PAPER SUBMISSION

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

Member Eligibility Status

 www.availity.com

EFT Services

 www.payspanhealth.com

Contact Us

PROVIDER SERVICES

1-877-762-3515

For questions about your Devoted patients

PROVIDER INFO UPDATES

provider-updates@devoted.com

For changes to your providers or locations

CREDENTIALING

credentialing@devoted.com

FRAUD, WASTE AND ABUSE HOTLINE

1-855-292-7485

Resources

ONLINE PROVIDER RESOURCES

www.devoted.com/providers

PROVIDER & PHARMACY DIRECTORY

www.devoted.com/search-providers

EVIDENCE OF COVERAGE DOCUMENTS

www.devoted.com/plan-documents

FORMULARY

www.devoted.com/search-drugs

OTC CATALOG

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.

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

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.