VIVA HEALTH®

2025 Provider Reference Guide

Corporate Mission Statement: VIVA HEALTH is an Alabama-based health plan committed to offering quality health care coverage at an affordable price. We strive to meet this commitment by maintaining a highly dedicated and skilled workforce and by fostering a corporate culture that promotes continuous improvement, innovation, teamwork, and integrity. We value our relationships with employers, health care providers, and members and strive to be responsive to their needs and to deliver superior service.

Medical Management will assist your staff with all authorization requests. VIVA HEALTH requires all providers to request an authorization in advance of rendering services.

Telephone: (205) 558-7475, (205) 933-1201, or (800) 294-7780   **Fax:** (205) 933-1232 or (205) 449-7049

Procedures Requiring Prior Authorization

All VIVA HEALTH and VIVA MEDICARE members require the Primary Care Provider or Specialist to contact the Medical Management Department in advance for the following:

- Some VIVA HEALTH plans require a PCP referral to see a specialist. See VIVA HEALTH Product Descriptions on reverse-side of Provider Reference Guide.

- All pre-planned hospital admissions *(For emergencies, a notification of admission must be received within 24 hours or no later than 5 PM the next business day)*

- Outpatient surgery, including wound care

- For obstetrical admissions, notification is required only if the hospitalization spans longer than 96 hours.

- Non-emergent out-of-network, out-of-panel, or out-of-area services

- Non-emergent ambulance transport

- Transplant services

- Some sinus or nasal surgery (copies of medical records required), *excluding in-office scopes*

- All Plastic Surgery regardless of the place of service (copies of medical records, pre-op photos and letter of medical necessity required)

- Some scopes performed outside the provider's office *excluding Colonoscopy and EGD*

- Skilled Nursing and Rehabilitation Facility and Long Term Acute Facility admissions.

- Rehabilitative and Habilitative services (Physical, Occupational, & Speech Therapies)*

- Some in-office surgeries

- Cardiac and pulmonary rehab*

- Applied Behavioral Analysis (ABA)

- Sleep Studies: C-PAP, MSLT, PSNG

- Pain clinic care

- All Ancillary Services (home health, IV therapy, hospice care, orthotics, prosthetics, etc.)

- DME: If DME equipment is distributed by the provider's office but billed by the DME provider, an authorization is required. However, DME equipment with charges less than $500.00 and billed by a provider does not require an authorization, *except* diabetic shoes/inserts, which always require an authorization.

- *Photodynamic therapy regardless of place of service

- Residential Treatment

- Psychological and Neuropsychological testing for 9 hours or more

- Partial Hospitalization Programs (PHPs)

- Imaging services including, but not limited to, MRIs, MRAs, CT scans, myelograms, nuclear medicine, discograms, PET scans, some angiograms, and 4D imaging (including ultrasound).

- Prescriptions requiring prior authorization: www.VivaHealth.com/Provider/Resources/#Viva_Health_Coverage_policies_and_criterian

- Intensive Outpatient Programs (IOPs)

- Proton beam radiotherapy

- Genetic and Genomic testing

Commercial Only.
For authorization forms visit www.VivaHealth.com/Provider or call 1-800-294-7780

This and other pertinent information can be found in VIVA HEALTH's provider resources page at https://www.VivaHealth.com/Provider/Resources.

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Provider Customer Service:
Provides assistance with office changes, EOBs, and application requests, eligibility, benefit, and payment inquiries.

Telephone: (205) 558-7474 or (800) 294-7780

Fax: (205) 449-7849

Our website contains useful forms, tools, and resources for your office staff. There you may find fax authorization request forms, provider manuals and directories, the SNP MOC, and CMS-Required Compliance Training.

Provider Services Email: vivaproviderservices@uabmc.edu
Provider Credentialing Email: vivacredentialing@uabmc.edu
Website: www.VivaHealth.com/Provider
New Provider Contracting Email: vivaparticipation@uabmc.edu

VIVA HEALTH's New Provider Portal:

The new provider portal features an updated design and the ability to create certain pre-authorizations with automatic approvals and check member eligibility and claims status, all with improved security.

To access the new portal and self-register, go to www.VivaProviders.com.

The following information is required to self-register on the portal:

- Tax ID number
- Group billing NPI number *(This will not be the individual NPI number)*
- Claim number, primary TCN or ICN for a date of services within the last 3 years
- VIVA HEALTH provider number
- Cell phone number *(This is a required field needed for security authentication purposes)*

Please email portal access problems and related questions to vivaproviderportal@uabmc.edu. This mailbox should only be used for that purpose.

Claims: Claims must be submitted within 180 days of the date of service. A request to reprocess or adjust a claim must be received within 180 days of the original check/explanation of payment date.

Appeals: A written appeal should explain the reason for the appeal and provide detailed service(s) and date(s). Please attach all pertinent information to support the appeal, such as medical records, proof of timely filing, or the other carrier's Explanation of Payment.

VIVA HEALTH Claims: PO Box 55926 Birmingham, AL 35255-5926

VIVA MEDICARE Claims: PO Box 55209 Birmingham, AL 35255-5209

Electronic Claims Submission: VIVA Clearinghouse Vendor: Optum iEDI; Payer ID: 63114

Secondary Carrier: Physician claims can be filed electronically. Facility claims must be filed as a paper claim with primary carrier's Explanation of Payment.

Provider Appeals: 417 20th Street North, Suite 1100, Birmingham, Alabama 35203

Lab Testing and Services: VIVA HEALTH covers most in-office lab tests and services. Physicians may use any independent or hospital-based labs contracted with VIVA HEALTH.

VIVA HEALTH Products Descriptions *(All plans must use participating providers)*

VIVA Access: "Open access" means a PCP referral is not required to see a specialist. ID card will identify "no referral required."

VIVA HEALTH: "Gatekeeper" means a PCP referral is required to see a specialist except for OB/GYN, Optometry, and Ophthalmology. ID card will indicate the name and telephone number of the chosen PCP.

VIVA UAB: "Gatekeeper" means a PCP referral is required to see a specialist **except** for OB/GYN, Optometry, & Ophthalmology. Adults must use UAB Health System and UAB St. Vincent's Health System providers **except** for Vision and Pain Management. ID card will indicate the name and telephone number of the chosen PCP. Dependents under age 18 may use any VIVA HEALTH Participating Hospital and Physician. No referrals needed.

VIVA MEDICARE: VIVA MEDICARE is only available in participating counties and the member must choose a PCP. No PCP referral is required for members to see a participating specialist within the chosen provider system.

Infirmary Health Advantage: This is a limited network plan only available to members that reside in Mobile and Baldwin counties. The member must choose a PCP within the Infirmary Health Advantage network. No PCP referral is required.

Open Provider System: The ID card will indicate the PCP and Provider System as open access to see any participating specialist at any par hospital. No PCP referral is required.

UAB Provider System: VIVA MEDICARE members who have selected a PCP in the UAB provider system are able to see specialists affiliated with UAB, Medical West, and UAB St. Vincent's (including East, Birmingham, Blount, Chilton, and St. Clair). The member's ID card will reflect a green stripe. Members will not require a PCP referral to see a specialist within these provider systems. These members may also access hospital care at any of these hospital systems with prior authorization.

Note: Podiatry, Chiropractic, Optometry, Ophthalmology, and Pain Management are open to all. Please visit www.VivaHealth.com/Provider to view the **Provider Access Matrix**, which highlights any specialty restrictions for each Provider System.