

# VIVA VOICE

PROVIDER NEWSLETTER | SPRING 2024



*Important VIVA HEALTH  
provider information.*

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VIVA HEALTH



## Updated C4Q Program Contracts

Updated Connect for Quality (C4Q) Program contracts with Provider Incentives will be distributed by the end of the first quarter. Your VIVA HEALTH C4Q Nurse or Provider Representative will be reaching out with the contract for review and signature.

## The Medicare Advantage *Open Enrollment Period*

Each year from January 1 through March 31, Medicare beneficiaries who are currently enrolled in a Medicare Advantage plan can make a one-time change to enroll in a different Medicare Advantage plan or return to Original Medicare and make a coordinating change to add or drop Part D Prescription drug coverage.

VIVA MEDICARE plans have a \$0/month premium and include dental, vision, and hearing coverage as well as \$0 primary care visits, money for over-the-counter items, \$0 gym memberships, and more.

If your patients would like more information about VIVA MEDICARE, please ask them to call:

**1-888-830-8482 (TTY: 711)**

8am - 8pm, Monday - Friday  
(Oct 1 - Dec 31: 8am - 8pm,  
7 days a week)

Or visit us online at

[www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)



## Behavioral *Health Network*

VIVA HEALTH is committed to providing access to high quality, medically necessary health care services and maintaining a collaborative partnership with providers in our network. We received notice from Uprise Health of their plans to halt network access operations for health plan partners in Alabama by the end of calendar year 2024. As a result, a new contract will need to be executed for your practice to continue participating in the VIVA HEALTH network. During this transition, please expect a visit from your VIVA HEALTH Provider Service Representative. If you have any additional questions regarding contracting, rates, or credentialing, please email [vivaparticipation@uabmc.edu](mailto:vivaparticipation@uabmc.edu).



## 2024 Special Needs Plan (SNP) *Model of Care (MOC) Training*

The Centers for Medicare & Medicaid Services (CMS) require that Medicare Advantage Organizations (MAO) provide annual Special Needs Plan (SNP) Model of Care (MOC) training to all providers that care for any dual eligible members. We have updated the annual SNP MOC Training for 2024. You may complete the training and submit the attestation online at [www.vivahealth.com/provider](http://www.vivahealth.com/provider). The training is located on the landing page under “2024 VIVA MEDICARE Special Needs Plan Model of Care (SNP MOC) Provider Training”.

While the training itself must be completed by every participating provider, an attestation can be completed one time for all providers within a group by an individual given authority to sign on behalf of the practice.

If you have questions about the SNP MOC training, please email [vivamoctraining@uabmc.edu](mailto:vivamoctraining@uabmc.edu).





## Medical Preferred Drug Program *with Step Therapy*

The VIVA HEALTH Medical Preferred Drug Program has been developed to encourage the use of Preferred Drugs.

1st Quarter additions to the Preferred Drug List include Aranesp, Actemra, Nyvepria, and Xembify. You may visit our website for a complete list of Medical Preferred Drugs with Step Therapy at: [tinyurl.com/preferred-drug](https://tinyurl.com/preferred-drug)

## Provider Portal

The new VIVA HEALTH provider portal is now available! The portal includes a user-friendly design with a self-registration feature for portal account administrators, enhanced security, access to claims payment information, eligibility, and benefits. The portal also offers a claims accumulator tool, which allows users to view annual amounts applied to dental and eyewear coverage benefit maximums. In addition to these great features, users are able to submit authorization request via the portal for the below services.

- ✓ Radiology
- ✓ Habilitative and Rehabilitative Outpatient Therapies
- ✓ In Office Services
- ✓ Pain Management (in facility)
- ✓ Home Health
- ✓ DME/Orthotics/Prosthetics
- ✓ Outpatient Surgery
- ✓ Planned Admissions
- ✓ *Many more authorization types and features coming soon!*

**Note:** Third Party Administrators (TPAs) will have the ability to self-register; however, self-registration will only allow access to a non-active account. Once a TPA creates their account, notification will be sent via the portal to the practice/facility account administrator for review. The TPA will not have access to any provider or member data until the practice/facility account administrator grants final approval.

Please email questions to [vivaproviderportal@uabmc.edu](mailto:vivaproviderportal@uabmc.edu) or contact Provider Customer Service directly at **205-558-7474**.

