



## ATTENTION

### Outpatient Part B Nursing Home and Long-Term Care Facilities

#### Contact VIVA HEALTH for PT, OT, and ST Prior Authorizations

VIVA HEALTH will no longer provide retrospective authorizations for rehabilitation services including physical, occupational, and speech therapies for VIVA MEDICARE Members residing in nursing homes and long-term care facilities.

Effective 9/15/2021, VIVA HEALTH will require a prior authorization for outpatient physical, occupational, and speech therapy requests from outpatient Part B Therapy providers for residents of nursing homes and long-term care facilities.

(Outpatient Part B Therapy providers, please note: Inpatient PT/OT/ST services rendered as part of a Skilled Nursing level of care are not included in this new authorization process and the current process remains unchanged.)

Effective 9/15/2021, initial prior authorization requests can be obtained via phone or fax (see below). *A set number of visits will be initially granted.*

- Fax: 205-449-7049
- Phone: 205-933-1201 or 205-558-7475

REQUESTS FOR AUTHORIZATION EXTENSION (additional visits):

- Physical, occupational, and speech therapy providers MUST fax requests for authorization extension of services (additional visits) to: 205-449-7049

Detailed prior authorization requirements can be found by accessing the Provider Manual under Provider Forms and Resources at:

[https://www.vivahealth.com/provider/Resources/#Provider\\_Manuals\\_And\\_Guides](https://www.vivahealth.com/provider/Resources/#Provider_Manuals_And_Guides).

To verify Member eligibility, benefits or account information, please call the telephone number listed on the back of the Member's identification card or contact VIVA HEALTH Customer Service at 205-558-7474.