

Devoted Health Quick Reference Guide *for participating providers*

Health Plan	Authorizations and Eligibility	Claims Phone Number	Claims Submission
<p>Medicare Advantage</p> <p>Alabama Arizona Colorado Florida Hawaii Illinois North Carolina Ohio Oregon Pennsylvania South Carolina Tennessee Texas</p> <p>See Service Areas below for more information.</p>	1-800-776-8684	1-800-776-8684	Magellan Healthcare P.O. Box 1655 Maryland Heights, MO 63043

Eligibility/Benefits Verification

- Before providing care, please verify the member’s eligibility using the Availity Essentials portal.
 1. Go to www.Availity.com and sign in using your Availity Essentials login. (Register for an account if you do not already have one.)
 2. From the *Patient Registration* tab, select *Eligibility and Benefits Inquiry*, then *Magellan Healthcare* from the list of payers.
- Or contact Magellan at 1-800-776-8684 to speak to a customer service associate.

Sample Devoted Health member ID card:

Member Name

MEMBER ID / RxID
DXXXXX

Plan Name HMO

CMS XXXXX-XXXX
ISSUER B0840

RxBIN 004336 **PRIMARY CARE PHYSICIAN**
RxPCN MEDDADV **XXXXXXXXXXXXXX**
RxGRP RX8704

PHARMACIST HELP DESK **MEMBER SERVICES**
1-866-693-4620 **1-800-338-6833 (TTY 711)**

PRESCRIPTION CLAIMS TO
 Medicare Part D Paper Claim
 PO Box 52066
 Phoenix, AZ 85072-2066

BEHAVIORAL HEALTH SERVICES
1-844-XXX-XXXX

SUBMIT CLAIMS TO
 Devoted Health – Claims
 PO Box 21152
 Eagan, MN 55121

www.devoted.com

Authorization Process

Magellan uses our streamlined clinical management model for outpatient treatment for Devoted Health Medicare Advantage members. In this model, for most outpatient cases, providers do not need to preauthorize routine outpatient services or submit treatment request forms for continued care.

To request inpatient member care or non-routine outpatient services, contact us at 1-800-776-8684.

For additional information about authorization, go to www.MagellanProvider.com, select *Providing Care*, then *Initiating Care*, then *Authorization*.

Claims Processing

We encourage providers to submit claims electronically for services rendered to Devoted Health members either through direct submit, an approved clearinghouse, or Magellan's *Submit a Claim Online* application – available by securely logging in to www.MagellanProvider.com (or the sites of Magellan's contracted vendors, as directed). Magellan's Payor ID number is 01260.

Or, submit paper claims to:

Magellan Healthcare
P.O. Box 1655
Maryland Heights, MO 63043

AHCA Medicaid Covered Services for Medicare D-SNP

Devoted Health will continue to manage the AHCA Medicaid covered services (targeted case management and community behavioral health services) for their members in Medicare dual-eligible special needs plans (D-SNP). You should continue to submit claims for targeted case management or community behavioral health services to Devoted. Contact Devoted at 1-877-762-3515 for management of member referrals and requests for these services.

Resources for Providers

You can get answers to many frequently asked questions online at www.MagellanProvider.com.

Some of these online resources include:

- Magellan provider handbook
- Medical necessity criteria
- Clinical practice guidelines
- Credentialing criteria
- Claim tools
- Online professional claims submission
- Online appeal/dispute document upload
- Provider profile application (to enhance the information members see about you in directories)
- Sample PCP communication forms
- Provider data change form
- Group and facility roster maintenance
- Magellan provider newsletter, *Provider Focus*

Provider Inquiries

- Call the general 800 number listed above in this **Quick Reference Guide** for claims and authorization questions.

- Call the Magellan National **Provider Services Line** at **1-800-788-4005** for general inquiries, including credentialing and network status.

Service Areas

State	Service Areas/Counties
Alabama	Autauga, Baldwin, Bibb, Blount, Bullock, Chilton, Clay, Colbert, Coosa, Cullman, Dallas, DeKalb, Elmore, Etowah, Jackson, Jefferson, Lauderdale, Lawrence, Limestone, Lowndes, Macon, Madison, Marshall, Mobile, Montgomery, Morgan, Shelby, St. Clair, Talladega, Walker, and Winston
Arizona	Cochise, Coconino, Graham, Maricopa, Pima, Pinal, Santa Cruz, Yavapai, and Yuma
Colorado	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Crowley, Custer, Denver, Douglas, Elbert, El Paso, Fremont, Gilpin, Huerfano, Jackson, Jefferson, Larimer, Lincoln, Park, Pueblo, Saguache, Teller, and Weld
Florida	Broward, Clay, Duval, Escambia, Flagler, Hernando, Hillsborough, Indian River, Lake, Manatee, Marion, Martin, Miami-Dade, Nassau, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, St. Lucie, Santa Rosa, Seminole, St. Johns, Sumter, and Volusia
Hawaii	Honolulu, Kauai
Illinois	Cook, DuPage, Kane, Kankakee, Kendall, Lake, McHenry, and Will
North Carolina	Alamance, Alexander, Anson, Cabarrus, Caswell, Catawba, Davidson, Davis, Forsyth, Gaston, Guilford, Mecklenburg, Randolph, Rockingham, Stokes, Union, and Yadkin
Ohio	Allen, Ashland, Auglaize, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Coshocton, Crawford, Cuyahoga, Darke, Delaware, Erie, Fairfield, Franklin, Fulton, Geauga, Greene, Guernsey, Hamilton, Hancock, Hardin, Henry, Hocking, Holmes, Huron, Lake, Licking, Logan, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Mercer, Montgomery, Morrow, Ottawa, Paulding, Perry, Pickaway, Portage, Preble, Putnam, Richland, Sandusky, Seneca, Shelby, Stark, Summit, Trumbull, Tuscarawas, Union, Van Wert, Warren, Wayne, Wood, and Wyandot

Oregon	Clackamas, Columbia, Multnomah, and Washington
Pennsylvania	Berks, Bucks, Chester, Delaware, Lehigh, Montgomery, Northampton, and Philadelphia
South Carolina	Abbeville, Anderson, Charleston, Colleton, Dorchester, Greenville, Greenwood, Laurens, McCormick, Pickens, Saluda, Spartanburg, Union, and York
Tennessee	Anderson, Bledsoe, Blount, Bradley, Campbell, Cannon, Cheatham, Clay, Cocke, Cumberland, Davidson, Fayette, Giles, Grainger, Grundy, Hamilton, Hancock, Hawkins, Hickman, Humphreys, Jackson, Jefferson, Johnson, Knox, Lawrence, Lincoln, Loudon, Macon, Marion, Meigs, Monroe, Moore, Morgan, Polk, Rhea, Robertson, Rutherford, Scott, Sequatchie, Sevier, Shelby, Smith, Sullivan, Sumner, Tipton, Trousdale, Unicoi, Union, Van Buren, Warren, Washington, Wayne, Williamson, and Wilson
Texas	Atascosa, Bandera, Bexar, Blanco, Brazoria, Burnet, Caldwell, Chambers, Comal, El Paso, Fort Bend, Gillespie, Gonzales, Guadalupe, Hardin, Harris, Hays, Hudspeth, Galveston, Jefferson, Karnes, Kendall, Kerr, La Salle, Lampasas, Liberty, Llano, McMullen, Medina, Montgomery, Orange, San Jacinto, San Saba, Travis, Waller, Walker, Williamson, and Wilson