



Provider Notice

NaviNet Transition

Summary: From October 1, 2015 through October 15, 2015, Virginia Premier will be preparing for the transition to a new online automated authorization submission process.

What this means to you:

♦During the period of 10/1 – 10/14, we ask that you **submit all admission authorizations via fax at (877) 739-1365**. If there are any questions, you may contact the Referrals, Authorizations and Organizational Determination Service Center at 888-251-3063 (select option 1 for Virginia Premier Health Plan) between the hours of 8:00 a.m. to 5:00 p.m. (Monday – Friday)

♦**Effective 10/15/15**, please begin to submit ALL authorizations through Clear Coverage as **NaviNet will no longer be used for any authorizations**. Note that you can currently submit DME, home care, therapy, and outpatient authorizations using Clear Coverage.

REMINDER: Please insure you register to use Clear Coverage through our VA Premier Provider Portal at vapremier.com

NOTE:

You will still be able to check claims status and eligibility in NaviNet

If you have any questions, please contact Provider Services. We are available Monday through Friday from 8:00 a.m. to 5:00 p.m. at 804-819-5151 or Toll-free 800-727-7536.

Thank you for continuing to provide quality care to our members