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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

December 18, 2020

Provider Type(s): All

Best Care Assurance, LLC d/b/a/ Vivida Health (Vivida) Transitioning Third Party Administrator Effective 1/1/2021

Effective January 1, 2021, Vivida Health will transition third party administrator duties from Evolent to Independent Living Systems (ILS). Part of the duties transferring to ILS on January 1, 2021 include claims payment.

Claims Submissions

Continue to submit claims for dates of service **through December 31, 2020** using the current process, as outlined below:

Electronic Claims:

Change Healthcare

(800) 845-6592

MMA Payer ID: 45488

Mail paper claims to:

Vivida Health

P.O. Box 211251

Eagan, MN 55121

ILS will begin processing all claims for dates of service **January 1, 2021 and going forward**. All claims must be submitted to ILS as outlined below:

Electronic Claims:

AVAILITY

<https://www.availity.com/contact-us/> (availity.com)

MMA Payer ID: A0102

Mail paper claims to:

Vivida Health

P.O. Box 211290

Eagan, MN 55121

For questions related to this transition, please contact Vivida Health Provider Relations at providerrelations@vividahealth.com or 844-243-5175.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 .

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).

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