



November 7, 2022

Dear Valued Provider,

At Versant Health, we are committed to providing our provider community with the highest quality practice support. As part of our ongoing commitment to provider communication, we are informing you that the Arizona Department of Insurance and Financial Institutions adopted a standardized prior authorization request form. This form must be used when requesting a service that requires prior authorization.

To search details regarding general or Arizona-specific clinical criteria requirements and expected supporting documentation required for Prior Authorization (PA) requests, please see online tools below:

- To access the Arizona Standard Prior Authorization Request Form
 - Log into the Provider Portal
 - Click on “Forms” to find the AZ PA Form
- For AZ-specific clinical criteria requirements, please use this link:
 - <https://www.azleg.gov/legtext/55leg/1R/laws/0115.pdf>
- For general clinical criteria requirements, please:
 - Log into the Provider Portal
 - Click on “Medical Policies”
 - Click on “Prior Auth list August 2022” (or the most current version posted on the portal)

If you have questions regarding the prior authorization process or an authorization decision, please contact us at:

Davis Vision member inquiry - Phone: 1-800-773-2847

Davis Vision member inquiry - Email: umfax@versanthealth.com

Superior Vision member inquiry - Phone: 1-888-273-2121

Superior Vision member inquiry - Email: ecs@superiorvision.com

For all other provider inquiries, please contact us at:

Davis Vision Customer Service (General inquiries) - 1-877-235-5316

Superior Vision Customer Service (General inquiries) - 1-877-235-5317

We look forward to your continued participation in our valued provider network. Thank you again for your continued service to your patients and our members.

Sincerely,

Versant Health Medical Management
Bringing you Davis Vision and Superior Vision