

Enrollee Contact Guidelines

Throughout your enrollment with Bright HealthCare, this document will help guide enrolled members to the appropriate source for their inquiries.

Enrollees should contact Bright HealthCare at 844-926-4524 (TTY: 711) or visit BrightHealthCare.com for assistance with the following:

- Make a payment or ask a question about billing and payments
- Request a new membership ID card
- Learn more about benefits and eligibility
- Get help finding doctors or other providers
- Find out how claims for services were paid
- Change primary care physician

Enrollees should contact Covered California at (800) 300-1506 or visit CoveredCA.com for assistance with the following:

Contact Covered California at (800) 300-1506 or visit CoveredCA.com to:

- Update your address and contact information
- Report any changes to your income
- Update information such as citizenship and proof of residency
- Make changes to your health coverage
- Ask questions about financial assistance
- Cancel your coverage
- For QHPs only: Request a copy of your IRS Form 1095-A and the California Form FTB 3895 California Health Insurance Marketplace Statement