

Member Hub

Care Finder

This job aid shows the steps to find care providers through the Member Hub

Step 1

Log in

Username
test-co-il-primary1

Password
••••••••

SUBMIT

REGISTER ACCOUNT

[Forgot your username or password?](#)

Hi, welcome to the Bright Health Member Hub.

Log in or create an account to:

- Get the scoop on your health plan benefits and summaries
- Update your primary care provider (PCP)
- Find an in-network provider in your neighborhood
- Track your care and costs from top to bottom

To create your account, you'll need the number from your member ID card.

Don't have your ID card handy?

Individual and Family plan members can use the [Member ID Lookup](#) to find your Member ID number. For Medicare Advantage members, please contact [Member Services](#).

Go to Member.Brighthealthplan.com and login if the member has already registered. If they have not registered, select **Register Account**

Step 2

CLAIMS RESOURCES **FIND CARE** PAY I

COVID-19 Updates

Coverage

Since the start of the COVID-19 pandemic, we've made some changes to our coverage beginning 3/1/2020, until further notice.

Feeling ill?

The COVID-19 diagnostic test and associated office visit are now covered at no additional cost.

[Find COVID-19 Care](#)

Select **Find Care** on the top of the screen to get the care and provider page

Step 3

Doctor on Demand Telehealth

dr. on demand

Bright Health is helping you get the COVID-19 care you need. We've got a great alternative to Urgent Care and same-day visits to your primary doctor for things like COVID-19 assessment, cold/flu symptoms, and minor illness.

It's easy to get started. Visit [Doctors on Demand](#).

- Register your account by creating a profile, then log in
- Select Bright Health as your insurance provider
- Select the reason for your visit, then meet with your selected provider

**All telehealth services (online and virtual care) obtained in connection with COVID-19 testing and diagnosis are now covered at no cost to our members.

If you choose to use a telehealth provider other than Doctor On Demand you may be required to pay upfront and submit a claim to be reimbursed by Bright Health. The reimbursement forms are located here for: [Individuals and Family](#) or [Medicare](#).

We're always happy to help answer coverage questions, help you find a doctor, and more. Call the member services number on the back of your card.

For questions or help registering, call 1 (800) 997-4196 or email support@doctorondemand.com

Find A Provider

Finding the right care shouldn't be an impossible task. Use the Provider Finder to find an in-network provider and avoid the out-of-network expense. And with our exclusive partnership with an extensive clinically integrated network, you have a ton of top-quality providers to choose from. Bright On!

FIND A PROVIDER [Learn about my network](#)

Pediatric Vision and Dental

Your plan covers pediatric vision and dental care for members under age 19.

Find Dental Care [Online Directory](#)

Find Vision Care [Use our online provider finder to find an in-network vision provider.](#)

FIND OPTOMETRIST

Select **Find a Provider** on the right hand side of the page to get to the Provider Finder and search for an in-network provider. You also have the option to search for pediatric vision and dental providers, Doctor on Demand telehealth providers, and/or pharmacies or formularies from this page

Provider Finder Tips

- Using Provider Finder through Member Hub provides the member in-network providers based on their plan
- The more specific the member is with the address search, the more accurate the results will be
- Selecting the auto-completed options provided on searches will give the best results
- Use the common searches (primary care, urgent care, hospitals, and pharmacies) for the most accurate results
- Utilize filters for accepting new patients, gender, distance, and language