

2022 KEY CHANGES SUMMARY

At Bright HealthCare™, we're committed to making the business of delivering care easy and seamless for you, so you can focus on the most important part: providing the best care for your patients. Here's a quick rundown on 2022 key changes to resources, administrative processes, and information for you and your care team.

Claims news!

We're making filing claims and submitting EDI inquiries easier by changing from multiple payer IDs to one payer ID! **Effective 1/1/2022 please use Payer ID BRGHT for all submissions for 2022 services (excluding CA Medicare Advantage and TrueHealth NM).**

i *To avoid rejected claims, please have your IT department update EDI, clearinghouse, and other software processes.*

This payer ID should also be used for the submission of any EDI claim status inquiries as well as Eligibility and Benefit Inquiries. Bright will route the inquiry as needed.

All about solutions—and resolutions

For issues that do not involve routine inquiries resolved in a timely fashion through informal processes, we offer a provider dispute process for administrative, payment, or other disputes that you may have. Dispute categories include:

- Payment disputes
- Contractual denials
- Allowable rate disputes
- Medical necessity denials
- Missing prior authorization

i *By using our provider disputes form, you avoid delays and receive an acknowledgement with a case number.*

You may access the disputes form on our Provider Resources page, under Claims and Payment: providerinquiries.brighthealthcare.com

Pharmacy good news!

MedImpact is our new pharmacy benefits manager (PBM):

- Patients get the best possible pharmacy benefits.
- Pharmacies enjoy fast and secure electronic prior authorization (ePA).
- Our new HIPAA-compliant ePA program eliminates administrative paperwork, phone tag and faxes, and can get medication determination in as little as minutes.

Enroll today to get started:

CoverMyMeds	covermymeds.com/main/ 866-452-5017
SureScripts	surescripts.com/enhance-prescribing/prior-authorization/ 866-797-3239
CenterX:	centerx.com/technologies/electronic-prior-authorization 855-236-8379

Details: brighthealthcare.com/provider/resources

More new and improved resources

- MedImpact Direct Specialty for IFP and Small Group
- New preferred blood glucose testing supplies
- 2022 drug formularies

Details: brighthealthcare.com/provider/resources

Questions: For MA, call 833-726-0667.
For IFP/Small Group, call 833-726-0670.

New Provider Services phone numbers

To better assist you, we've upgraded our **Provider Services** offerings. Call us Monday-Friday 8am-8pm local time (except holidays).

	Up to 12/31/2021	Effective 1/1/2022
IFP for CA, GA, TX, UT, VA	844-926-4524	844-926-4525
IFP for AL, AZ, CO, FL, IL, NC, NE, OK, SC, TN	866-239-7191	
MA (all states except CA)	844-926-4521	844-926-4522
Small Group	855-521-9364	
Fully Insured Plans	855-453-0434	
Self-Funded Plans	877-236-0844	

InstaMed for payments in selected states

- Effective 1/1/22: Bright HealthCare will join the InstaMed Network to deliver your payments via free electronic remittance advice (ERA) and electronic funds transfer (EFT).
 - A free service available for services provided to Medicare Advantage and Individual & Family Plans patients in selected states: **MA patients: AZ, CO, FL, IL, and NY, IFP patients: CA, GA, TX, UT, and VA**
- Register by 12/23/21 at instamed.com/eraeft to receive Bright HealthCare payments as free ERA/EFT. This service will apply to payments for services in 2022. No action is needed if your NPI and TIN are already registered with InstaMed.
- We recommend that you register as soon as possible to avoid delays in payment. Once registered, you are eligible to receive automatic payments for claims.

Questions? Reach a live agent at 866-945-7990 or email connect@instamed.com.

This free service is available for services provided to Medicare Advantage patients in the states of AZ, CO, FL, IL and NY, and for services provided to IFP patients in the states of GA, TX, UT, and VA. For CA providers, it is only for your IFP patients.

Important UM changes for 2022 – Please read!

	Individual and Family Plan (IFP) / Small Group (SG) Members		Medicare Advantage (MA) Members	
	AZ, CO, FL, IL	AL, AZ, CO, FL, IL, NC, NE, OK, SC, TN	AZ, CO, FL, IL, NY	
	Bright HealthCare	AIM Specialty Health	Bright HealthCare	American Specialty Health
What's new in 2022?	Bright HealthCare will review requests for medical, surgical, mental health and substance use disorder, excluding the AIM Specialty Health services <ul style="list-style-type: none"> Redesigned authorization online portal with improved features for providers New fax number: (888) 319-6479 New fax forms 	AIM Specialty Health® (AIM) will review requests for diagnostic/advanced imaging, genetic testing, and radiation oncology services. <ul style="list-style-type: none"> AIM authorization online portal AIM Phone number: (833) 305-1802 	A new Bright HealthCare team will review for medical, surgical, mental health and substance use disorder, excluding the ASH services. <ul style="list-style-type: none"> New fax number: 1-888-337-2174 New fax forms New phone number: (844) 926-4522 	American Specialty Health (ASH) will review authorization requests for acupuncture and chiropractic services <ul style="list-style-type: none"> *FL includes therapeutic massage ASH authorization online portal New fax forms ASH phone number: (800) 972-4226
What do you need to do differently?	Starting 12/16/2021, access the new portal through Availity.com . Starting 12/27/2021, use new fax forms and fax number.	Starting 12/20/2021, contact AIM for authorization of certain services in 2022 via the online portal or by phone. Note: Fax forms will not be accepted for AIM reviews.	Starting 1/1/2022, begin using the new fax and phone number for MA members.	Starting 1/1/2022, contact ASH for authorization of certain services via online portal or by fax.
Key contact information	Find fax forms at Availity.com or brighthouse.com/provider/utilization-management Fax number: (888) 319-6479	AIM ProviderPortal SM : aimspecialtyhealth.com/providerportal AIM Provider Services phone number: (833) 305-1802	Find fax forms at Availity.com or brighthouse.com/provider/utilization-management Provider Services phone number: (844) 926-4522 Fax number: (888) 337-2174	Find fax forms on ASHLink.com Provider services phone: (800) 972-4226 Fax: (877) 304-2746



Your 2022 Provider Resource Guide is now online. Please visit the Provider Resources website at brighthouse.com/provider/resources for this important guide and more 2022 details, including changes to claims and other submission mailing addresses.