

# Quick Reference Guide

## Availity.com

Manage claim submission, prior authorizations, and access resources.

## Provider Services

**Medicare:** 844-201-0677  
**Commercial:** 866-239-7191  
**Small Group:** 855-521-9364

## Claims

Bright Health does not accept faxed claims

Providers can submit a paper claim or electronically, through Availity or EDI Clearinghouses (Edmeon, Gateway, Relay Health, and other EDI Clearinghouses).

### Medicare Advantage

EDI Payer ID: BRT01

Mail to:

Bright Health MA – Claims Operations  
P.O. Box 853960  
Richardson, TX 75085-3960

### Commercial

EDI Payer ID: CB186

Mail to:

Bright Health Plan  
P.O. Box 16275  
Reading, PA 19612-6275

**Check claim status:** Availity.com or Provider Services

**Dispute a claim:** Provider Services

**Discuss claim payment options:** Discuss claim payment options:

**Medicare:** 977-331-7154 or [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

**Commercial:** Visit [Vpayusa.com/support](http://Vpayusa.com/support)

## Eligibility & benefits

**Verify member eligibility and benefits:** Availity.com or Provider Services

### Required information

- Requesting provider's NPI
- Member ID
- Member first and last name
- Member date of birth

**Get schedule of benefits:** Provider Services

**Download Certificates of Coverage:** Availity.com

## Prior authorizations

**Check list of services requiring an authorization, download forms, check request status:** Availity.com

**Submit a prior authorization:** Availity.com, fax, or phone (fax and phone numbers are located on prior authorization forms)

### Questions?

**Medicare:** 844-929-0162

**Commercial:** 844-990-0375

## Contracting, credentialing, & roster questions

Obtain a fee schedule or inquire about contract effective date:

- If you're directly contracted with us: Contact your Provider Relations Representative (PRR)
- If you're contracted through a larger organization: Contact organization directly

Update provider roster:

- If you're directly contracted with us: refer to [BrightHealthPlan.com/provder/get-started](https://BrightHealthPlan.com/provder/get-started) to access your specific market email address.
- If you're contracted through a larger organization: Notify organization directly

Questions about credentialing: Email the Bright Health Credentialing team at [Credentialing@BrightHealthPlan.com](mailto:Credentialing@BrightHealthPlan.com).

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## Pharmacy questions

Obtain a formulary: [Availity.com](https://Availity.com)

Prescriber services:

Medicare: 833-665-5346

Commercial: 833-661-1988

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## Provider Directory

Locate in-network providers/facilities: Use our Provider Finder tool

Medicare: [BrightHealthPlan.com/provider-finder/ma](https://BrightHealthPlan.com/provider-finder/ma)

Commercial: [BrightHealthPlan.com/provider-finder/ifp](https://BrightHealthPlan.com/provider-finder/ifp)

Obtain Provider Manual: [Availity.com](https://Availity.com)

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## Sample ID cards

Visit [BrightHealthPlan.com/provder/get-started](https://BrightHealthPlan.com/provder/get-started) to view sample ID cards.

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## Complaints & grievances

File a complaint, appeal, or grievance: [Provider Services](#)

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## Member Services

Bright Health is here for your patients. Refer your patients to the contacts below if they have any questions.

Medicare: 844-202-4129

Oct. 1-March 31, 2020: 8 a.m.-8 p.m. local time, Mon-Sun (excluding federal holidays)

Apr 1-Sept. 30, 2020, 8 a.m.-8 p.m. local time, Mon-Fri (excluding federal holidays)

Commercial: 855-827-4448, 8 a.m.-8pm local time, Mon-Fri

Small Group: 855-521-9365

### Case Management

To refer a patient to a case manager:

Medicare: 888-668-0804

Commercial: 888-658-6818