

Bright HealthCare™ Utilization Management Overview

Review the table below to determine where and how to submit an authorization depending on the member's state and the service type.

Individual and Family Plans (IFP) / Small Group (SG)

	Alabama, Arizona, Colorado, Illinois, Florida, Oklahoma, Nebraska, North Carolina, South Carolina, Tennessee		Georgia, Texas, Utah, Virginia
Service type	Medical, surgical, behavioral health services	Diagnostic/advanced imaging, radiation oncology, genetic testing	All services
Where to submit authorizations	Bright HealthCare	AIM Specialty Health	Bright HealthCare
How to submit	<ul style="list-style-type: none"> ✔ Fax or electronic - accepted ✘ Phone - not accepted <p>Submit authorizations electronically using Bright HealthCare's online portal at Availity.com. Submit authorizations by fax at (888) 319-6479.</p> <p>Fax forms are available at Availity.com or brighthealthcare.com/provider/utilization-management.</p>	<ul style="list-style-type: none"> ✔ Electronic or phone - accepted ✘ Fax - not accepted <p>Submit authorizations electronically using AIM's ProviderPortal at aimspecialtyhealth.com/providerportal.</p>	<ul style="list-style-type: none"> ✔ Fax or phone - accepted ✘ Electronic - not accepted <p>Submit authorizations by fax at (877) 438-6832.</p> <p>Fax forms are available at Availity.com or brighthealthcare.com/provider/utilization-management.</p>
Contact information	Provider Services phone: (866) 239-7191 (IFP) (855) 521-9364 (SG)	Provider Services phone: (833) 305-1802	Provider Services phone: (844) 926-4525

Medicare Advantage

	Arizona, Colorado, Illinois, Florida, New York	
Service type	Medical, surgical, behavioral health services	Acupuncture and chiropractic services*
Where to submit authorizations	Bright HealthCare	American Specialty Health (ASH)
How to submit	<ul style="list-style-type: none"> ✔ Fax or phone - accepted ✘ Electronic - not accepted <p>Submit authorizations by fax at (888) 337-2174.</p> <p>Fax forms are available at Availity.com or brighthealthcare.com/provider/utilization-management.</p>	<ul style="list-style-type: none"> ✔ Electronic or fax - accepted ✘ Phone - not accepted <p>Submit authorizations electronically on ASH's provider portal at ASHLink.com.</p> <p>Submit authorizations via fax at (877) 304-2746. Fax forms are available at ASHLink.com.</p>
Contact information	Provider Services phone: (844) 926-4522	Provider Services phone: (800) 972-4226

*Also includes Therapeutic Massage in FL

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Individual and Family Plans (IFP)

	California				
Service type	Out-of-network and transplant services	Behavioral health	Acupuncture and chiropractic services	All other services	
Where to submit authorizations	Bright HealthCare	Beacon	American Specialty Health (ASH)	Hill Physician Medical Group	John Muir Health
How to submit	<ul style="list-style-type: none"> ✔ Fax or phone - accepted ✘ Electronic - not accepted <p>Submit authorizations by fax at (888) 337-2174.</p> <p>Fax forms are available at Availity.com or brighthousehealthcare.com/provider/utilization-management.</p>	<ul style="list-style-type: none"> ✔ Electronic, fax*, or phone - accepted <p>Submit authorizations electronically using Beacon’s provider portal, ProviderConnect, at https://providerportal.beaconhealthoptions.com/index.html#/login.</p> <p><small>*Faxed requests may be submitted for ABA or TMS services; all others must be submitted electronically or via phone. Find authorization request forms and fax numbers at beaconhealthoptionsca.com/providers.</small></p>	<ul style="list-style-type: none"> ✔ Electronic or fax - accepted ✘ Phone - not accepted <p>Submit authorizations electronically on ASH’s provider portal at ASHLink.com.</p> <p>Submit authorizations via fax at (877) 304-2746. Fax forms are available at ASHLink.com.</p>	<ul style="list-style-type: none"> ✔ Electronic, fax, or phone - accepted <p>East Bay, SF, Solano: fax elective and retro authorizations to (844) 449-3492.</p> <p>Submit authorizations electronically using HPMG’s provider portal, HillConnect.</p> <p>To access the provider portal and for more information, visit: hillphysicians.com/providers/pages/provider-application-support.aspx.</p>	<ul style="list-style-type: none"> ✔ Electronic, fax, or phone - accepted ✘ Electronic - not accepted <p>Submit authorizations by fax at (925) 952-2865.</p> <p>Send written requests to John Muir Physician Network Care Management Department 1400 Treat Blvd. #300 Walnut Creek, CA 94597</p> <p>Find more information at johnmuirhealth.com/for-physicians/resources.html.</p>
Contact information	Provider Services phone: (844) 926-4522	Provider Services phone: (866) 402-7483	Provider Services phone: (800) 972-4226	Provider Services phone: (800) 445-5747	Provider Services/UM phone: (925) 952-2887 (844) 398-5376