

Upcoming change:

Simplifying the authorization process



On March 30, Bright HealthCare will **transition from the current Individual and Family Plan (IFP)/ Small Group Plan (SG) prior authorization fax forms to one consolidated prior authorization fax form.** Submitting authorizations via the electronic portal remains the simplest method and can be accessed via [Availity.com](https://www.availity.com).

Currently there are four different IFP/SG fax forms for prior authorization, depending on service type. These forms will be replaced by the single, standardized prior authorization form.



Beginning March 30, access the new form on [Availity.com](https://www.availity.com) or [brighthealthcare.com/provider/utilization-management](https://www.brighthealthcare.com/provider/utilization-management). To find the form, select the member's state and click on the Prior Authorization Form link under the *Forms & Resources* header.

New Process for Faxing Additional Information for Existing Authorizations

In addition to using the new consolidated prior authorization form for new requests, also use the this form when sending additional information related to an existing authorization. For example, use the standard PA form when you need to send:

- Additional clinical information at Bright HealthCare's request
- Discharge summaries
- Request for reconsideration

See below for an example of the form fields to complete when you are submitting additional information for an existing authorization:

Existing Request Please enter authorization #:

Additional Information Submitted: Clinical information Discharge information Reconsideration Request

Other:

Not sure how or where to submit an authorization?

Use the Bright HealthCare **Authorization Navigator** here: [careteam.brighthealthcare.com/auth-check](https://www.careteam.brighthealthcare.com/auth-check).

IMPORTANT: Fax Number Closure

As part of the transition to the new form and Bright HealthCare's redesigned authorization portal, the fax numbers below will close on the noted dates:

Fax Contact	Fax Number	Close Date (End of Day)
Case Management	1-833-903-1607	Wednesday, March 30
Care Navigation	1-833-903-1608	
Utilization Management Prior Authorization Requests	1-833-903-1067	
Utilization Management Repatriation	1-833-959-1158	
Utilization Management Inpatient Concurrent Review Requests	1-833-903-1068	Wednesday, April 6

Forms sent to the above numbers after their close date will not be received by Bright HealthCare. Please fax the IFP/SG prior authorization form to **888-319-6479**.