

# PREPARE FOR UPCOMING UTILIZATION MANAGEMENT CHANGES AT BRIGHT HEALTHCARE™

Beginning 1/1/2022, a new team will conduct Utilization Management review for Medicare Advantage members for medical, surgical, mental health, and substance use disorder services. Acupuncture and chiropractic services will be reviewed by American Specialty Health (ASH).

In the new year, providers can start submitting authorizations via phone and fax at the numbers listed below.

- **Fax**

Fax authorization request forms to (888) 337-2174.

You can access fax forms at [brighthouse.com/provider/utilization-management](https://brighthouse.com/provider/utilization-management).

- **Phone**

Call Medicare Advantage Provider Services at (844) 926-4522.

If you have any questions about these changes, please contact Provider Services for Medicare Advantage members at (844) 926-4522.

## Acupuncture and chiropractic services

Starting January 1, 2022, Bright HealthCare will transition review of acupuncture and chiropractic services to American Specialty Health (ASH). This change applies to all Bright HealthCare members in your area, except Individual & Family Plan and Small Group members.

Starting January 1, 2022, please submit authorization requests to ASH online or by fax.

- **Online**

ASH's secure practitioner portal, ASHLink ([www.ashlink.com](http://www.ashlink.com)) allows you to conveniently verify member eligibility/benefits, submit requests, and access the most current ASH materials. To activate your ASHLink account, please contact ASH's Customer Services department at (800) 972-4226.

- **Fax**

Fax authorization request forms to (877) 304-2746.

Find fax forms on [ASHLink.com](http://ASHLink.com).

- **Phone**

Call ASH toll-free at (800) 972-4226, Monday–Friday, 5am–6pm.

We are so pleased to have you in our Bright HealthCare network. We look forward to working with you to help improve the health of our members and continue making healthcare right. Together.