

2020 Greater Daytona Beach, Orlando, and Tampa Provider Quick Reference Guide



Bright Health Provider Portal: Availity.com

QUESTIONS ON LOGGING INTO OR USING AVAILITY.COM? Contact 800-282-4548

Bright Health Provider Services:

MEDICARE: 844-219-4918

COMMERCIAL: 855-521-9334

Claims (Claims cannot be submitted via fax)

EDI Clearinghouse: Providers can submit a paper claim or use an electronic data interface clearinghouse. Providers can submit through Availity, Emdeon, Gateway, Relay Health, and other EDI Clearinghouses.

Medicare Claims:

EDI PAYER ID: BRT01

CLAIM ADDRESS:

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

Commercial Claims:

EDI PAYER ID: CB186

CLAIM ADDRESS:

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

Check the status of a claim: Availity.com or Provider Services

Dispute a claim: Call Provider Services

Discuss claims payment options:

MEDICARE: 877-331-7154 or providersupport@payspanhealth.com

COMMERCIAL: 877-714-3222 or support@payusa.com

Eligibility & Benefits

Verify member eligibility and benefits:

Availity.com or Provider Services

INFORMATION REQUIRED:

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

Obtain schedule of benefits: Call Provider Services

Download Certificates of Coverage: Availity.com

Prior Authorizations

Check which services require a prior authorization, download forms and check the status of a prior authorization: Availity.com

Submit a prior authorization: Availity.com, fax or phone (fax and phone numbers located on the top of each prior authorization form)

MEDICARE PA QUESTIONS: 844-929-0162

COMMERCIAL PA QUESTIONS: 844-990-0375

Contracting, Credentialing & Roster Questions

To obtain a fee schedule or inquire about your contract effective date:

IF YOU'RE DIRECTLY CONTRACTED WITH US:
Contact your Provider Relations representative

IF YOU'RE CONTRACTED THROUGH A LARGER ORGANIZATION: Contact them directly

To update your provider roster:

IF YOU'RE DIRECTLY CONTRACTED WITH US:
Email an updated roster in the Bright Health standard roster template to ProviderDataFL@BrightHealthPlan.com

IF YOU'RE CONTRACTED THROUGH A LARGER ORGANIZATION: Notify them directly of your updates

For questions about credentialing: Contact Bright Health Credentialing at Credentialing@BrightHealthPlan.com

Pharmacy Questions

Obtain a copy of the formulary: Availity.com

Prescriber services:

MEDICARE: 833-665-5346

COMMERCIAL: 833-661-1988

Other Tools & Resources

Locate in-network providers / facilities: Use the Bright Health Provider Directory

MEDICARE: BrightHealthPlan.com/provider-finder/ma/

COMMERCIAL: BrightHealthPlan.com/provider-finder/ifp/

If you need additional assistance locating in-network providers, contact Provider Services.

Obtain copies of the Provider Manual: Availity.com

Sample ID Cards

Medicare:

The image shows a sample Medicare ID card for Betty B. Bright. It features the logos for bright HEALTH and AdventHealth. The card includes the member's name, Member ID (XXXXXXXX), plan name (Bright Health Medicare Advantage Plan), and effective date (01/01/2020). It also lists BIN (012312), RX PCN (PARTD), and RX GRP (BHPMA). Copay information is provided for PCP (\$XX), Specialist (\$XX), and Urgent Care (\$XX). The MedicareRx logo is also present.

Commercial:

The image shows a sample commercial ID card for Bob B. Bright. It features the logos for bright HEALTH and AdventHealth. The card includes the member's name, Group # (BHP100), ID # (900010000), Subscriber (01), Card Issue Date (12/01/2019), Effective Date (01/01/2020), and Plan (BRONZE). It lists PHARMACY BENEFITS (RXBIN: 09893, RXRCN: ROIRX, RXGRP: BHIFP) and CONTACT US information (Member Services: 855-555-1234, Provider Services: 800-555-1234, www.BrightHealthPlan.com). The card also includes the website www.envisionrx.com/login and Pharmacist Help Desk (833-555-1234).

Complaints & Grievances

File complaints, appeals, and grievances: Call Provider Services (numbers on previous page)

Member Services

Bright Health is here for your patients. Please refer patients to the contacts below if they have any questions on their Bright Health plan.

Medicare contact information:

PHONE: 844-221-7642

MEMBER SERVICES HOURS OF OPERATION:

October 1 – March 31, 2020, Monday – Sunday
8am – 8pm local time, excluding Federal holidays

April 1 – September 30, 2020, Monday – Friday
8am – 8pm local time, excluding Federal holidays

Commercial contact information:

PHONE: 855-521-9335

MEMBER SERVICES HOURS OF OPERATION:

Monday – Friday, 8am – 8pm local time

Case Management: To refer a patient to a case manager:

MEDICARE: 888-308-1889

COMMERCIAL: 888-308-1403

We're here for you.

Still have a question or want to schedule an office visit? Your local Provider Relations representative is:

Michael Jackson

providerrelationsFL@BrightHealthPlan.com | 407-543-9467