

# Quick Reference Guide

## Phone numbers

Effective 1/1/2022	IFP		MA	Small Group
	AL, AZ, CO, FL, IL, NC, NE, OK, SC, TN	CA, GA, TX, UT, VA	AZ, CO, FL, IL, NY	All States
<b>Provider Services</b>	866-239-7191	844-926-4525	844-926-4522 <i>*all states except CA</i>	855-521-9364
<b>Claim Payment Options</b>	877-714-3222	866-945-7990	866-945-7990 <i>*all states except CA</i>	
<b>Case Management</b>	888-658-6818 Mon-Fri, 8 AM-5 PM Central time	844-926-4525 Mon-Fri, 8 AM-5 PM Central time	888-668-0804 Mon-Fri 8 AM-5 PM Central time	855-521-9365 Mon-Fri 8 AM-8 PM local time
<b>Member services</b>	855-827-4448 Mon-Fri, 8 AM-8 PM local time	844-926-4524 Mon-Fri, 8 AM-8 PM local time	844-926-4521 Oct 1-March 31, 8 AM-8 PM local time, Mon-Sun (excluding federal holidays)  Apr 1-Sept 30, 8 AM-8 PM local time, Mon-Fri (excluding federal holidays)	
<b>Utilization Management</b>	866-239-7191	844-926-4525	844-926-4522 <i>*all states except CA</i>	855-521-9364
<b>Prescriber Services</b>	833-726-0670	833-726-0670	833-726-0667	833-726-0670

## Mailing addresses

Effective 1/1/2022	IFP		MA
	AL, AZ, CO, FL, IL, NC, NE, OK, SC, TN	CA, GA, TX, UT, VA	All states aside from CA
<b>Provider disputes</b>	Bright HealthCare Provider Disputes P.O. Box 16275 Reading, PA 19612-6275	Bright HealthCare Provider Disputes P.O. Box 836 Portland, ME 04104	Bright HealthCare Provider Disputes P.O. Box 1359 Portland, ME
<b>Claims</b>	Bright HealthCare Claims P.O. Box 16275 Reading, PA 19612-6275	EDI Payer ID: BRGHT Bright HealthCare Claims PO Box 211502 Eagan, MN 55121	EDI Payer ID: BRGHT Bright HealthCare Claims PO Box 211502 Eagan, MN 55121
<b>Member complaints &amp; grievances</b>	Bright HealthCare Appeals and Grievances P.O. Box 16275 Reading, PA 19612	Bright HealthCare Appeals and Grievances P.O. Box 1519 Portland, ME 04104	Bright HealthCare Appeals and Grievances P.O. Box 1868 Portland, ME 04104
<b>Member services</b>	Bright HealthCare Member Services 777 NW Blue Pkwy Suite 3350 Lees Summit, MO 64086	Bright HealthCare Member Services PO Box 1357 Portland, ME 04104	<b>Premium Billing</b>  Bright HealthCare MA Premium Billing PO Box 1769 Portland, ME 04104
			<b>Member Enrollment</b>  Bright HealthCare MA Member Enrollment PO Box 1731 Portland, ME 04104

## Claims information

Bright HealthCare™ does not accept faxed claims. Visit [Availity.com](https://www.availity.com) or call Provider Services. (Availity also allows you to view remittance notices on electronically paid claims, and you can register to receive these notices electronically.)

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

## Eligibility & benefits

Verify member eligibility and benefits: [Availity.com](https://www.availity.com) or Provider Services. Required information:

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

Download Certificate of Coverage and Schedule of Benefits: [Availity.com](https://www.availity.com)

## Prior authorizations

To see the list of services requiring an authorization, download forms, check request status, or submit an electronic prior authorization, visit [Availity.com](https://www.availity.com). **Prior authorization options vary by state**—for details, go to [BrightHealthCare.com/provider/utilization-management](https://www.brighthealthcare.com/provider/utilization-management).

## Provider dispute resolution

For issues that do not involve routine inquiries resolved in a timely fashion through informal processes, we offer a provider dispute process for administrative, payment, or other disputes that you may have. Dispute categories include: payment disputes, contractual denials, allowable rate disputes, medical necessity denials, missing prior authorization.

By using our provider disputes form, you avoid delays and receive an acknowledgement with a case number. You may access the disputes form on our Provider Resource page: <https://providerinquiries.brighthealthcare.com>.

Please refer to your provider manual or contact Provider Services with any questions.

## Obtain the Provider Manual

Availity.com: Bright HealthCare Payer Spaces tab.

## Sample ID cards

Visit [BrightHealthCare.com/provider/resources](https://www.brighthealthcare.com/provider/resources) to view sample ID cards.

### 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/provider/get-started](https://www.brighthealthplan.com/provider/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 HealthCare Credentialing team at [credentialing@brighthealthplan.com](mailto:credentialing@brighthealthplan.com).