

**Bright Health Provider Portal:** Availity.com

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

**Bright Health Provider Services:**

MEDICARE: 844-223-8380

COMMERCIAL: 855-521-9344

## 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 ProviderDataNE@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](http://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/](http://BrightHealthPlan.com/provider-finder/ma/)

COMMERCIAL: [BrightHealthPlan.com/provider-finder/ifp/](http://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](http://Availity.com)

## Sample ID Cards

### Medicare:

The image shows a sample Medicare ID card for Betty B. Bright. It features the Bright Health logo, Nebraska Health Network logo, and Medicare logo. 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 amounts are listed for PCP (\$XX), Specialist (\$XX), and Urgent Care (\$XX). The card also mentions Medicare Rx Prescription Drug Coverage.

### Commercial:

The image shows a sample Commercial ID card for Bob B. Bright. It features the Bright Health logo, Nebraska Health Network logo, and Medicare logo. 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: 844-221-7728

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: 855-521-9345

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?** Contact your local Provider Relations representative: [providerrelationsNE@BrightHealthPlan.com](mailto:providerrelationsNE@BrightHealthPlan.com) | 402-835-0907