

Quick Reference Guide

Availity.com

Manage claim submission, prior authorizations, and access resources.

Provider Services

Medicare: 844-221-7736
Individual & Family: 866-239-7191
Employer: 855-521-9364

Claims

Bright Health does not accept faxed claims

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

Medicare Advantage

EDI Payer ID: BRT01

Mail to:

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

Commercial (IFP & Employer)

EDI Payer ID: CB186

Mail to:

Bright Health Commercial – Claims Operations
P.O. Box 16275
Reading, PA 19612-6275

Check claim status: Availity.com or Provider Services

Dispute a claim: Refer to your provider manual or contact provider services.

Discuss claim payment options:

Medicare: 877-331-4154 or providersupport@payspanhealth.com

Commercial: Visit [Vpayusa.com/support](https://vpayusa.com/support)

Eligibility & benefits

Verify member eligibility and benefits: 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

Prior authorizations

Check list of services requiring an authorization, download forms, check request status: Availity.com

Submit a prior authorization: Availity.com, fax, or phone (fax and phone numbers are located on prior authorization forms)

Questions?

Medicare: 844-929-0162

IFP & Employer: 844-990-0375

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 to access your specific market email address.
- If you're contracted through a larger organization: Notify organization directly

Questions about credentialing: Email the Bright Health Credentialing team at Credentialing@BrightHealthPlan.com

Pharmacy questions

Obtain a formulary: Availity.com

Prescriber services:

Medicare: 833-665-5346

Individual & Family: 833-661-1988

Employer: 833-682-1187

Provider Directory

Locate in-network providers/facilities: Use our Provider Finder tool

Medicare: BrightHealthPlan.com/provider-finder/ma

Commercial: BrightHealthPlan.com/provider-finder/ifp

Obtain Provider Manual: Availity.com

Sample ID cards

Visit BrightHealthPlan.com/provider/get-started to view sample ID cards.

Complaints & grievances

File a complaint, appeal, or grievance: [Provider Services](#)

Member Services

Bright Health is here for your patients. Refer your patients to the contacts below if they have any questions.

Medicare: 844-202-4129

8 a.m. – 8 p.m. local time,

Mon-Sun (excluding federal holidays)

Individual & Family: 855-827-4448

8 a.m. – 8 p.m. local time, Mon-Fri

Employer: 855-521-9365

8 a.m. – 8 p.m. local time, Mon-Fri

Case Management

To refer a patient to a case manager:

Medicare: 888-668-0804

IFP & Employer 888-658-6818