



SECTION 1



PROVIDER MANUAL QUICK REFERENCE

QUICK REFERENCES



provider.eternalhealth.com is the simplest, quickest way to check member eligibility and benefits, submit or check on a prior authorization request, check the status of a claim, find other eternalHealth providers, access documents and forms, and much more. Be sure to have your National Provider Identifier (NPI) handy.

Frequently Used Services	Quick Links	
To submit a claim If you need to make any changes to an original claim, you can resubmit a corrected claim using one of the channels to the right.	interconnect via Change Healthcare: Payer ID#: RP037	via mail: eternalHealth Billing Department PO Box 1263 Westborough, MA 01581
To find an in-network provider	www.eternalhealth.com/for-members/find-a-provider-or-pharmacy/	
To set up electronic payments	Go to www.zelis.com or call 1-877-828-8770 to set up an account. Enter eternalHealth's Payer ID #RP037 .	
To verify patient eligibility, benefits, and copays	provider.eternalhealth.com	
For all other routine forms and documents	www.eternalhealth.com/for-providers/forms-and-documents/	
For Part D prior authorization criteria	www.eternalhealth.com/for-members/prescription-drugs/#Prior-Authorization	
To submit a Part D prior authorization electronically	go.covermy meds.com/OptumRx	

If you need additional assistance, please call or fax using the numbers below.

Department	Phone	Fax
Provider Services	1-800-680-9255	1-866-347-8864
Care Management	1-800-787-5076	1-855-708-2735
Expedited Authorization Requests (UM)	1-800-680-9255	1-866-215-4297
Authorizations Request (UM)	1-800-680-9255	1-866-337-8686
Pharmacy (OptumRx®)	1-800-891-6989	1-800-527-0531
Appeals and Grievances	1-800-651-9613	1-866-326-1073
Member Services	1-800-680-4568	1-866-347-8128