



PROVIDER MANUAL

Quick Reference

Key contacts, links, and resources at a glance

AT A GLANCE

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

Service	Quick Link
To submit a claim Need to change an original claim? Resubmit a corrected claim using either channel.	Electronic: Interconnect via Change Healthcare · Payer ID RP037 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.covermymeds.com/OptumRx
Part B Prior Authorization List	eternalHealth Part B Prior Authorization List
Part C Prior Authorization List	eternalHealth Part C Prior Authorization List
Prior Authorization Request Form	eternalHealth Prior Authorization Request Form

Contact Directory

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

Department	Phone	Fax
Provider Services	1-800-680-9255	1-866-347-8130
Care Management	1-800-787-5076	1-855-708-2735
Expedited Authorization Requests (UM)	1-800-680-9255	1-866-215-4297
Authorization Requests (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	1-888-692-7270
Member Services	1-800-680-4568	1-888-347-8130