# QUICK REFERENCES

[provider.eternalhealth.com](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 651 Southborough, MA 01772 Attn: eternalHealth Medicare |
| **To find an in-network provider** | **www.eternalhealth.com/for-members/find-a-provider-or-pharmacy/** | |
| **To set up electronic payments** | Go to **www.changehealthcare.com** or call **1-877-411-7271** 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** | |

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

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| **Provider Services** | T: 1-800-680-9255 | F: 1-866-347-8864 |
| **Care Management** | T: 1-800-680-9255 | F: 1-855-708-2735 |
| **Authorization Requests (UM)** | T: 1-800-680-9255 | F: 1-866-337-8686 |
| **Pharmacy (OptumRx®)** | T: 1-800-680-4568 | F: 1-877-239-4565 |
| **Appeals and Grievances** | T: 1-800-651-9613 | F: 1-866-326-1073 |
| **Member Services** | T: 1-800-651-4568 | F: 1-866-347-8128 |