

# QUICK REFERENCES



[provider.eternalhealth.com](http://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	
<b>To submit a claim</b> 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
<b>To find an in-network provider</b>	<a href="http://www.eternalhealth.com/for-members/find-a-provider-or-pharmacy/">www.eternalhealth.com/for-members/find-a-provider-or-pharmacy/</a>	
<b>To set up electronic payments</b>	Go to <a href="http://www.changehealthcare.com">www.changehealthcare.com</a> or call <b>1-877-411-7271</b> to set up an account. Enter eternalHealth's <b>Payer ID #RP037</b> .	
<b>To verify patient eligibility, benefits, and copays</b>	<a href="http://provider.eternalhealth.com">provider.eternalhealth.com</a>	
<b>For all other routine forms and documents</b>	<a href="http://www.eternalhealth.com/for-providers/forms-and-documents/">www.eternalhealth.com/for-providers/forms-and-documents/</a>	
<b>For Part D prior authorization criteria</b>	<a href="http://www.eternalhealth.com/for-members/prescription-drugs/#Prior-Authorization">www.eternalhealth.com/for-members/prescription-drugs/#Prior-Authorization</a>	
<b>To submit a Part D prior authorization electronically</b>	<a href="http://go.covermy meds.com/OptumRx">go.covermy meds.com/OptumRx</a>	

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

<b>Provider Services</b>	<b>T: 1-800-680-9255</b>	<b>F: 1-866-347-8864</b>
<b>Care Management</b>	<b>T: 1-800-787-5076</b>	<b>F: 1-855-708-2735</b>
<b>Expedited Authorization Requests (UM)</b>	<b>T: 1-800-680-9255</b>	<b>F: 1-866-215-4297</b>
<b>Authorization Requests (UM)</b>	<b>T: 1-800-680-9255</b>	<b>F: 1-866-337-8686</b>
<b>Pharmacy (OptumRx®)</b>	<b>T: 1-800-891-6989</b>	<b>F: 1-800-527-0531</b>
<b>Appeals and Grievances</b>	<b>T: 1-800-651-9613</b>	<b>F: 1-866-326-1073</b>
<b>Member Services</b>	<b>T: 1-800-680-4568</b>	<b>F: 1-866-347-8128</b>