Clear Spring Health

2020 Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.

Clear Spring Health Online Link
Use provider portal to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign in to Link, go to www.ClearSpringHealthCare.com or eligibility verification line can be reached at 877-384-1241
To learn more about using Link, please visit www.ClearSpringHealthCare.com

Provider Services
Phone: 877-384-1241
- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data

TTY/TDD (for all departments)
711

Member Services
Phone: 877-384-1241

Vision
Phone: IL 844-254-9491
Phone: CO, NC, VA 844-824-2014

Dental
Phone: CO 855-225-1731
Phone: IL 800-508-6780
Phone: NC 844-831-9098
Phone: VA 844-822-8109

Behavioral Health Services
Phone: 866-689-8761

Fitness Program
Phone: 888-423-4632

Over the Counter Program (OTC)
Phone: 877-234-4806

Hotline to report Fraud and Abuse or Compliance Concerns
Phone: 866-467-6958

Prior Authorization Requests and Care Coordination / Case Management
Phone: 866-689-8761
Inpatient Fax: 866-611-1957
Inpatient Email: inpatientutilization@eonhp.com
Outpatient Fax: 866-613-0157
Outpatient Email: outpatientutilization@eonhp.com

No Referrals Required

Electronic Payments & Statements Enrollment
Change Healthcare
EDI Payer ID Number: 66009

Pharmacy
Phone: Illinois 833-478-6372
Phone: CO, NC, VA 833-459-4412

Part D Prescriber Appeals
Phone: 877-384-1241

Hearing
Phone: 877-234-4761
Clear Spring Health Member ID Cards

Each Clear Spring Health member will receive an ID card. Each card is issued once, unless cards are requested or reissued due to a demographic, PCP or plan change. ID Cards are good for as long as the person is a member of Clear Spring Health.