2019 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](http://www.ClearSpringHealthCare.com) or eligibility verification line can be reached at [877-384-1241](tel:877-384-1241). To learn more about using Link, please visit [www.ClearSpringHealthCare.com](http://www.ClearSpringHealthCare.com).

Provider Services
Phone: [877-384-1241](tel: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](tel:877-384-1241)

Vision
Phone: [833-825-3415](tel:833-825-3415)

Dental
Phone: [833-825-3415](tel:833-825-3415)

Behavioral Health Services
Phone: Phone: [866-689-8761](tel:866-689-8761)

Fitness Program
Phone: [877-427-4788](tel:877-427-4788)

Over the Counter Program (OTC)
Phone: [888-246-6001](tel:888-246-6001)

Hotline to report Fraud and Abuse or Compliance Concerns
Phone: [866-467-6958](tel:866-467-6958)

Prior Authorization Requests and Care Coordination / Case Management
Phone: [866-689-8761](tel:866-689-8761)
Inpatient Fax: [866-611-1957](tel:866-611-1957)
Inpatient Email: inpatientutilization@eonhp.com
Outpatient Fax: [866-613-0157](tel: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](tel:833-478-6372)
Phone: CO, NC, VA [833-459-4412](tel:833-459-4412)

Part D Prescriber Appeals
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.

(Sample ID Cards) HMO

(Sample ID Cards) PPO