



Bright Health Plans

Carrier Responses	Resources
<p>Coverage</p> <p>To ensure that diagnosis is affordable for all of our members and to fight the spread of illness, we have updated our coverage policy as follows:</p> <ul style="list-style-type: none">• All telehealth services (online and virtual care) obtained in connection with doctor-ordered COVID-19 testing and diagnosis are covered, at no cost, to our members.• Early medication refills for members who are impacted by the outbreak is authorized. <p>Members should contact their doctor’s office, an urgent care facility or emergency department by phone <u>before</u> coming in if they are concerned they may have contracted COVID-19, or to feel free to call Bright Health Member Services for assistance at 855-827-4448.</p> <p>Telemedicine</p> <p>Bright Health has a new agreement in place for their members to use the Centura Virtual Care network for telemedicine. The copay is the same as a regular doctor visit. However, due to the COVID-19 virus, Bright Health is waiving copays for members who contact Centura Virtual Care network due to flu-like symptoms.</p> <p>To find a Centura Virtual Care network provider visit https://www.centura.org/our-network/virtual-care</p>	<p>Bright Health Understanding Coronavirus</p> <p>Bright Health Resources and FAQ</p> <p>Dispatch Health</p> <p>Centura Virtual Care</p> <p>Member Service Contact Page</p> <p>Bright Health Member Services 855-827-4448</p>