



BHN Provider Experience Center

Contact us for the answer
to your BHN questions

Our goal is to deliver support and service that is beyond information and offers a positive experience with each contact.

Provider Experience Center representatives have specific expertise in provider and practice-based issues and topics. This will allow you to access timely answers to inquiries or get connected with the most appropriate resource quickly. Just call **480.684.7070** in metro Phoenix or **800.827.2464** everywhere else; choose option 4 for additional service options.

Having a consistent, centralized source of information gives you the freedom to focus on something more important: caring for your patients.

If you need to receive a logon to the Banner Health Network Secure Provider Portal. Visit www.BannerHealthNetwork.com. Click on the **Sign Up** button on the blue task bar and complete the request form. You may be granted immediate access if you can validate your NPI with either processed authorizations or processed claims. If not, you can complete an Account Request form, and in about 24 hours, your account will be created and a logon will be emailed to you within 24 hours. The first time you log on you will be asked to change your password and provide a question/answer pair that only you will know.

Banner Health Network
Provider Experience Center

More Information

480.684.7070

800.827.2464

(outside of Arizona)

Select option 4 for providers
Monday – Friday, 7 a.m. to 6 p.m.

Email:

[ProviderExperienceCenter@
BannerHealth.com](mailto:ProviderExperienceCenter@BannerHealth.com)

BannerHealthNetwork.com

Services available through the Provider Experience Center

Applications supported:

- BannerHealthNetwork.com secure provider portal

Check the status of:

- Contract applications
- Claims
- Refunds
- Health Plan credentialing status (delegated plans only)

Get help with:

- Claims appeal support
- Claims check tracers
- Claims adjustment support
- Explanation of payment requests
- Provider Relations questions
- Risk Adjustment questions
- Neighborhood Physician Alliance support
- High Value Network support

