



Banner  
Health Network

## NOW OPEN: BHN Provider Experience Center

*Contact us now for the answers to your BHN or eCW questions*

***What if you could call just one phone number to find the answers to your questions related to Banner Health Network and the payer products we participate in? This new resource has arrived! The goal is to deliver support and service that is beyond information, and instead offers a positive experience with each contact.***

Customer service 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** and choose option 6.

We believe this consistent, centralized source of information will give you the freedom to focus on something more important—caring for your patients.



### ***Services available through the new Provider Experience Center***

**Applications supported:**

- eClinical Works (begins June 1)
- BannerHealthNetwork.com provider portal
- Sign up or change preferences: EFT, ERA & EDI
- Provider-to-Provider mobile app (P2P)

**Check the status of:**

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

**Get help with:**

- Password resets
- Claims appeal support
- Claims check tracers
- Claims adjustments (eligibility)
- Explanation of payment requests
- Provider Relations questions

*Look for additional offerings in Phase 2 of this service, anticipated by 4<sup>th</sup> Quarter 2015.*

**Reach the Provider Experience Center at [ProviderExperienceCenter@BannerHealth.com](mailto:ProviderExperienceCenter@BannerHealth.com) or by calling 480-684-7070 (choose option 6). Monday-Friday, from 7 am to 6 pm.**