



Welcome Behavioral Health Provider

Thank you for being part of the SelectHealth behavioral health provider network. SelectHealth is a not-for-profit health plan serving more than 900,000 members in Utah, Idaho, and Nevada.

Use the information below to get started with SelectHealth.

SelectHealth Networks: Identifying Member Benefit Eligibility

SelectHealth networks include commercial, Medicare Advantage, Medicaid, and CHIP plans. Please verify the networks on which you participate. Member ID cards clearly identify your client's plan and how to verify benefits. [Download a Member ID Card Guide.](#)

Questions about SelectHealth networks or member eligibility?

Contact Member Services at **800-538-5038**.



Getting Help

- > **Member Services: 800-538-5038**—Info on health plans and benefits for both members and providers, claims status when submitting claims by mail
- > **Health Services: 801-442-5305**—Clinical questions about preauthorization and coordination with members under care management
- > **Provider Relations: 800-538-5054**—Personal help navigating SelectHealth resources and systems
- > **Member Advocates: 800-515-2220**—Help with maintaining up-to-date practice information for member referrals

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Submitting Claims/Checking Status

- > **Electronically:** Use Electronic Data Interchange (EDI) transactions to submit claims; [access online guides for using EDI](#), or contact our EDI team at **800-538-5099**.
- > **Via U.S. Mail at:**
 - P.O. Box 30192 Salt Lake City, UT 84130 (for Commercial/Medicaid/CHIP claims)
 - P.O. Box 30196 Salt Lake City, UT 84130 (for Medicare claims **ONLY**)

To check status of claims submitted by mail, contact Member Services at **800-538-5038**.

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Making Preauthorization Requests

- > **What requires preauthorization.** Review the [2020 Services/Procedures Requiring Preauthorization](#).
- > **Online forms.** Complete the appropriate online form, attach relevant documentation, and email to the address indicated at the bottom of each member plan form. [Download forms.](#)
- > **Care Affiliate.** Sign up to submit, track, and often receive automatic preauthorization approvals online. Learn how easy this tool is to use via [a short training course](#) or by sending an email to a Care Affiliate expert at careaffiliate@selecthealth.org.

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Accessing Online Tools

Request access to the SelectHealth Provider Portal* to use online tools, such as the Provider Benefit Tool.

For new accounts, complete and submit BOTH:

- > Information Technology Services Agreement ([downloadable pdf file](#))
- > Login Application ([downloadable pdf file](#) or [online fillable form](#))

For a new user on an existing account, submit **ONLY** the Login Application (see above).

Already have access? [Start using these online tools.](#)

* Access to online claims and eligibility information is available to participating providers only. Noncontracted providers can call Member Services at **800-538-5038** for benefits, eligibility, and claims information.

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