



Navigate! How can we help you today?

Start with Select Health online self-service solutions.

Access our provider website (selecthealth.org/providers) for the quickest way to get your questions answered. Direct links are in purple type.

Do you need to:	Go to:
Find member ID card information?	https://selecthealth.org/providers/claims/id-guides
Access non-covered codes/preauthorization requirements?	https://selecthealth.org/providers/resources/tools
Request preauthorization?	https://selecthealth.org/providers/preauthorization
Appeal a claim?	https://files.selecthealth.cloud/api/public/content/98df6ab82e-9942948035b36ebba71ddc?v=0c2ef5c1
Find pharmacy resources?	https://selecthealth.org/providers/pharmacy
Access dental provider resources?	https://selecthealth.org/providers/dental
Access Select Health policies (medical, dental, coding/reimbursement)?	https://selecthealth.org/providers/resources/policies
Learn about our secure provider tools (Provider Benefit Tool, CareAffiliate®)?	For the Provider Benefit Tool (check eligibility and claims status): https://selecthealth.org/providers/claims/provider-benefit-tool For CareAffiliate (submit and track online preauthorization requests): https://selecthealth.org/providers/preauthorization/careaffiliate/ca-training

Contact us when you can't find answers online.

We're here to help Monday through Friday. Phone and email requests are answered in the order they are received.

Do you need to:	Contact:
Verify member benefits or claims payment issues and information	Member Services: 800-538-5038
Resolve issues with provider setup or directory listing	Provider Services/Development: 800-538-5054; provider.development@selecthealth.org
Get help with access to tools on our secure Provider Portal (Provider Benefit Tool, CareAffiliate)	Provider Web Services: providerwebservices@selecthealth.org
Resolve claims appeals and preauthorization issues	Compliance and Appeals: 844-208-9012
Manage Electronic Funds Transfer (EFT)	EDI Department: 800-538-5099 (fax: 801-442-0372); edi@selecthealth.org
Change passwords, reactivate accounts, resolve issues with 2-Step Authentication (PingID)	Account Help Desk: 801-442-7979, Option 2
Request fee schedules (contracted providers only)	Provider Development: SHFeeScheduleRequests@imail.org