



Dear Provider,

BHI is in the process of changing its authorization system and this may cause some delays receiving your authorization letters over the next few weeks. The BHI authorization letters will also look a little different but will continue to include the effective dates, the number of visits and the types of services authorized.

As a reminder, all claims, appeals and retro-eligible claims need to be mailed to the BHI claims address:

Claims Payment Address	
Claims	Claim Appeals
BHI Claims PO Box 17448 Denver, CO 80217	Providers may submit a written appeal by mail within 30 days of the date of EOB denial to the following address: BHI Claims PO Box 17448 Denver, CO 80217
If you would like to submit electronic (EDI) claims for dates of service on or after July 1, 2009, please e-mail edi_coordinator@coaccess.com for instructions. Please Note: If you currently submit EDI claims to Colorado Access, do not combine BHI and Colorado Access files. BHI files must be submitted separately.	
For questions regarding claims and claim appeals please call Colorado Access/BHI at (303) 368-8201. This customer service line is answered by Colorado Access staff acting on behalf of BHI.	

Additional information can be found on our www.bhicares.org/providers.

If you have any questions or concerns at any time please feel free to call BHI directly.

BHI Address:

155 Inverness Drive West, Suite 201
 Centennial, CO 80112

Main BHI Phone Number: (720) 490-4400

Main BHI Fax Number: (720) 490-4395

Provider Relations and Utilization Management Contacts:

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 Utilization Review Manager
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 Authorization Coordinator
 (720) 490-4406

Thank you for your participation. We value the service you provide our members. Again, if you have questions or concerns, please feel free to call BHI directly.

Sincerely,

Teresa Summers
 Director of Provider Relations