



HOW WE SELECT OUR PROVIDERS

In order to join Brand New Day's provider network, healthcare providers must go through a credentialing process.* The credentialing process looks into the records of our providers which includes education, training, board certifications, license, malpractice claims history, and other information such as hospital accreditation.



CHOOSING YOUR PROVIDER

Brand New Day works to ensure we have the right number of healthcare providers and hospitals in locations that serve our members. Every year we review our providers and locations to ensure our members can receive their care within a reasonable distance from their home. Brand New Day encourages you and your dependent(s) to choose a Brand New Day provider. Find a provider by visiting our online directory at www.bndhmo.com or by calling our Member Services department at 1-866-255-4795, TTY 1-866-321-5955 Monday - Friday 8 a.m. - 8 p.m. between April 1 and September 30 and 7 days a week between October 1 to March 31, 8 a.m. - 8 p.m.

At Brand New Day we work closely with a variety of healthcare professionals to ensure our members receive quality care while also being affordable.

OUR NETWORK INCLUDES:

- Primary Care Physicians
- Specialists
- Hospitals
- Urgent Care Centers
- Imaging Centers
- Labs and Pharmacies
- Skilled Nursing Facilities
- Behavioral Health Specialists
- And More

*Credentialing is a thorough review and verification of the qualifications of the physicians, hospitals and other healthcare providers in our network. Brand New Day does not use quality measures, member experience or cost related measures initially to select providers. However, once a provider or hospital is part of the network, Brand New Day reviews outcome measurement and member satisfaction information to ensure the delivery of quality care and service.