

Plans	Customer Service	Claims Address
Premera Blue Cross premera.com/wa/provider/	877-342-5258, option 2	P.O. Box 91059 Seattle, WA 98111-9159
Federal Employee Program (FEP)	800-562-1011 Fax: 425-918-5338	P.O. Box 33932 Seattle, WA 98133
FEP Postal Services Health Benefits	View Postal contact information by state, county: premera.com/fep/contact-us/	
Medicare Advantage	888-850-8526	P.O. Box 91059 Seattle, WA 98111-9159
Medicare Supplement	877-342-5258, option 2	P.O. Box 91059 Seattle, WA 98111
BlueCard Host	888-261-9562 Fax: 425-918-4115	P.O. Box 91059 Seattle, WA 98111-9159
▪ BlueCard Eligibility Inquiries	800-676-BLUE (2583)	
National Account Service Company (NASCO)	800-713-5373 Fax: 425-918-6986	P.O. Box 91059 Seattle, WA 98111-9159
Blue Cross Blue Shield of Alaska premera.com/ak/provider/	800-722-4714, option 2	P.O. Box 91059 Seattle, WA 98111-9159

DEPARTMENT CONTACT INFORMATION

Department	Telephone	Address
Physician and Provider Relations	provider.relations@premera.com WA and AK Fax: 425-918-4937	P.O. Box 327 MS 243 Seattle, WA 98111-0327
▪ Washington		
▪ Alaska		
Electronic Claims (EDI)	800-435-2715 Fax: 425-918-4234	P.O. Box 327 MS 461 Seattle, WA 98111-0327
Care Management	877-342-5258, option 3 Fax: 509-252-7328 or 800-297-1064	P.O. Box 3048 MS 702 Spokane, WA 99220-3048
▪ Eastern Washington		
▪ Western Washington	877-342-5258, option 3 Fax: 800-866-4198 or 800-843-1114	P.O. Box 327 MS 438 Seattle, WA 98111-0327
Calypso	800-364-2991; Fax: 425-918-4722	P.O. Box 327 MS 229 Seattle, WA 98111-0327
▪ Customer Solutions/Recovery		
▪ Subrogation Case Management	888-704-0638; Fax: 425-918-5878	P.O. Box 327 MS 227 Seattle, WA 98111-0327
Physician and Provider Appeals	877-342-5258, option 2 General Fax: 425-918-5592 Clinical* Fax: 425-918-4133	P.O. Box 91102 Seattle, WA 98111-9202
*Clinical appeal: Denials for medical necessity or investigational/experimental		
Prompt Pay (Claims interest inquiries)	800-932-2883	

NON-BLUE CROSS BLUE SHIELD PLANS

Plans	Customer Service	Claims Address
LifeWise Health Plan of Washington lifewise.com/provider/	800-592-6804	P.O. Box 91059 Seattle, WA 98111-9159

More information

[Sign in to Availity](#) to access to member eligibility and benefits, prior authorization and status, and claims and payments for most plans. If you have questions about provider changes, contract status, or requests, email Physician and Provider Relations.