

Website: premera.com/wa/provider/

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
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 <ul style="list-style-type: none"> BlueCard Eligibility Inquiries 	888-261-9562 Fax: 425-918-4115 800-676-BLUE (2583)	P.O. Box 91059 Seattle, WA 98111-9159
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 <ul style="list-style-type: none"> Washington Alaska 	WA: 877-342-5258, option 4 AK: 800-722-4714, option 4 WA & AK Fax: 425-918-4937	P.O. Box 327 MS 243 Seattle, WA 98111-0327
Electronic Claims (EDI)	800-435-2715 Fax: 425-918-4234	P.O. Box 327 MS 461 Seattle, WA 98111-0327
Care Management <ul style="list-style-type: none"> Eastern Washington Western Washington 	877-342-5258, option 3 Fax: 509-252-7328 or 800-297-1064 877-342-5258, option 3 Fax: 800-866-4198 or 800-843-1114	P.O. Box 3048 MS 702 Spokane, WA 99220-3048 P.O. Box 327 MS 438 Seattle, WA 98111-0327
Calypso <ul style="list-style-type: none"> Customer Solutions/Recovery Subrogation Case Management 	800-364-2991; Fax: 425-918-4722 888-704-0638; Fax: 425-918-5878	P.O. Box 327 MS 229 Seattle, WA 98111-0327 P.O. Box 327 MS 227 Seattle, WA 98111-0327
Physician and Provider Appeals *Clinical appeal: Denials for medical necessity or investigational/experimental	877-342-5258, option 2 General Fax: 425-918-5592 Clinical* Fax: 425-918-4133	P.O. Box 91102 Seattle, WA 98111-9202
Prompt Pay (Claims interest inquiries)	800-932-2883	

NON-BLUE CROSS BLUE SHIELD PLANS

Plans	Customer Service	Claims Address
LifeWise Health Plan of Washington lifewisewa.com/provider/	800-592-6804	P.O. Box 91059 Seattle, WA 98111-9159
LifeWise Health Plan of Oregon lifewiseor.com/provider/	800-596-3382	P.O. Box 91059 Seattle, WA 98111-9159

Visit premera.com/wa/provider/ to access member eligibility, benefit details, and claim status for most Washington plans. For Medicare Advantage, visit premera.com/wa/provider/medicare-advantage/. Medicare has a separate site with different online tools for our Medicare Advantage members. Provider portal access is coordinated via OneHealthPort. Visit onehealthport.com to learn more.

If you have questions about:

- Benefits, eligibility, and claim status or payment, contact Customer Service at the number listed on the member's ID information.
- Provider changes, contract status, or requests, contact Physician and Provider Relations.