

March 20, 2013

## New Amazon “In-Network Only Plan” Requires PCP, Referrals

### What is the change?

Effective April 1, 2013, Premera will begin administering benefits for Amazon’s entire employee base, resulting in an estimated 80,000 new members nationwide. (Amazon employees were previously covered by Aetna.) Amazon is offering four different Premera plans to its employees: In-Network Only Plan, Shared Deductible Plan, Health Savings Plan, and Standard Plan. **The “In-Network Only Plan” requires members to select a Primary Care Provider (PCP) to coordinate care and make referrals when necessary, just as it did when administered by Aetna.**

### How does the In-Network Only Plan work?

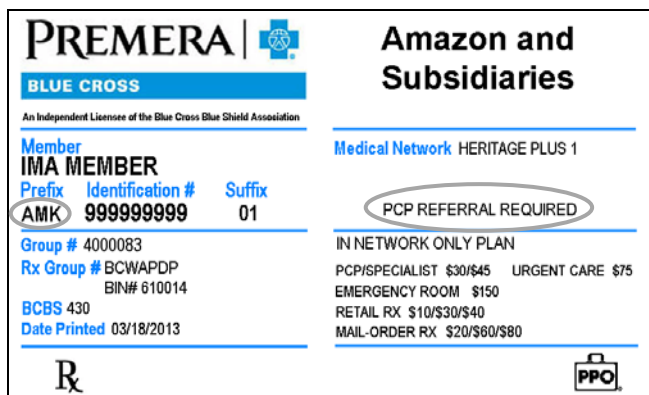
- Members are required to select an in-network PCP. In Washington, members will select a PCP from the Heritage network; outside of Washington, members will access the BlueCard PPO network. The In-Network Only Plan defines a PCP as an Internal Medicine, Family Practice, Pediatrics, or General Practice provider.
- The plan requires the member to obtain a referral from the PCP before the member receives any non-PCP services, other than routine obstetrics, gynecology or chiropractic services. If a referral is not obtained first, plan benefits will be denied, even for services provided by in-network providers (unless the services are for life-threatening emergencies) and the member will then be liable for the contracted service costs.
- Receipt and acceptance of the provider referral form by Premera does not constitute a guarantee that the member is eligible for benefits.

### What is the impact to my practice?

- If you are designated as a PCP by an Amazon member who is enrolled in the In-Network Only Plan, you will need to submit referrals to Premera via the provider referral form before your patient receives services from another provider (except for routine visits to obstetrics, gynecologic or chiropractic specialists).
- If you are a specialist treating an Amazon member who is enrolled in the In-Network Only Plan, you need to make sure a referral has been submitted by the PCP before treating the patient. If a referral has not been obtained before services are delivered, benefits will be denied and your patient will be liable for the costs.

## What action do I need to take?

- To verify that an Amazon employee is enrolled in the In-Network Only Plan, providers should check the alpha prefix on the member's ID card. The In-Network Only Plan uses alpha prefix **AMK** and notes "**PCP referral required**" on the ID card. All other Amazon employee plans use alpha prefix AQT. The ID card for Amazon members on the In-Network Only Plan looks like this:



- If you are a member's designated PCP, you will need to submit (via fax or mail) a PCP Referral Form at the member's request before any in-network specialists provide services to the member. The fax number (888-617-0495) and mailing information are noted on the referral form. A referral form is not needed for routine visits to obstetric, gynecologic or chiropractic specialists.
- The referral form can be found online in the "Forms" section at [premera.com/wa/provider](http://premera.com/wa/provider) (as of April 1, 2013).
- If you are a specialist, you will be asked by the referring PCP for information to be used to fill out the servicing provider portion of the form, including your TIN (the cover sheet of the referral form includes instructions). Specialists may ask the PCP for a copy of the referral form for their own records, or referral status may be obtained by calling Amazon Customer Service at 877-995-2696.

## Additional Information

- As always, providers should ask to see their patients' Premera ID cards for current coverage information and check benefits and eligibility before providing services.
- News Brief questions? Call Physician and Provider Relations at 877-342-5258, option 4.
- Amazon Provider Referral Form in "Forms" section of [premera.com/wa/provider](http://premera.com/wa/provider)
- Premera Customer Service for Amazon employees, 877-995-2696 or [premera.com/amazon](http://premera.com/amazon).