

# PROVIDER – CONTACTING US



Website: [premera.com/ak/provider/](http://premera.com/ak/provider/)

Plans	Customer Service	Claims Address
<b>◀ Premera ▶</b>		
<ul style="list-style-type: none"> <li>▶ Global</li> <li>▶ Heritage Plus</li> <li>▶ Heritage Select</li> </ul>	<a href="http://premera.com/ak/provider/">premera.com/ak/provider/</a> 800-722-4714, option 2	<b>Send Claims &amp; Correspondence to:</b> P.O. Box 91059 Seattle, WA 98111-9159

<b>◀ BlueExchange ▶</b>		
BlueCard Host	<a href="http://premera.com/ak/provider/bluecard-resources/">premera.com/ak/provider/bluecard-resources/</a> 888-261-9562	<b>Send Claims &amp; Correspondence to:</b> P.O. Box 91059 Seattle, WA 98111-9159
Eligibility	<b>Fax:</b> 425-918-4115 800 676-BLUE (2583)	
Federal Employee Program (FEP)	<a href="http://premera.com/fep/provider/">premera.com/fep/provider/</a> 800-562-1011 <b>Fax:</b> 877-239-3390 (Claims/Correspondence)	<b>Send Claims &amp; Correspondence to:</b> P.O. Box 33932 Seattle, WA 98133-0932
National Account Service Company (NASCO)	<a href="http://premera.com/ak/provider/">premera.com/ak/provider/</a> 800-713-5373 <b>Fax:</b> 425-918-6986	<b>Send Claims &amp; Correspondence to:</b> P.O. Box 91059 Seattle, WA 98111-9159

Department	Telephone	Address
<b>◀ Physician and Provider Relations ▶</b>		
Physician and Provider Relations	<a href="mailto:provider.relationswest@premera.com">provider.relationswest@premera.com</a> <b>Fax:</b> 425-918-4937	P.O. Box 327 – MS 453 Seattle, WA 98111-0327

<b>◀ Other Premera Departments ▶</b>		
Calypso (excludes NASCO/BlueCard)		
<ul style="list-style-type: none"> <li>▶ Customer Solutions/Recovery</li> </ul>	800-364-2991; <b>Fax:</b> 425-918-4722	P.O. Box 327 – MS 229 Seattle, WA 98111-0327
<ul style="list-style-type: none"> <li>▶ Subrogation Case Management</li> </ul>	888-704-0638; <b>Fax:</b> 425-918-5878	P.O. Box 327 – MS 227 Seattle, WA 98111-0327
Care Management	800-722-4714, option 3 <b>Fax:</b> 800-866-4198 or 800-843-1114	P.O. Box 327 – MS 438 Seattle, WA 98111-0327
Electronic Claims (EDI)	800-435-2715, option 1 <b>Fax:</b> 425-918-4234	P.O. Box 327 – MS 281 Seattle, WA 98111-0327
Physician and Provider Appeals	Contact the Customer Service number noted on the back of member's ID card <b>General Fax:</b> 425-918-5592 <b>Clinical* Fax:</b> 425-918-4133 <b>Fax:</b> 877-202-3149	P.O. Box 91102 Seattle, WA 98111-9202  P.O. Box 91058 Seattle, WA 98111-9158
<ul style="list-style-type: none"> <li>▶ Non-FEP General</li> <li>▶ Non-FEP Clinical*</li> <li>▶ FEP</li> </ul> *Clinical appeal: Denials for medical necessity or investigational/experimental		

<b>◀ Non-Blue Cross Blue Shield Plans ▶</b>		
LifeWise Health Plan of Oregon	<a href="http://lifewiseor.com/provider/">lifewiseor.com/provider/</a> 800-596-3440	P.O. Box 91059 Seattle, WA 98111-9159
LifeWise Health Plan of Washington	<a href="http://lifewisewa.com/provider/">lifewisewa.com/provider/</a> 800-592-6804	P.O. Box 91059 Seattle, WA 98111-9159

If you have questions about:

- Visit [availability.com/premera](http://availability.com/premera) for sign-in access to member eligibility and benefits prior authorization and status, and claims and payments for most plans. **Reminder:** Eligibility and benefit information given by phone doesn't constitute an authorization and doesn't guarantee payment. Actual payment is subject to the patient's contract and eligibility at the time of service.
- For provider changes, contract status, or requests, contact Physician and Provider Relations.
- OneHealthPort (access to ProviderSource, Training Center, multiple sites through single sign-on, etc.) simply visit [onehealthport.com](http://onehealthport.com). For technical support, call their dedicated support line at 800-973-4797.