

PROVIDER – CONTACTING US



BLUE CROSS BLUE SHIELD OF ALASKA

Website: premera.com/ak/provider/

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

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

Department	Telephone	Address
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◀ Physician and Provider Relations ▶		
Physician and Provider Relations	800-722-4714, option 4 Fax: 425-918-4937	P.O. Box 327 – MS 453 Seattle, WA 98111-0327

◀ Other Premera Departments ▶		
Calypso (excludes NASCO/BlueCard)		
<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
Care Management	800-722-4714, option 3 Fax: 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 Fax: 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 General Fax: 425-918-5592 Clinical* Fax: 425-918-4133 Fax: 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"> ▶ Non-FEP General ▶ Non-FEP Clinical* ▶ FEP *Clinical appeal: Denials for medical necessity or investigational/experimental		

◀ Non-Blue Cross Blue Shield Plans ▶		
LifeWise Health Plan of Oregon	lifewiseor.com/provider/ 800-596-3440	P.O. Box 7709 Bend, OR 97708-7709
LifeWise Health Plan of Washington	lifewisewa.com/provider/ 800-592-6804	P.O. Box 91059 Seattle, WA 98111-9159

If you have questions about:

- For member's benefit, eligibility, and claim status or payment, use our online tools. If the information isn't available online, contact Customer Service. **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. For technical support, call their dedicated support line at 800-973-4797.