

PROVIDER CONTACT LIST



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	P.O. Box 91059 Seattle, WA 98111-9159

BlueExchange		
BlueCard Host	premera.com/ak/provider/bluecard-resources/ 888-261-9562	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/for-providers/ 800-562-1011 Fax: 877-239-3390 (Claims/Correspondence)	P.O. Box 33932 Seattle, WA 98133-0932
Postal Services Health Benefits	View Postal contact information by state, county: premera.com/fep/contact-us/	
National Account Service Company (NASCO)	premera.com/ak/provider/ 800-713-5373 Fax: 425-918-6986	P.O. Box 91059 Seattle, WA 98111-9159

Department	Telephone	Address
Physician and Provider Relations		
Physician and Provider Relations	provider.relations@premera.com 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 	800-364-2991; Fax: 425-918-4722	P.O. Box 327 – MS 229 Seattle, WA 98111-0327
<ul style="list-style-type: none"> ▶ Subrogation Case Management 	888-704-0638; Fax: 425-918-5878	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	
<ul style="list-style-type: none"> ▶ Non-FEP General ▶ Non-FEP Clinical* 	General Fax: 425-918-5592 Clinical* Fax: 425-918-4133	P.O. Box 91102 Seattle, WA 98111-9202
<ul style="list-style-type: none"> ▶ FEP *Clinical appeal: Denials for medical necessity or investigational/experimental	Fax: 877-202-3149	P.O. Box 91058 Seattle, WA 98111-9158

Non-Blue Cross Blue Shield Plans		
LifeWise Health Plan of Washington	lifewisewa.com/provider/ 800-592-6804	P.O. Box 91059 Seattle, WA 98111-9159

More information

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