

Service Teams at Premera Blue Cross

Where to Go for Assistance

Health Care Delivery Systems (HCDS)	<p>Provider Network Executive (PNE) & Provider Network Associate (PNA): Each contracted physician, dentist, facility, practitioner, ancillary provider and vendor is assigned to a PNE or PNA in HCDS. Call 1-877-342-5258, option 4 and we'll connect you with your PNE or PNA. Duties include:</p> <ul style="list-style-type: none"> • Hospital/facility contracting • Practitioner/dental contracting • Policies & procedures • Network adequacy • Acting as a liaison to your office • Facilitating your interactions with Premera <p>Provider Network Representative (PNR): The PNRs enhance our service by quickly handling your requests and resolving <u>non-claims</u> issues. To reach a PNR, contact Physician and Provider Relations at 1-877-342-5258, option 4. Our PNRs can assist you with:</p> <ul style="list-style-type: none"> • Contract status inquiries • Address changes • Telephone number changes • Malpractice insurance changes • Additions to your clinic • Panel updates • Tax ID number updates • Clinic opening or closing • Directory copy requests • OneHealthPort information • How to access Premera's Provider Portal • Questions about a physician/provider mailing • Practitioner/dental retirement, leaving, etc. • Document copy requests (e.g., News Briefs, Network News, manuals, etc.)
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Operations	<p>Customer Service: Customer Service Representatives (CSRs) answer questions about claims and members. You can reach a CSR by calling 1-877-342-5258, option 2. Have the member ID number ready to expedite your call. For claims issues, please have a few examples on hand to facilitate our investigation. CSRs answer questions about:</p> <ul style="list-style-type: none"> • Member eligibility • Claims status/adjudication • Member benefits • Claims payment • Payment voucher/remittance advice <p>Prompt Pay: Handles interest-related questions. Contact this team at 1-800-932-2883 for inquiries about:</p> <ul style="list-style-type: none"> • Amount of interest paid • Voucher interest payment • Application of an interest payment <p>Electronic Claims: For questions about electronic claims or to become an electronic claims submitter, contact an Electronic Commerce Representative at 1-800-435-2715 or by e-mail at EDI@premera.com.</p> <p>BlueCard®: This program allows national account members of other Blue Cross and/or Blue Shield plans to obtain health-care services in another Blues plan's service area through a single electronic network for claims processing and reimbursement. For BlueCard inquiries, contact this department directly at 1-888-261-9562.</p> <p>Calypso (excludes NASCO): Calypso works on behalf of Premera Blue Cross and is an independent company responsible for processing refunds for overpayments. Contact Calypso Customer Solutions/Recovery at 1-800-364-2991 or PO Box 327, Mail Stop 229, Seattle, WA 98111-0327. For inquiries regarding subrogation, call 1-888-704-0638 or mail to PO Box 327, Mail Stop 227, Seattle, WA 98111-0327.</p> <ul style="list-style-type: none"> • Refund request letters/forms • Overpayments • Subrogation Case Management
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Web Sites	<p>Premera's Provider Portal: For instant claims status and member eligibility and benefit information, visit our Provider Portal at www.premera.com. It is available 24 hours a day, seven days a week... and it's free!</p> <p>Administrative Simplification: Premera Blue Cross participates in the Washington Healthcare Forum's Administration Simplification initiatives concerning claims processing, credentialing and prospective review. To learn more about simplifying administrative processes, visit the Forum Web site at www.wahealthcareforum.org.</p>
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Call Premera Blue Cross at **1-877-342-5258**, and then select one of the following options:



- 1 – To reach the direct extension of a Premera employee
- 2 – Customer Service (claims status, payment vouchers, member eligibility and benefits, or self-service interactive voice response - IVR)
- 3 – Care Management (inpatient admission notification, medical necessity inquiries, case management referral)
- 4 – Physician and Provider Relations
- 5 – Premera Web site (technical assistance)