

Delivering the Self Service Options/Tools You Requested...Introducing the New and Improved Self Service for Providers

Interactive Voice Response

We've enhanced our Interactive Voice Response (IVR). It's faster, easier and it gives you more claim, membership and benefit information because that's what we found our providers want from Premera.

With IVR, you can find out if a claim has been paid, applied to the deductible, or in process. You can also get membership status, the effective date of coverage and much more*.

Now It's Even More Informative.

Need to know the status of a claim? Your new Enhanced Self Service now has the answers. You can also review total charges, date received, check date and number. In addition, you can obtain deductible, copay, co-insurance and claim status. Our enhanced IVR allows you to get all of this information during a single phone call.

**New and Improved
Self Service**

24 hours a day, 7 days a week.

1-877-342-5258, option 2

**BlueCard and NASCO member information is not available through Premera's IVR. Benefit information is not available for FEP and may be limited for some Premera groups.*

Why IVR?

It's Faster.

Busy offices told us they want even faster access to information. So that's just what the new system provides. You can bypass prompts by entering information without listening to the entire instructional message. Enhanced Self Service also recognizes speech to help you enter information even faster. Yet it maintains the feel of our original Self Service system so you don't have to relearn basic commands. you are a new or infrequent user, detailed step-by-step voice instructions are just at your fingertips.

It's the perfect tool for your office.

Enhanced Self Service is available 24 hours a day, 7 days a week so you can call us when it fits your schedule. There's no waiting for a call back; you can get the information you need — all without having to explain to someone what you need. Our customer service call tracking system will document that an eligibility, benefit, or claims status call was received. This will save you additional time if further clarification is requested from a Customer Service Representative.

It's Free.

This invaluable tool is free. Additionally, it can substantially reduce your phone time, saving you money and enhancing office productivity.

It's available now.

Find out just how easy it is to get the membership and claim information you need—just the way you want it. You can reach the new and improved Self Service for providers by dialing 1-877-342-5258 option 2 or by calling the customer service number on the back of the member ID card. It's faster, easier, and made just for you.

IVR Navigation Tips

Speak or press the following on your keypad

1. Eligibility

- 1 Eligibility
- # Next member or next claim

2. Benefits

- 2 Benefits
- # Next member or next claim

3. Claim Status

- 3 Claim status
- 1 Specific date search
- 2 Month and year search
- # Next member or next claim

4. Type of Service

- 1 Medical
- 2 Dental
- 3 Vision
- 4 Prescription drug

5. Miscellaneous

- 1 Yes
- 2 No
- 0 Customer Service
- 1 In-network
- 2 Out-of-network
- 3 Both in and out-of-network
- * Repeat