PREMERA ID CARDS

What’s the difference?

Premera has 5 types of plans:

- **Individual**: Premera Blue Cross individual exclusive provider organization (EPO) marketplace plans are available in Franklin, Grays Harbor, King, Kitsap, and Pacific counties. LifeWise, a Premera affiliate, has marketplace plans available in 35 counties throughout Washington state.

- **Group/Commercial**: These can be PPO or EPO and are typically employer-based plans. Examples of EPO plans are Peak Care and Your Focus, while Your Choice and Your Future are PPO.

- **Medicare**: Medicare Advantage HMO plans are offered in Cowlitz, Island, King, Kitsap, Lewis, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla Walla, and Whatcom counties. Medicare Supplement plans are available in all Washington counties, except for Clark county.

- **BlueCard**: Patient may be a member of a Blue Cross and/or Blue Shield plan based in another state. The BlueCard program allows members to get services while living in another Blue plan’s service area.

- **HMO Core Plus**: Premera is offering an HMO plan with an effective date of January 1, 2023. The Premera HMO Core Plus plan is available in three counties in Washington state in 2023: Pierce, Thurston, and Spokane.

ID Cards Vary by Plan

Most Premera ID cards are similar, with just a few key differences. When patients call, we recommend that you ask them for their health plan and network name. Remember that the ID card is not a guarantee of coverage or eligibility. To check eligibility and benefits, use our online Eligibility and Benefits Tool or contact customer service. For Medicare Advantage, visit the Medicare Advantage provider website.

Many plans change during the year. We recommend you ask for a patient’s ID card if they haven’t been seen recently to ensure they still have the same coverage.

For more details, view the Premera Reference Manual, or the Medicare Advantage Provider Reference Manual. For detailed BlueCard program information, view the BlueCard Program Provider Manual available on our BlueCard Resources page.
ID Card Features

1. Member Information
Policyholder’s name and member ID number. Be sure to include the prefix and the identification number when submitting claims or checking eligibility. You don’t need to include the suffix.

2. Group Number
Group ID number identifies the line of business for the member’s plan.

3. Medical Network
This identifies which network your patient is in. See Plans Names and Networks for specific network details and limitations. If the member has dental coverage, that is listed as well. Medicare Advantage customers are noted as a specific network plan.

4. Copay and Emergency Room
Details what a member pays at the time of service.

5. Rx Group # and BIN#
These numbers relate to pharmacy claims.

6. Suitcase symbol for nationwide coverage
The suitcase image, with or without PPO noted, indicates that the member’s plan includes BlueCard benefits. This symbol is important when providing healthcare services to out-of-area patients. You can check BlueCard patient eligibility and benefits by using the BlueCard resource page on Premera.com or by calling 800-676-BLUE. Note: Certain plans, such as our EPO, don’t cover out-of-area services, even though the suitcase logo is on the card.

7. Group or Plan Name
Medicare Advantage or Federal Employee Program (FEP) will be noted on the top right section of a member’s card. For Premera national accounts, the account name may appear on the card.

8. Plan Deductible
Any applicable plan deductible.

9. Out-of-Pocket Maximum
Any applicable out-of-pocket maximum limitation under the plan.

10. Contact Information and Web Tools
For members and providers. If a member has a limited network (such as an EPO), emergency care benefits are noted here.

11. Billing Information
Billing instructions and address; some plans may have a different claims mailing address, noted on the back of card.
PLANS AND NETWORKS

PPO, EPO, and High-Deductible Plans and Networks

Our PPO and High-Deductible plans have a standard in-network and out-of-network structure. Copays or co-insurance amounts are listed on the member ID card.

EPO plans are limited networks and typically don’t cover non-emergency care out of the state. Emergency care is covered out of state and out of network. This restriction is noted on the back of the ID card.

Peak Care Plan (Tahoma EPO Network)

Premera offers Peak Care plans in collaboration with MultiCare. Peak Care provides access to the Tahoma provider network, an EPO network made up generally of:

- MultiCare Connected Care Clinically Integrated Network
- Chiropractors, naturopathic, acupuncture, and massage therapy providers in Pierce, Spokane, and Thurston counties
- Behavioral health providers in Spokane and Thurston counties
- Essential Community Providers

As an EPO network, members must seek care within the network. Members who receive care outside of the Tahoma network may have to pay the full cost of care—except for medical emergencies. Check the member ID card (see the sample that follows) to determine benefits; it has Peak Care as the medical plan and Tahoma or Tahoma and Dental Choice as the network. The MultiCare Connected Care logo is also on the card in addition to the Premera Blue Cross logo. The suitcase image indicates that a plan includes BlueCard benefits.
Individual Plans and Networks
Premera Blue Cross

Premera individual EPO plans are available in five counties: Franklin, Grays Harbor, King, Kitsap, and Pacific. Individual Signature is the network name for these plans, though the providers are the same as the Heritage Signature network.

All members with a 2023 individual plan will have new ID cards with INDIVIDUAL PLAN clearly marked on the front of the card. Verify you’re in the Individual Signature network before seeing individual plan members.

BlueCard providers outside of the service areas of Alaska and Washington are considered out of network for non-emergent services and members will have out-of-network cost shares. Most plans only have coverage of emergency services outside Alaska and Washington. Emergency services are always paid at the in-network cost share.

Premera also offers Cascade Care plans. These are qualified health plans designed by the Washington Health Benefit Exchange (WAHBE), and typically have lower deductibles and more benefits with copays. Premera Cascade Care plans use the same Individual Signature network and are available through the Exchange to residents in all counties within the Premera service area.
Pediatric individual health plan members have access to the Dental Select network.

There are a handful of members with grandfathered individual plans. Members with these plans have access to the Premera Heritage network. BlueCard providers outside of the service area of Alaska and Washington are considered in-network for this plan and members will pay in-network cost shares for non-emergent services. Emergency services are always paid at the in-network cost share.

**LifeWise Health Plan of Washington**

Individual EPO plans from LifeWise, a Premera affiliate, are available in 35 counties. LifeWise Primary is the main network name for these plans. You must use the **Individual Plan website** to access information about individual members.

Members with a 2023 LifeWise individual plan have ID cards with **INDIVIDUAL PLAN** clearly marked on the front of the card. LifeWise Individual members are also required to select an assigned primary care provider (PCP). Verify you’re in the LifeWise Primary network before seeing Individual plan members.
LifeWise also offers Cascade Care and Cascade Select plans. These are qualified health plans designed by WAHBE, and they typically have lower deductibles and more benefits with copays. LifeWise Cascade Care plans use the LifeWise Primary network, while Cascade Select plans use the LifeWise Alpine network. Cascade Care plans are available to residents in 35 counties, while Cascade Select plans are available to residents in Adams, Benton, Chelan, Clark, Cowlitz, Douglas, Ferry, Island, Klickitat, Pend Oreille, San Juan, Skagit, Skamania, Wahkiakum and Whatcom counties. Verify you’re in the LifeWise Alpine network before seeing Cascade Select plan members.

Individual plan members have access to the Dental Value network.

There are some members with grandfathered individual health plans. Members with these plans have access to the LifeWise Health Plan of Washington Preferred network. MultiPlan providers outside of the service areas of Alaska and Washington are considered in-network for this plan and members will pay in-network cost shares for non-emergent services. Emergency services are always paid at the in-network cost share.
Student Health Insurance and Graduate Appointee Health Program Plans

International Student Health Insurance Plan (ISHIP) and Graduate Appointee Insurance Program (GAIP) plans are offered through the LifeWise Assurance Company and use the Multiplan network. LifeWise Assurance Company ID cards list the network, the plan type, and dental coverage.

Medicare Advantage Plans

Medicare Advantage plans are offered in Cowlitz, Island, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, San Juan, Spokane, Stevens, Thurston, Walla Walla, and Whatcom counties. Members are offered Medicare Advantage HMO plans in those counties. ID cards are branded Premera Medicare Advantage with the network noted. Per Center for Medicare and Medicaid Services (CMS) guidelines, you’re required to refer patients only to in-network practitioners for services. All plans have comprehensive dental embedded in the HMO.

You can use our online Find a Doctor tool to locate an in-network practitioner. You must use the Medicare Advantage website to access information about Medicare Advantage members.
We have agreements in place with some of our provider groups to manage utilization and claims processing for our Medicare Advantage members. These delegated provider groups are:

- Optum Care Network: Physician Care Network/The Polyclinic, Northwest Physicians Network, The Everett Clinic
- Physicians of Southwest Washington
- Seoul Medical Group

It’s important that you identify these members so that patient care and the processing of claims aren’t delayed. To help you know which members are assigned to a delegated provider group, you can check the back of the member’s ID card. On the ID card you’ll find:

1. Who the primary care provider is and the name of the clinic the member is assigned to
2. Who to call for the member’s medical authorizations
3. Where to send a member’s claims for payment, and who will process the claim
4. Which EDI Payer ID number to use

**Medicare Supplement Plans**

Medicare Supplement plans are offered in all Washington counties, except Clark County. ID cards for all members on our Medicare Supplement plans have Medicare Supplement clearly marked on the front of
Premera no longer sells F and high deductible F plans, though members who already have them as of December 31, 2019, are allowed to keep these plans.

HMO Core Plus Plan

Premera is offering an HMO plan with an effective date of January 1, 2023. The Premera HMO Core Plus plan is available in three counties in Washington state in 2023: Pierce, Thurston, and Spokane.

The Premera HMO card has unique HMO program features listed. The plan is identified by the Premera Blue Cross HMO logo and network name—Sherwood HMO—on the front of the ID card.

As an HMO network, members must seek care within the Sherwood HMO network. Members who receive care outside of the Sherwood HMO network may have to pay the full cost of care—except for medical emergencies.

HMO plans cover certain medical services that are provided by a dental provider, which are listed as covered under the medical plan, but dental services are offered separately from HMO.

Beginning January 1, 2023, with the HMO medical product, an employer can select a Premera-branded dental plan. If the employer selects a dental plan, their employees will have dental coverage. If an employer doesn’t select a Premera Blue Cross dental plan, then the member will not have dental coverage through Premera.
### Washington Networks

<table>
<thead>
<tr>
<th>Medical</th>
<th>Medical</th>
<th>Dental</th>
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<tbody>
<tr>
<td>• Global</td>
<td>• Global</td>
<td>• Dental Choice</td>
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<tr>
<td>• Heritage</td>
<td>• Heritage Signature</td>
<td>• Dental Select</td>
</tr>
<tr>
<td>• Heritage and Dental Choice</td>
<td>• Individual Signature</td>
<td>• Dental Value</td>
</tr>
<tr>
<td>• LifeWise Health Plan of Washington Preferred</td>
<td>• LifeWise Primary</td>
<td>• Heritage and Dental Choice</td>
</tr>
<tr>
<td>• LifeWise Assurance Company</td>
<td>• LifeWise Alpine</td>
<td>• Heritage Signature and Dental Choice</td>
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<tr>
<td></td>
<td>• Tahoma</td>
<td>• Tahoma and Dental Choice</td>
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<tr>
<td></td>
<td>• Heritage Signature and Dental Choice</td>
<td>• Tahoma and Dental Choice</td>
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<tr>
<td></td>
<td>• Tahoma and Dental Choice</td>
<td>• LifeWise Assurance Company</td>
</tr>
<tr>
<td></td>
<td>• Sherwood HMO</td>
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</tbody>
</table>

All contracted participating medical providers are included in the following plan networks. These plan networks can’t be separated (see above).

- Global
- Heritage
- Heritage and Dental Choice
- LifeWise Health Plan of Washington Preferred
- LifeWise Assurance Company

In addition, providers can participate in the following medical plan networks. If a provider has admitting privileges to a hospital in that plan network (if hospital privileges are required for the provider), they can participate in that plan network.

- Heritage Prime
- Heritage Signature
- Individual Signature
- LifeWise Primary
- LifeWise Alpine
- Tahoma
- Heritage Signature and Dental Choice
- Tahoma and Dental Choice
- Sherwood HMO

As a standard process, if a provider participates in the Heritage Signature plan network, the provider must also participate in Heritage Signature and Dental Choice, Individual Signature, and LifeWise Primary plan networks. *Note: Exceptions to deviate in the participation in any of these three plan networks must be approved as a custom contract.*
All contracted participating dental providers are included in our medical networks for services covered under medical plans. The following networks also include dental services:

- Dental Choice
- Heritage and Dental Choice
- Heritage Signature and Dental Choice
- Tahoma and Dental Choice
- LifeWise Assurance Company

In addition, providers can participate in the following dental plan networks that support the dental plans sold through the Washington Health Benefit Exchange (WAHBE):

- Dental Select
- Dental Value

The Heritage and Dental Choice, Heritage Signature and Dental Choice, and Tahoma and Dental Choice are all plan networks for small group products with embedded pediatric or family dental benefits. LifeWise Assurance Company network supports medical and embedded family dental benefits for LifeWise Assurance Company plans. Note: There are no exceptions to deviate in the participation in any of Dental Choice, Heritage and Dental Choice, Tahoma and Dental Choice, and LifeWise Assurance Company networks.
## 2023 Plans Names and Networks

<table>
<thead>
<tr>
<th>HMO</th>
<th>Plan Names</th>
<th>Network Names</th>
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<tbody>
<tr>
<td>HMO Core Plus Plan</td>
<td>Sherwood HMO</td>
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<table>
<thead>
<tr>
<th>Individual Plans</th>
<th>Plan Names</th>
<th>Network Names</th>
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<tbody>
<tr>
<td>Premera Preferred (EPO)</td>
<td>Individual Signature</td>
<td>Available in Franklin, Grays Harbor, King, Kitsap, Pacific</td>
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<td>Gold, Silver, Bronze</td>
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<tr>
<td>Premera Preferred HSA (EPO)</td>
<td>Individual Signature</td>
<td>Available in Franklin, Grays Harbor, King, Kitsap, Pacific</td>
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<td>Gold, Silver, Bronze</td>
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<td></td>
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<tr>
<td>Premera Cascade Care (EPO)</td>
<td>Individual Signature</td>
<td>Available in Franklin, Grays Harbor, King, Kitsap, Pacific</td>
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<tr>
<td>Gold, Silver, Bronze</td>
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<tr>
<td>Premera Blue Cross Group Conversion (PPO) (Grandfathered plans)</td>
<td>Heritage (BlueCard included)</td>
<td></td>
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<tr>
<td>LifeWise Cascade Select (EPO)</td>
<td>LifeWise Alpine</td>
<td>Available in Adams, Benton, Chelan, Clark, Cowlitz, Douglas, Ferry, Island, Klickitat, Pend Oreille, San Juan, Skagit, Skamania, Wahkiakum, and Whatcom</td>
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<tr>
<td>Gold, Silver, Bronze</td>
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<tr>
<td>LifeWise Cascade Care (EPO)</td>
<td>LifeWise Primary</td>
<td>Available in Asotin, Clallam, Columbia, Garfield, Grant, Jefferson, King, Kittitas, Lewis, Lincoln, Mason, Okanogan, Pierce, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whitman, and Yakima</td>
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<tr>
<td>Gold, Silver, Bronze</td>
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<tr>
<td>LifeWise Essential (EPO)</td>
<td>LifeWise Primary</td>
<td>Available in Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Ferry, Garfield, Grant, Island, Jefferson, King, Kittitas, Klickitat, Lewis, Lincoln, Mason, Okanogan, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, or Yakima</td>
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<tr>
<td>Gold, Silver, Bronze</td>
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<tr>
<td>LifeWise Essential Bronze HSA (EPO)</td>
<td>LifeWise Primary</td>
<td>Available in Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Ferry, Garfield, Grant, Island, Jefferson, King, Kittitas, Klickitat, Lewis, Lincoln, Mason, Okanogan, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, or Yakima</td>
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| LifeWise Health Plan of Washington | LifeWise Health Plan of Washington Preferred |  |

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**Premera Blue Cross Group Conversion (PPO) (Grandfathered plans)**

**LifeWise Cascade Select (EPO)**

**LifeWise Cascade Care (EPO)**

**LifeWise Essential (EPO)**

**LifeWise Essential Bronze HSA (EPO)**

**LifeWise Health Plan of Washington**
| International Student Insurance Plan (ISHIP) | LifeWise Assurance Co (Multiplan included) |
| LifeWise Individual Pediatric Dental LifeWise Individual Family Dental | Dental Value Dental Value |

### Small Group Plans (BlueCard included)

<table>
<thead>
<tr>
<th>Plan Names</th>
<th>Network Names</th>
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<tr>
<td>Balance Plans</td>
<td>Heritage Signature and Dental Choice (BlueCard included)</td>
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<tr>
<td>Choice Plans</td>
<td>Heritage and Dental Choice (BlueCard included)</td>
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<tr>
<td>Peak Care (EPO)</td>
<td>Tahoma and Dental Choice (BlueCard included)</td>
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### Large Employer Group Plans (BlueCard included)

<table>
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<tr>
<th>Plan Names</th>
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<tr>
<td>Your Choice (PPO)</td>
<td>Heritage, Heritage Prime (BlueCard included)</td>
</tr>
<tr>
<td>Your Future (HSA)</td>
<td>Heritage, Heritage Prime (BlueCard included)</td>
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<tr>
<td>Your Focus (EPO)</td>
<td>Heritage, Heritage Prime (BlueCard included)</td>
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<tr>
<td>Essentials Medical Plan (EPO)</td>
<td>Heritage Prime (BlueCard included)</td>
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<tr>
<td>Preferred Choice (PPO)</td>
<td>Heritage, Heritage Prime (BlueCard included)</td>
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<tr>
<td>Preferred Choice (HSA)</td>
<td>Heritage, Heritage Prime (BlueCard included)</td>
</tr>
<tr>
<td>Preferred Choice Peak Care (EPO)</td>
<td>Tahoma (BlueCard included)</td>
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<tr>
<td>Preferred Choice Peak Care (HSA)</td>
<td>Tahoma (BlueCard included)</td>
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<tr>
<td>Peak Care (EPO)</td>
<td>Tahoma (BlueCard included)</td>
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<td>Your World (PPO) (Self-funded groups only)</td>
<td>Global (BlueCard included)</td>
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<td>Blue HPN (EPO)</td>
<td>Heritage Prime (HPN BlueCard included)</td>
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<tr>
<td>Blue HPN Preferred Choice (EPO)</td>
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<td>Preferred Choice Dental Optima</td>
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<td>Preferred Choice Dental Optima Flex</td>
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<tr>
<td>Preferred Choice Dental Optima Voluntary</td>
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<td>Preferred Choice Essentials Dental</td>
<td>Dental Choice</td>
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<td>Dental Preference Flex Plus</td>
<td>Willamette Dental Group</td>
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<tr>
<td>Plan Names</td>
<td>Network Names</td>
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<td>------------------------------------------------</td>
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<tr>
<td>Premera Medicare Advantage (HMO)</td>
<td>Medicare Advantage</td>
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<tr>
<td></td>
<td>Available in Cowlitz, Island, King, Kitsap, Lewis, Pierce, San Juan, Skagit, Snohomish, Spokane, Thurston, Walla Walla, and Whatcom counties.</td>
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<tr>
<td>Premera Medicare Advantage Classic (HMO)</td>
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<tr>
<td>Premera Medicare Advantage Total Health (HMO)</td>
<td>Medicare Advantage</td>
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<td>Available in Spokane, Stevens, and Walla Walla counties</td>
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<tr>
<td>Premera Medicare Advantage Alpine (HMO)</td>
<td>Available in King, Pierce, Snohomish, Thurston, and Whatcom counties</td>
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<tr>
<td>Premera Medicare Advantage Peak + Rx (HMO)</td>
<td>Medicare Advantage</td>
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<tr>
<td></td>
<td>Available in King, Pierce, Snohomish, Thurston, and Whatcom counties</td>
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<tr>
<td>Premera Medicare Advantage Sound + Rx (HMO)</td>
<td>Available in King, Pierce, Snohomish, Thurston, and Whatcom counties</td>
</tr>
<tr>
<td>Medicare Supplement</td>
<td>Medicare Supplement plans pay after Medicare and do not use a Premera network.</td>
</tr>
</tbody>
</table>
HELPFUL ONLINE TOOLS

Visit premera.com/wa/provider/ for helpful tools and information. Visit our Medicare Advantage provider website to find information about Medicare Advantage members.

Availity

We have a single-source solution for all our providers through the Availity secure provider portal. Availity is a nationwide, multi-payer secure portal that helps providers and health plans share information efficiently.

Premera uses Availity as its primary secure provider portal for checking eligibility and benefits, submitting prior authorizations and claims, getting claims status, and more. If you’re already an Availity user, you’re good to go. Sign in to Availity or register and get training.

Sign in to Availity to use the following tools:

**Eligibility and Benefits:**
Use Member Search to search by a member’s plan ID number, first name, last name, or date of birth.

**Claims and Payments:**
Search claim status by claim number, member ID, or date range. Up to two years of claims and EOP data are available.

**Prior Authorizations:**
Complete and submit inpatient and outpatient authorizations and get real-time responses for your Premera members. Incomplete requests are automatically saved as drafts in your dashboard for 18 months. Note: Need to check a code to see if an authorization is needed? Access Premera’s code check tool through Availity. The tool is available on the Authorizations & Referrals page under the Additional Authorizations and Referrals section.
Remittance Viewer/EOPs:
Review EOPs in the Check/EFT tab. Select the EOP icon under the Actions menu to download a PDF. Note: Use “Other Blue Plans” as a payer to view FEP check information.

Electronic Funds Transfer (EFT):
Use EFT for enrollment or cancellation requests. (If you’re already signed up for EFT through Premera, no changes are required.)

Availity is the primary secure provider portal for Premera. Premera’s secure provider portal is still available for PCP roster, claims editor, and payment policies.

Links to access those tools, as well as all resources on Premera’s existing secure and public provider websites, are available through Availity’s payer space landing pages for a seamless online experience.

Tools and Resources

Premera - Other Plans sign in: Premera’s existing secure provider website remains available during the Availity transition. If you’re looking for Individual Plan information prior to 2020, or if the patient’s card doesn’t say Individual Plan, sign in to Premera’s secure website or sign in to Availity.

Premera - Individual Plans sign in: If your patient’s ID card says "Individual Plan", sign in to Premera’s Individual Plan website.

Premera – Medicare Advantage sign in: If your patient’s ID card says “Medical Advantage”, sign in to Premera’s Medicare Advantage website.

Find a Doctor: Verify your address and specialty information and find providers you can refer within a member’s network by visiting our Find a Doctor tool. You must use the Medicare Advantage site to access information about Medicare Advantage members.

Plan Code Prefixes: Determine which plans are within Premera’s network or are outside Washington. This is helpful when determining benefits and eligibility for a member. You’ll find this list in the general reference section of our website.

Find online tool user guides, featuring a step-by-step walk through of our tools, and web-based training modules, on our website’s Learning Center.

Get the latest news and policy updates by signing up for an email subscription to Premera Provider News.

Provider Reference Manual
HMO Provider Reference Manual
Medicare Advantage Provider Reference Manual
IMPORTANT CONTACTS

Customer Service: 800-722-1471

- Member benefits and eligibility verification
- Claims payment, payment vouchers, or remittance assistance
- Provide network status confirmation
- Individual Premera plans, 800-607-0546
- Individual LifeWise plans, 800-817-3056
- Some plans may have a different customer service phone numbers on the back of the ID card.

BlueCard: 800-676-BLUE to verify benefits or eligibility for BlueCard members. Call 888-261-9562 for BlueCard claims customer service.

Premera Blue Cross Medicare Advantage Plan: 888-850-8526

Physician & Provider Relations: 877-342-5258, option 4

- Changing your billing, practice, or remittance address
- Adding a practice location
- Updating your tax identification number
- Adding/removing a provider at your office
- Fulfilling application and contract requests
- Verifying contract status
- Requesting copies of past communications

Pharmacy Services: 888-261-1756

- General information on the Preferred Drug List (PDL)
- Exceptions for point-of-sale edits
- Level status confirmation for a specific medication

Care Management: 877-342-5258, option 3

- Individual Premera plans, call 844-996-0329
- Individual LifeWise, call 844-996-0333
- Medicare Advantage, call 855-339-8127

Technical issues related to:

- Medicare Advantage homepage, Find A Doctor, and forms, call 800-722-9780
- Medicare Advantage secure pages and online tools, call 888-850-8526
- Individual Premera plans, call 800-607-0546
- Individual LifeWise plans, call 800-817-3056