



# 2019 Medicare Advantage Plans

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# Soundpath Health

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**Premera Blue Cross** purchased Soundpath Health's Medicare Advantage contract. Starting January 1, 2019, all Soundpath plans will include Premera as part of their name.

Soundpath patients who decide to stay on their current plan will receive **new Premera ID cards** in the mail in December.

Soundpath Health will continue to manage care for their members through December 31, 2018. **Beginning January 1, 2019 Premera will manage these members.**

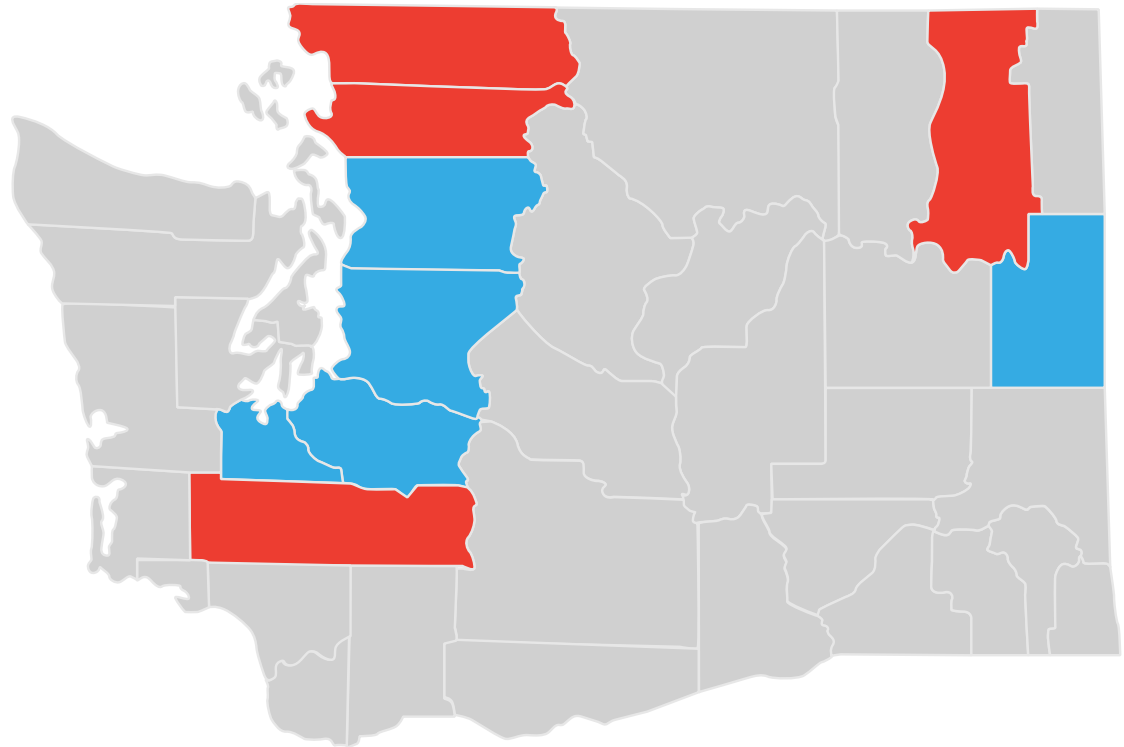
# Plan service area

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Snohomish County  
King County  
Pierce County  
Thurston County  
Spokane County

**NEW FOR 2019**

Whatcom County  
Skagit County  
Lewis County  
Stevens County





# 2019 Premera Medicare Advantage plans

	King	Snohomish	Pierce	Thurston	Lewis	Spokane	Stevens	Whatcom	Skagit
<u>HMO</u>	•	•	•	•	•	•			
<u>Classic HMO</u>	•	•	•	•	•				
<u>Classic Plus HMO</u>	•	•	•	•					
<u>Total Health HMO</u>						•	•		
<u>Core HMO</u>								•	•
<u>Alpine HMO no Rx</u>	•	•	•	•				•	
<u>Charter HMO + Rx</u>	•	•	•	•				•	
<u>Peak HMO + Rx</u>	•	•	•	•				•	
<u>Sound HMO + Rx</u>	•	•	•	•				•	


# HMO plans

All Premera plans are HMO plans, this means:

- Member may only access in-network providers
- **Referrals to specialists are required**
- A prior authorization is required for some non-emergent care services
- Members who don't receive a prior authorization for some non-emergent services may be required to pay 100 percent of the costs

# Sample ID card

- All Medicare Advantage cards have the ID prefix, ZNP (*No change*)
- If the member also has dental, vision, or hearing benefits, it will be listed on the bottom of the card
- All contact phone numbers are on the back of the card
- Member PCP and designated clinic are on the back of the card
- The information needed for prescriptions processing is on the back right hand side of the card

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**BLUE CROSS**  
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Sample

<b>Enrollee Name</b> <b>FIRST M LASTNAME JR</b>	<b>Plan</b> <H7245 XXX>
<b>Enrollee ID</b> Prefix <b>ZNP 123456789</b>	<b>Medical Network</b> Medicare Advantage RXBIN: 004336 RXPCN: MEDDADV RXGRP: RX8644 RXID: 12345678900
Health Plan (80840) <0000000000>	<b>Issued:</b> <b>MM/YYYY</b>
Group Number <b>12345</b>	

<DENTAL, VISION, HEARING> MEDICARE ADVANTAGE IHMO **MedicareRx**  
 Prescription Drug Coverage

Members: [www.premera.com/MA](http://www.premera.com/MA)

Sample

Members: [www.premera.com/MA](http://www.premera.com/MA)

**Customer Service: 888-850-8526**  
**TTY/TDD: 711**

**PCP:** <XXX-XXX-XXXX>  
**Mental health/substance abuse treatment:** 844-884-1855  
**Dental Inquiries:** 888-850-8526  
**Vision/Hearing Inquiries:** 888-850-8526  
**24/7 Nurseline:** 855-339-8123  
**Medical Authorizations:** 855-339-8127  
**Dental Provider Service:** 855-612-7477  
**Pharmacist Call:** 866-693-4620

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**Use of this card is subject to terms of applicable contracts, conditions and use agreements.**

**Providers outside of WA, local plan.**

**Mail Provider claims to:**  
 Premera Blue Cross  
 PO Box 91059  
 Seattle, WA 98111-9159

**PCP Name:**  
 <first/last name>  
 <Designated Clinic>

# Delegated providers

- We have a few provider groups delegated to manage some utilization management for our Medicare Advantage members.
- For patients who've selected a PCP associated with the following groups, it's important that you contact the group before providing services that require referral, authorization, or admission.
- Delegated groups are:
  - Physicians of Southwest Washington (PSW)
  - Northwest Physicians Network (NPN)
  - The Everett Clinic (TEC)
  - The Polyclinic

The name of the designated clinic is on the [back of the member ID card](#).



# Primary care provider (PCP) selection during enrollment

Members can specify their PCP choice on the enrollment application; if they don't:

- A letter is mailed to the member requesting a call to customer service with PCP selection
- The ID card will reflect "PCP not chosen"
- If the member doesn't call Premera with their PCP selection, one will be assigned to them
- Their assigned PCP will be determined by proximity to home address



# Medicare Advantage PCP

- Members are required to select a PCP
- Only in-network providers can be assigned as PCPs
- If a member changes their PCP, that change will be effective on the first of the following month
- Referrals are required for non-PCP services

PCP types	
Geriatric physician	General practice
Internal medicine	Family practice
Pediatrician	ARNP or PA

Examples of services that don't require a referral	
Routine women's health	Flu shots and pneumonia vaccines
Urgent/emergent care	Routine vision exams

# Identifying a member's PCP

- Look for the PCP name and designated clinic on [the back of the member's card](#)
- Use the [eligibility and benefits tool](#) on the [MA provider website](#)
- Use electronic 270/271 inquiry transactions
- Call the customer service phone number on [the back of the card](#).

# Thank You

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