

# Health Connect Plan 101

## ABOUT THIS DOCUMENT

This is a printable, “cheat sheet” for busy provider offices to reference when providing services to Premera Health Connect Plan members.

## What’s the Health Connect Plan?

The Health Connect Plan is a health plan option for Microsoft employees and their families. The plan simplifies and improves the healthcare experience by facilitating a robust provider-patient relationship, driving collaboration among providers, and leveraging technology to communicate and share information more efficiently.






## The Health Connect Network

The Health Connect Network includes:

- **Eastside Health Network (EHN):** EvergreenHealth, Overlake Hospital Medical Center, and local, independent practices
- **Microsoft Living Well Health Center:** Microsoft’s onsite clinic located on the Microsoft Redmond campus
- **Allegro Pediatrics**
- **Seattle Children’s Hospital** (only with waiver from a Health Connect Plan Network provider)

## Member ID Cards

Member ID cards have the Microsoft logo and the name of the Health Connect Plan in the upper right-hand corner of the card. Always verify eligibility and benefits before seeing Premera Health Connect Plan patients.

 <p><b>Member</b></p> <p>Prefix Identification # Suffix YMJ 123456789 01</p> <p>Group # 1000010 Rx Group # BCWAPDP BIN# 610014 BCBS 430</p> <p>Rx </p>	 <p><b>Health Connect Plan</b></p> <p><b>Medical Network</b> Health Connect Network Primary Care \$20 / Specialist \$40 Urgent Care \$40 / Emergency Room \$250</p> <p><b>Extended Network</b> Heritage Dental PLUS Vision YES</p> <p>Retail Rx \$10 / \$30 / \$60 Mail Order Rx \$20 / \$60 / \$120</p>	 <p><b>PROVIDERS:</b> Submit all claims with ID number, prefix, and group number to the local Blue Cross Blue Shield Plan. Visit <a href="http://Premera.com/wa/provider">Premera.com/wa/provider</a> for information on pre-approval (prior authorization). Dental claims submit directly to Premera Blue Cross.</p> <p>California Services: Blue Cross is the only Preferred Provider Network.</p> <p>This card is not a guarantee that the member’s coverage is currently in effect.</p> <p>Premera Blue Cross P.O. Box 91059 Seattle, WA 98111-9159</p> <p> EXPRESS SCRIPTS<sup>®</sup> Pharmacy Benefits Manager</p>	<p>Visit <a href="http://aka.ms/benefits">aka.ms/benefits</a> for coverage details, online services and health-related information.</p> <p>Customer Service 800-676-1411 TTY 711 microsoft@premera.com Provider BlueCard Eligibility 800-676-BLUE (2583) 24-Hour Nurse Line 855-385-0952</p> <p><b>MEMBERS:</b> Pre-Approval (prior authorization) may be required for some services/drugs. For higher benefit level consideration, this plan may require a waiver from your PCP for services outside the Health Connect Network. Please contact Premera’s Microsoft-dedicated customer service with questions.</p> <p>Premera Blue Cross provides administrative services only and does not assume financial risk or obligation with respect to claims.</p>
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## Waivers

Health Connect Plan members can see any provider in the Health Connect Network at the Health Connect Plan benefit level (the lowest out-of-pocket cost the plan offers). If a member requires care outside of the

Health Connect Network, but in the Heritage extended network, they can work with their Health Connect Plan provider (PCP or specialist) to submit a waiver to Premera for coverage of needed services. With the waiver, the member will pay at the Health Connect Plan benefit level. If a member sees a provider in the Heritage extended network without a waiver, they'll pay at a higher cost.

**How to submit a waiver:**

- Microsoft Living Well Health Center and Allegro Pediatric providers must submit all waivers using Premera’s online waiver tool. A training video is available under the “Resources” bar on the Health Connect Plan provider homepage.
- EHN providers will submit waivers through the regular EHN process.
- You must submit waiver requests before the patient’s visit to a provider in the Heritage extended network to have the service covered at the Health Connect Plan benefit level.

**Services that don’t need a waiver:**

Some services might not be available in the Health Connect Network. Members can receive the following services from a Heritage extended network provider at the Health Connect Plan benefit level:

- Acupuncture
- Applied Behavior Analysis (ABA)
- Audiology
- Chiropractic care
- Diagnostic services
- Durable medical equipment
- Hearing aids
- Lab and X-ray
- Message therapy
- Mental health and chemical dependency treatment
- Naturopathic care
- Nutrition therapy
- Optometry
- Physical, occupational, and speech therapy
- Transgender services and transplants

**Urgent Care**

- Patients have access to a 24-Hour nurse line at no cost.
- There are 12 urgent care centers in the Health Connect Plan network that members can use with a \$40 copay.
- Health Connect Plan members can go to an urgent care center outside of the Health Connect Network but will pay a higher cost for services (deductible/coinsurance).

**Member Benefits**

	Health Connect Network	Extended Network (Heritage Network)
Copay	\$20 Primary Care Provider and Behavioral Health office visits \$40 specialty and other office visits	N/A
Deductible	\$0	\$1,000 individual / \$3,000 family
Coinsurance	Covered at 90%	Covered at 60% after deductible
Out-of-pocket maximum	\$2,000 individual / \$6,000 family (Copay, deductible and coinsurance amounts for Health Connect and Extended network providers all apply to out-of-pocket maximum)	