

# Premera Medicare Advantage quick reference guide

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## WHAT YOU NEED TO KNOW TO HELP CARE FOR OUR MEDICARE ADVANTAGE MEMBERS

Online tools and resources for our Medicare Advantage (MA) plans are different from our other plans. Here's what you'll need to know to help you care for Premera MA members.

### ABOUT OUR PLANS

- We currently offer MA plans in 14 counties: Cowlitz, Kitsap, Lewis, King, Pierce, Skagit, Spokane, Snohomish, Stevens, Thurston, Island, San Juan, Walla Walla, and Whatcom, counties.
- You can learn more about our plans by reviewing our [plan guide](#).
- We have eight different plans.
- Members can only access in-network providers. Check our [Medicare Advantage provider directory](#) to ensure you're referring MA patients to in-network providers.
- Referrals from primary care providers are only required for services from specialists outside a primary care provider's health system.
- All members have a designated primary care provider (PCP). Members select a PCP during open enrollment. If the member doesn't select a PCP, Premera will assign one. The name of the PCP is on the back of the member's ID card.
- We recommend that you photocopy the front and back of the member's ID card during their first visit and keep it on file for the patient.

### IDENTIFYING MEMBERS

- All MA ID cards have the ID prefix ZNP.
- The front of the card will say Medical Network: Medicare Advantage.
- You can learn more about our MA ID card and see a sample [here](#).
- Premera contact information is on the back of the card.
- The back of the card will also tell you if a patient is part of a delegated provider group. To learn more about delegated providers, [review the information below](#).

- The customer service number for MA is different from our other plans. Use the number on the back of the card for faster service.
- You can review the [About our Plans](#) guide available on our [MA provider website](#) to learn more.

## PREMERA MEDICARE ADVANTAGE PROVIDER WEBSITE

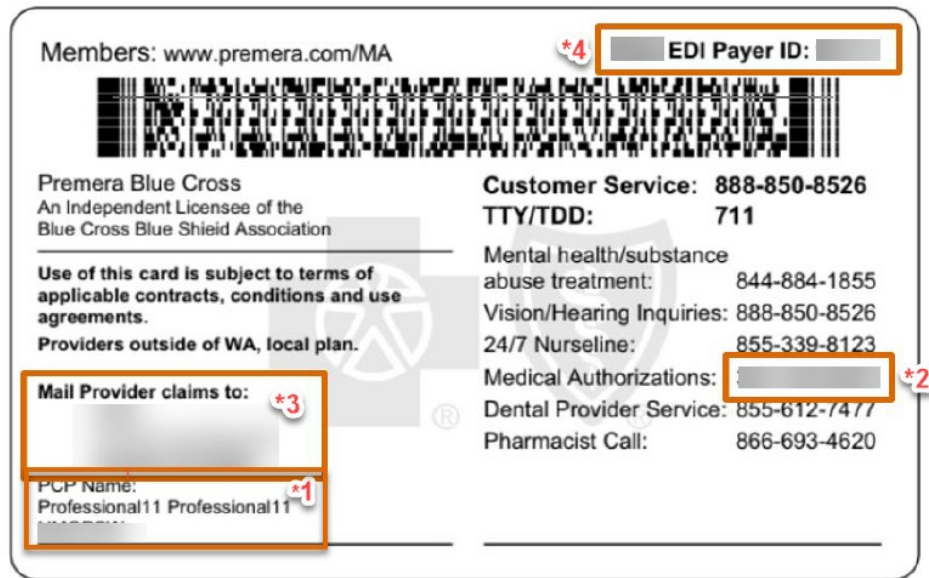
- We have a separate website for Medicare Advantage. You need to access online tools and resources from our [Medicare Advantage provider website](#).
- The Medicare Advantage non-secure landing page is:  
<https://www.premera.com/wa/provider/medicare-advantage/medical/>
- You can find the Medicare Advantage website on the left side of our [Premera provider home page](#) or on [OneHealthPort](#).
- Medicare Advantage plans also have different:
  1. [Policies](#): We give 60-day notice for Medicare Advantage policy changes instead of 90 days for other plans
  2. [Prior authorization list](#)
  3. [Forms](#)
  4. [Contact information](#)
- We have several guides to help you use the MA online tools.
  1. [How to Access Online Tools](#)
  2. [Prior Authorization Quick Reference Guide](#)
    - **IMPORTANT TO KNOW:** To submit a prior authorization using the prior authorization tool:
      - Don't enter the member's card prefix
      - Add 00 on the end of the member ID number
  3. [Outpatient Authorization and Specialty Provider Referrals Quick Reference Guide](#)
  4. [Inpatient Authorization Quick Reference Guide](#)
  5. [Case Management Quick Reference Guide](#)

## DELEGATED PROVIDERS

- We have agreements in place with some of our provider groups to manage utilization management and claims processing for our Medicare Advantage members.
- These groups are:
  - **Optum Care Network:**
  - **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 will 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.



## QUESTIONS

If you have any questions about Premera's Medicare Advantage plans, contact your provider network executive.