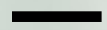


# Individual Plans 2025



Provider Training





# Training Content

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- 2025 Plans
- Network Overview
- Medical Policies
- Online Resources
- Contact Information + Links

# 2025 Plans

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Provider Training Guide



# 2025 Individual and Family Plans

Key things to know for 2025 plans:

- Premera is offering plans in Franklin, Grays Harbor, King, Kitsap, Pacific, Pierce, Spokane, and Yakima counties.
- All 7 Preferred and Cascade plans will be offered again in 2025.
- Preferred Gold, Silver, and Bronze plans now include 2 primary care and mental health office visits with a \$1 copay.



# Network Overview

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Provider Training Guide

# Network Overview

- The network name for our individual plans is **Individual Signature**.
- Individual Signature is the same network as Heritage Signature (reimbursement is based on your current Premera contract).
- Our network is the same for Preferred and Cascade Care plans.
- If a member doesn't have a PCP on record or they're a new member, LifeWise will assign a PCP.
- If a member has been reassigned to a new PCP, it means their previous provider is no longer in network or no longer practicing medicine.
- Members can change PCPs at any point during the plan year (effective the first of the following month; no limit on number of changes).

Who's considered a PCP?	
Internist	Family practice provider
Pediatrician	Geriatric practice provider
Gynecologist/Obstetrician	Naturopath
Nurse practitioner	Physician assistant

# ID cards

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**Member**

**Prefix Identification # Suffix**

**Group #**

**Rx Group #**

**BCBS**



**Medical Network Individual  
Signature**

**Rx Formulary**

**INDIVIDUAL PLAN**

**RETAIL RX \$0/\$0/\$0/\$0**

**MAIL-ORDER RX \$0/\$0/\$0/\$0**

DEDUCTIBLE INDIVIDUAL  
DEDUCTIBLE FAMILY  
OUT OF POCKET INDIVIDUAL MAX  
OUT OF POCKET FAMILY MAX

IN NETWORK OUT OF NETWORK

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**PROVIDERS:** Please submit all claims with ID number, prefix and group number to the local Blue Cross Blue Shield Plan.

This card is not a guarantee that the member's coverage is currently in effect. Providers may call BlueCard Eligibility to verify membership and coverage.

**MEMBER/PROVIDER:** Send paper claims and correspondence to:

**Premera Blue Cross  
P.O. Box 21702  
Eagan, MN 55121**

Visit [www.premera.com](http://www.premera.com) for coverage details, on-line services and health-related information.

Customer Service	1-800-607-0546
TTY for the deaf and hard of hearing	711
Outside of the U.S. call Toll Free	1-855-390-6514
BlueCard Provider Locator	1-800-810-BLUE (2583)
Provider BlueCard Eligibility	1-800-676-BLUE (2583)
Pharmacy Locator/Mail Order Rx	1-877-267-0111
24-Hour NurseLine	1-800-734-9265

**MEMBERS:** Please show this card when you receive services. See your benefit booklet for covered services. If you have questions, call Customer Service or write us at the address on this card.

**PROVIDERS/MEMBERS:** Pre-Approval (prior-authorization) may be required for some services/drugs. Providers: Check benefits at web address above or call Customer Service prior to providing services.

**This member only has emergent care benefits outside the state of Washington.**

# Medical Policies

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Provider Training Guide



# Medical Policies

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- You can view new and existing [policies](#) on the Premera medical policy page. This page is specific to individual plans.
- You can filter to see recent updates from the current month or reviewed in the last 60 days.
- You can also view policies on the Premera provider individual plan secure website (through Evolent Health).
- Evolent uses InterQual® [criteria](#) when reviewing certain services.

## Premera Website – Medical Policies for Individual Plans



### Medical Policies for Individual Plans

Premera offers access to more than 300 medical policies online. Since we're continually updating these pages, we encourage you to visit often. The policies are in Adobe PDF format. View our [code list for individual plans \(.pdf\)](#) or go back to our [non-individual plan medical policies](#).

Enter one or more keywords. Enter "policy" to see a complete list of policies.

**Keyword(s) \***

\* One or more keywords are required

**Categories**

All Categories ▾

**Results per page** 20 ▾

[Search](#) [Reset search](#)

We want your input on upcoming policy reviews

We'd like your feedback on [policies scheduled for review \(.pdf\)](#). Take a look and [email us](#) your policy comments or suggestions today!

See recent updates

[Current month](#)

[Reviewed in the last 60 days](#)

For more information

If you have a medical policy question, please [email us](#) or call 877-342-5258, option 2.

# Medical Policies – Secure Website

The screenshot displays the Premera Provider Individual Plan Website. At the top left is the Premera Blue Cross logo, with the text "PREMERA | BLUE CROSS" and "An Independent Licensee of the Blue Cross Blue Shield Association". To the right of the logo is the text "Provider Individual Plan Website". Below this is a welcome message: "Welcome Provider Test" and "You are currently reviewing content for TIN [redacted]". A navigation bar contains links: "Home", "Search Member Eligibility", "Claims", "Prior Authorizations", "Tools & Resources", and "Log-in Affiliations". The "Tools & Resources" dropdown menu is open, showing a list of links: "Forms", "Medical Policies" (circled in red), "Payment Policies", "PCP Roster", "Provider Directory Search", "Provider FAQ", and "Provider List by TIN". The main content area has a "Welcome" section with the text: "Here you'll find online tools and resources for our Individual plans. More information is available on the [Individual Plan Tools and Resources page](#) of c other Premera plans, visit the [Premera provider website](#)." Below this is an "Alerts" section with the text: "Change Healthcare cybersecurity issue may impact claims submissions. Y claims. Visit [Provider News](#) for more information."


# Online Resources

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Provider Training Guide

# Individual Web Resources

There is an [individual plan section](#) of the public provider website and a [secure website](#) managed by Evolent Health:



Providers ▾

Providers

For Providers

Individual Plans

Individual Plan Tools

Library

Medicare Advantage

Payment/EOP

Pharmacy

Tools

Utilization Review


## Provider Home

**Notice: High call volume (November 12, 2024)**

Our call center is experiencing extended hold times. The best times to reach us are from 6 to 7:30 a.m. and 2:30 to 5 p.m., Pacific Time. We appreciate your patience and encourage you to [use Availity secure tools](#) for faster service.

**Availity enhancements happening now!**

Be sure to check our [Availity FAQ](#) for details on new Availity features launching November through December.



### Prior authorization tips

- Submit via Availity Essentials for fastest service
- Availity requests often receive same-day approval
- Faxing isn't necessary for initial submissions

[Sign in to Availity](#) to submit your request and check status.

Current location: WA ▾

#### Quick links

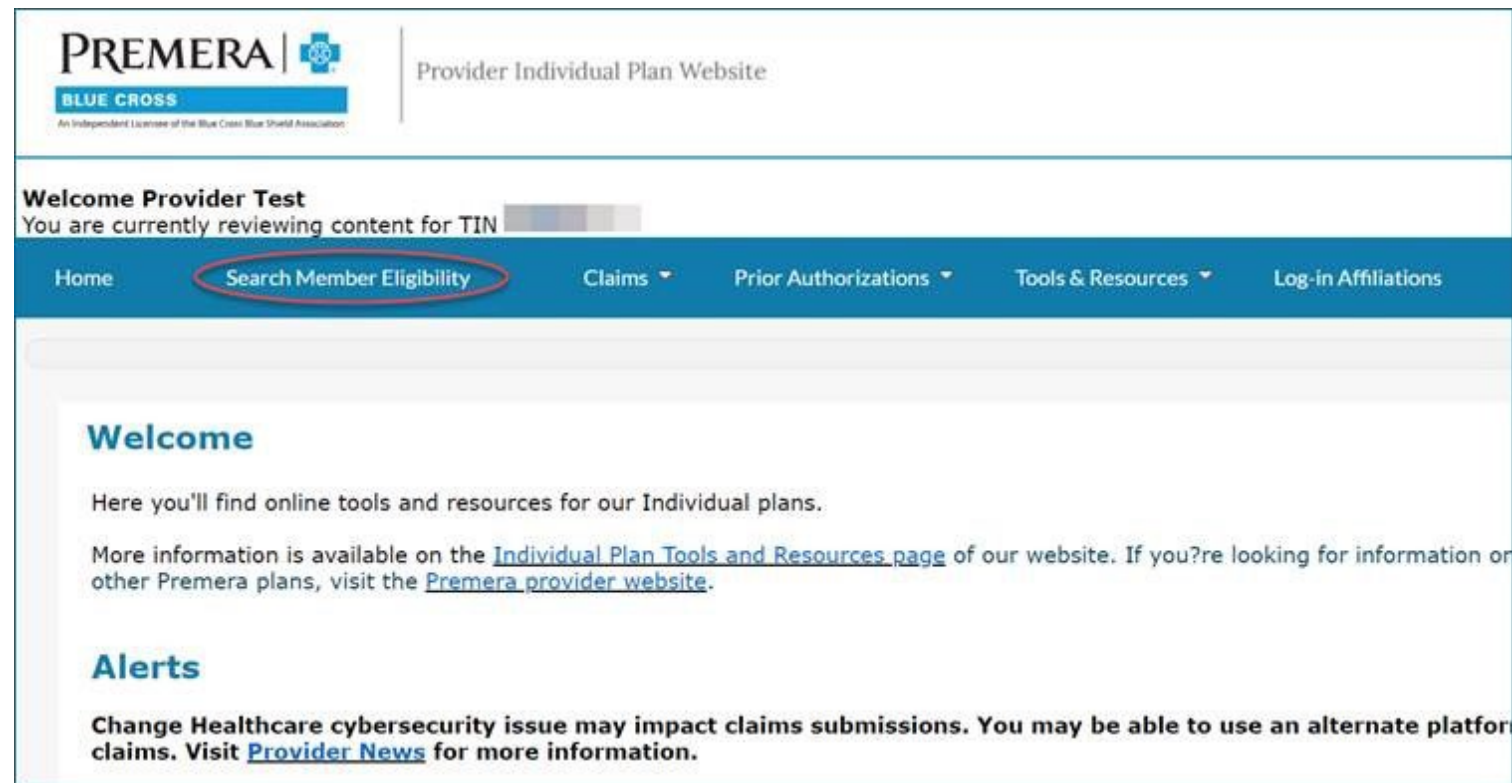
- [Behavioral health](#)
- [BlueCard® resources](#)
- [Coding resources](#)
- [Contact us](#)
- [Medical policies](#)
- [OneHealthPort](#)
- [Payment policies](#)
- [Update my info](#)

#### PremeraLISTENS

Tell us about your recent experience with Premera.

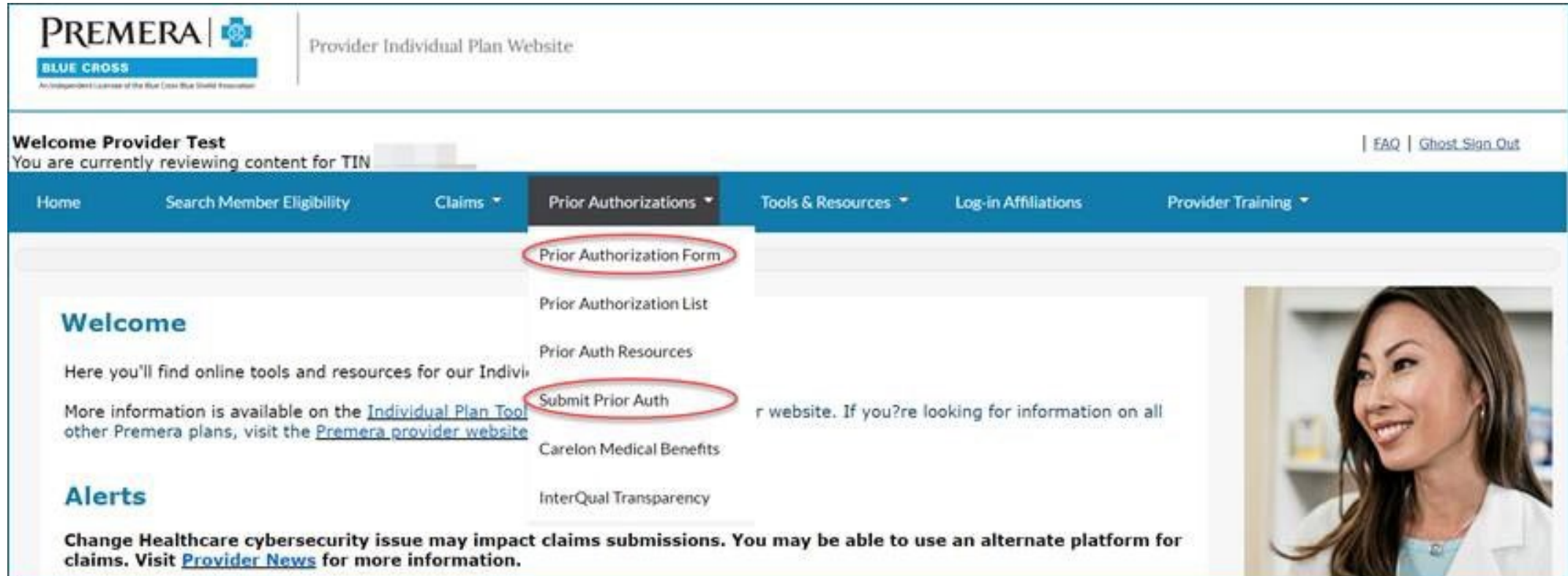
# Eligibility and Benefits

- There's a tool on the provider secure website you need to use to look up eligibility and benefits.
- **Do not** enter the member's alpha prefix when searching for eligibility and benefits.
- You can also call the customer service number on the back of the member ID card to check eligibility and benefits.
- Read our detailed [guide](#) on how to use this tool.






# Prior Authorization



The screenshot displays the Premera Provider Individual Plan Website. The header includes the Premera Blue Cross logo and the text "Provider Individual Plan Website". A welcome message for "Provider Test" is shown, along with links for "FAQ" and "Ghost Sign Out". The navigation bar contains links for "Home", "Search Member Eligibility", "Claims", "Prior Authorizations", "Tools & Resources", "Log-in Affiliations", and "Provider Training". The "Prior Authorizations" dropdown menu is open, showing options: "Prior Authorization Form", "Prior Authorization List", "Prior Auth Resources", "Submit Prior Auth", "Carelton Medical Benefits", and "InterQual Transparency". The "Submit Prior Auth" option is circled in red. The main content area features a "Welcome" section with a description of online tools and resources, a link to the "Individual Plan Tool", and an "Alerts" section regarding a healthcare cybersecurity issue. A photograph of a smiling woman in a white lab coat is visible on the right side of the page.

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Provider Individual Plan Website

**Welcome Provider Test**  
You are currently reviewing content for TIN [REDACTED]

[FAQ](#) | [Ghost Sign Out](#)

[Home](#) [Search Member Eligibility](#) [Claims](#) [Prior Authorizations](#) [Tools & Resources](#) [Log-in Affiliations](#) [Provider Training](#)

**Prior Authorizations**

- [Prior Authorization Form](#)
- [Prior Authorization List](#)
- [Prior Auth Resources](#)
- [Submit Prior Auth](#)
- [Carelton Medical Benefits](#)
- [InterQual Transparency](#)


**Welcome**

Here you'll find online tools and resources for our Individual Plan Tool.

More information is available on the [Individual Plan Tool](#). For other Premera plans, visit the [Premera provider website](#).

**Alerts**

**Change Healthcare cybersecurity issue may impact claims submissions. You may be able to use an alternate platform for claims. Visit [Provider News](#) for more information.**



# Prior Authorization Process

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- You have two ways to submit prior authorizations:
  - Access Identifi, Evolent's prior authorization submission tool, to submit a [prior authorization request](#).
    - Providers aren't required to register with Identifi to start using it, but it takes 1-5 business days to process your access to Identifi once you log in to the Premera provider individual plan secure website (through Evolent Health). You'll receive a confirmation email once you have Identifi access.
    - If you need to submit a prior authorization during the 1-5 day waiting period, you can fax your submission or call our utilization management team directly.
  - Fax the [prior authorization submission form](#) available on the [Individual Plan Tools and Resources web page](#) and on the secure website to 888-302-9325.
- Individual plans are using **Carelon Medical Benefits Management** for imaging prior authorizations.
- You can also look at our step-by-step [guide](#) on how to use Identifi.

# EFT and ERA with InstaMed

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- Premera partners with [InstaMed](#) to deliver individual network claims payments.
- It is important that providers sign in to InstaMed to confirm their billing national provider identifier (NPI2) numbers are accurate, current, and match the correct taxpayer identification number (TIN).
- Online instead of paper EOPs: EFT enrollment automatically turns off your paper explanation of payments (EOPs) for all Premera business entities and affiliates. After you enroll, you'll only have online access to your EOPs.
- If you have any questions, please contact InstaMed Customer Service at 866-467-8263.

New to InstaMed?

You have 2 simple ways to sign up:

- **Online:** Visit [instamed.com/eraeft](https://instamed.com/eraeft)
- **Paper:** Fax this completed [online form](#) to 877-755-3392

# Contact Information + Resource Links



Provider Training Guide

# Contact Information

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Premera Blue Cross Individual Plan			
	Phone	Fax	Mailing Address/Email
Customer service	800-607-0546		
Utilization (care) management	844-996-0329	888-302-9325	
Carelon	866-666-0776		
EDI		425-918-4234 (EDI enrollment forms only; no claims or PPI information)	EDI@premera.com
InstaMed	866-467-8263	877-755-3392	support@instamed.com
Claims	800-607-0546		Premera Blue Cross P.O. Box 21702 Eagan, MN, 55121



# Resources

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## External training guides for Evolent tools:

These will be available on the Premera website in the Learning Center and on the Evolent secure website.

- [Eligibility and benefits lookup](#)
- [Claims \(submission and list/status lookup\)](#)
- [Prior authorization request submission using Identifi](#)
- [PCP Roster lookup](#)

## News:

Get the latest Premera provider news and policy updates.

- [Provider News \(PBC WA\)](#)

## Forms and documents:

- [Clinical appeal submission](#)
- [Prior authorization request](#)
- [Overpayment notification](#)

## Update your info:

- [Update provider information](#)

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