

Individual Plans 2025



Provider Training





Training Content



2025 Plans

Network Overview

Medical Policies

Online Resources

Contact Information + Links

PREMERA

2025 Plans



Provider Training Guide

2025 Individual and Family Plans

Key things to know for 2025 plans:

- Premera is offering Preferred, One, and Standard plans statewide.
- The Alaska One Bronze plan has been discontinued for 2025.
- The Preferred Gold, Silver, and Bronze plans now include 2 primary care and mental health office visits with a \$1 copay.
- The out-of-network deductibles on all plans has increased to three times the in-network deductible to be at market parity.

Network Overview



Provider Training Guide

Network Overview

- The network name for our Premera Blue Cross Blue Shield of Alaska (PBCBS) individual plans is **Legacy and Dental Select**.
- All plans continue to provide medical transportation benefits to in-network providers in the Seattle area.
- Members can select a primary care provider (PCP) for a lower co-pay on most plans, but they aren't required to select a PCP.
- 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



Member

Prefix Identification # Suffix

Group #

Rx Group #

BCBS



Medical Network Legacy and Dental Select

Rx Formulary

INDIVIDUAL PLAN
 OFFICE VISIT COPAY \$60
 POP COPAY \$30
 RETAIL RX \$15/\$45/50%/40%
 MAIL-ORDER RX \$45/\$135/50%/40%

	IN NETWORK	OUT OF NETWORK
DEDUCTIBLE INDIVIDUAL	\$1500	\$4500
DEDUCTIBLE FAMILY	\$3000	
OUT OF POCKET INDIVIDUAL MAX	\$6300	
OUT OF POCKET FAMILY MAX	\$12600	



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 Blue Shield of Alaska
 P.O. Box 21762
 Eagan, MN 55121

Visit www.premera.com for coverage details, on-line services and health-related information.

Customer Service	1-800-809-9361
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	1-800-784-9265

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.

Medical Policies

Provider Training Guide

Medical Policies

- You can view the new and existing policies on the [medical policies for individual plans](#) page.
- 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 Blue Cross Blue Shield of Alaska provider individual plan secure website](#) (through Evolent Health).
- Evolent uses InterQual® [criteria](#) when reviewing certain services.

Premera Website –
Medical Policies for
Individual Plans



PREMERA | **BLUE CROSS BLUE SHIELD OF ALASKA**

Premera Sign In

Providers ▾

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 [general 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 **800-722-4714, option 2**.

Medical Policies – Secure Site

The screenshot shows the Premera Provider Individual Plan Website. At the top left is the Premera logo with a blue cross icon and 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 the logo is a "Welcome Provider Test" message: "You are currently reviewing content for TIN [redacted]". A navigation bar contains the following items: Home, Search Member Eligibility, Claims (with a dropdown arrow), Prior Authorizations (with a dropdown arrow), Tools & Resources (with a dropdown arrow), and Log-in Affiliations. The "Tools & Resources" dropdown menu is open, showing a list of items: 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 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. Visit [Provider News](#) for more information."

Online Resources

Provider Training Guide

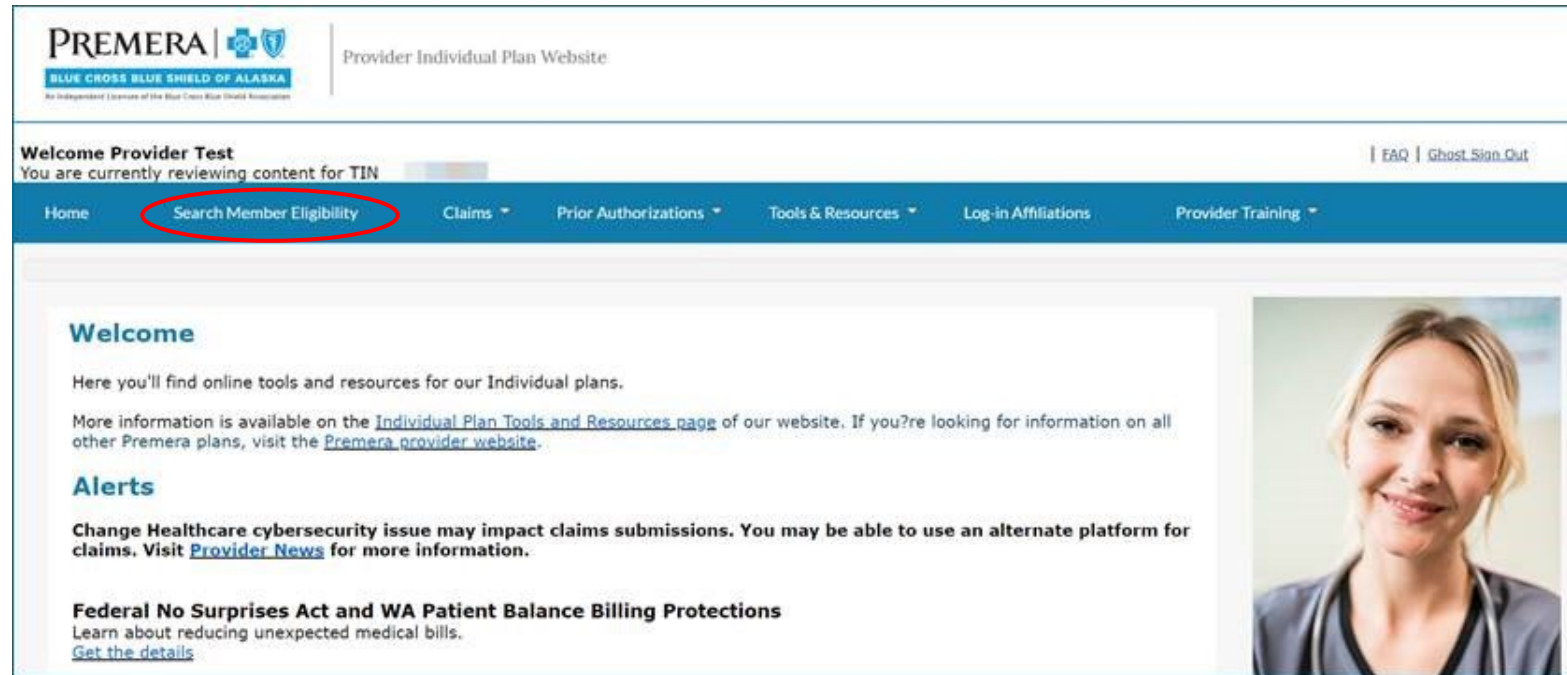
Individual Web Resources

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

The screenshot shows the Premera website interface. At the top left is the Premera logo with the text "PREMERA | BLUE CROSS BLUE SHIELD OF ALASKA". At the top right is a "Premera Sign In" button circled in red. Below the logo is a dark blue navigation bar with "Providers" and a dropdown arrow. On the left is a vertical menu with items: "Providers", "For Providers", "Individual Plans", "Individual Plan Tools" (circled in red), "Library", "Payment/EOP", "Pharmacy", "Tools", and "Utilization Review". The main content area is titled "Provider Home" and features a "Notice: High call volume (November 12, 2024)" with details about call center hold times and a link to "Availity's secure tools". Below the notice is a section for "Prior authorization tips" with a list of three bullet points and a "Sign in to Availity" link. A "Explore resources and tools" button is at the bottom of this section. On the right side, there is a "Current location: AK" dropdown and a "Quick links" section with a list of links: "Behavioral health", "BlueCard® resources", "Coding resources", "Contact us", "Medical policies", "OneHealthPort", "Payment policies", and "Update my info". At the bottom right, there is a "Get the latest news" section with a "Find Premera provider" link.

Eligibility and Benefits

- There's a tool available on the secure website to look up eligibility and benefits.
- Providers should 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 shows the Premera Provider Individual Plan Website. The header includes the Premera logo (Blue Cross Blue Shield of Alaska) and the text "Provider Individual Plan Website". A 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, listing several options: "Prior Authorization Form", "Prior Authorization List", "Prior Auth Resources", "Submit Prior Auth", "Carelton Medical Benefits", and "InterQual Transparency". The "Prior Authorization Form" and "Submit Prior Auth" options are circled in red. The main content area features a "Welcome" section with a message about online tools and resources, and an "Alerts" section with a notice about a cybersecurity issue. A portrait of a woman is visible on the right side of the page.

PREMERA | **BLUE CROSS BLUE SHIELD OF ALASKA**
An Independent Licensee of the Blue Cross Blue Shield Association

Provider Individual Plan Website

Welcome Provider Test | [FAQ](#) | [Ghost Sign Out](#)

Home Search Member Eligibility Claims Prior Authorizations Tools & Resources Log-in Affiliations Provider Training

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 website. If you're looking for information on all other Premera plans, visit the [Premera provider website](#).

More information is available on the [Individual Plan Tool](#).

Alerts

Change Healthcare cybersecurity issue may impact claims. Visit [Provider News](#) for more information.

u may be able to use an alternate platform for



Prior Authorization Process

- You have 2 ways to submit prior authorizations:
 1. 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 Blue Cross Blue Shield of Alaska provider individual 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.
 2. Fax the [prior authorization submission form](#) available on the [Individual Plan Tools and Resources web page](#) and on the secure website to **888-584-8081**.
- 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

- 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
- **Paper:** Fax this completed [online form](#) to 877-755-3392

Contact Information + Resource Links

Provider Training Guide

Contact Information

Premera Blue Cross Blue Shield of Alaska Individual Plans			
	Phone	Fax	Mailing Address/Email
Customer service	800-809-9361		
Utilization (care) management	844-996-0332	888-584-8081	
Carelon	866-666-0776		
EDI		425-918-4234 (EDI enrollment forms only; no claims or PPI information)	support@instamed.com
InstaMed	866-467-8263	877-755-3392	support@instamed.com
Claims	800-809-9361		Premera Blue Cross Blue Shield of Alaska PO Box 21762 Eagan, MN 55212

Resources

External training guides for Evolent tools
(available on the public and secure websites):

- [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](#)

Forms and documents:

- [Prior authorization code list](#)
- [Prior authorization submission form](#)
- [Appeal form](#)
- [Overpayment notification form](#)

Update your info:

- [Update provider information](#)

Premera Blue Cross Blue Shield of Alaska is an Independent Licensee of the
Blue Cross Blue Shield Association

