

Individual Plans 2024

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Provider Training





Training Content



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PREMERA

2024 Plans



Provider Training Guide

2024 Individual and Family Plans

Key things to know about 2024:

- Premera is again offering standard plans, which we introduced last year. These are Qualified Health Plans (QHPs) available on HealthCare.gov.
- Our 2023 Standard Bronze plan has been replaced by a new Bronze plan with richer benefits. Members on the current Standard Bronze have been mapped to this new Standard Bronze plan.
- All Preferred and Alaska One plans are renewed for 2024.
- Member payments to participating providers will now apply to their annual in-network deductible and out-of-pocket limits.

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

Medical Network Legacy and Dental Select

MEMBER/PROVIDER: Send paper claims and correspondence to:

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

Medical Policies

Provider Training Guide

Medical and Payment 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



The screenshot shows the Premera Blue Cross Blue Shield of Alaska website. At the top, there is a header with the Premera logo and a 'Premera Sign In' button. Below the header is a navigation bar with a 'Providers' dropdown menu. The main content area is titled 'Medical Policies for Individual Plans'. It contains a paragraph explaining that Premera offers access to more than 300 medical policies online and encourages users to visit often. Below this is a search bar with the placeholder text 'Enter one or more keywords. Enter "policy" to see a complete list of policies.' and a 'Keyword(s) *' label. A note below the search bar states '* One or more keywords are required'. There is a 'Categories' dropdown menu currently set to 'All Categories'. Below that is a 'Results per page' dropdown menu set to '20'. At the bottom of the search section are 'Search' and 'Reset search' buttons. To the right of the search section is a sidebar with a call to action: 'We want your input on upcoming policy reviews'. It includes links to 'policies scheduled for review (.pdf)', 'email us', and 'See recent updates'. It also has links for 'Current month' and 'Reviewed in the last 60 days'. At the bottom of the sidebar, it says 'For more information' and provides contact information: 'If you have a medical policy question, please email us or call 800-722-4714, option 2.'

Medical Policies – Secure Site

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Provider Individual Plan Website

Welcome Test Provider

You are currently reviewing content for TIN T461991904

Home

Search Member Eligibility

Claims

Prior Authorizations

Tools & Resources

Login Affiliations

Forms

Medical Policies

Payment Policies

PCP Roster

Provider Directory Search

Provider FAQ

Provider List by TIN

ay-step instructions on how to use the to

[ra provider website.](#)

ccess prior authorizations requests prior

Welcome

Here you'll find online tools and resources for our Individual 2020 plans. Check c

If you're looking for information on all other Premera plans, including Individual

Alerts

Prior authorization for Individual 2020 plan members will be available January 1, the member isn't eligible.

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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:

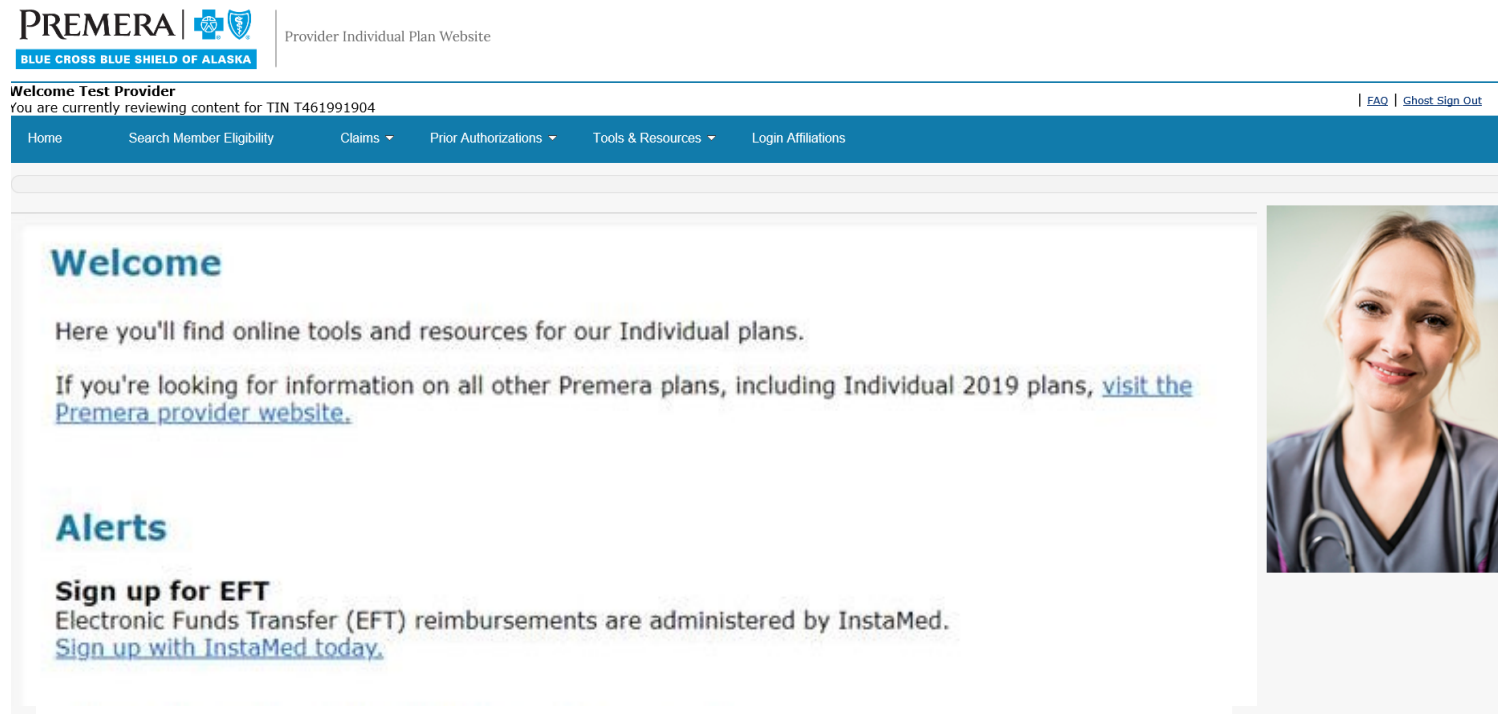
The image displays two screenshots of the Premera website interface. The left screenshot shows the 'Provider Home' page. The sidebar menu on the left includes 'Providers', 'For Providers', 'Provider Home', 'Availability Sign In', 'Premera Sign In', 'Federal Employee Program', 'Join Our Network', 'Individual Plans' (circled in red), 'Tools', 'Utilization Review', 'Library', and 'Pharmacy'. The main content area has a header 'Provider Home' and a sub-header 'Availability is now the primary secure provider portal for Pre...'. Below this is a message: 'Most of Premera's secure provider tools are no longer available.' A photo of a doctor and a patient is shown. At the bottom, there is a section for 'Federal No Surprises Act' with a link to 'Get the details'.

The right screenshot shows the 'Individual Plan Tools and Resources' page. The sidebar menu on the left includes 'Providers', 'For Providers', 'Individual Plans', 'Individual Plan Tools' (highlighted), 'Tools', 'Utilization Review', 'Library', and 'Pharmacy'. The main content area has a header 'Individual Plan Tools and Resources' and a sub-header 'The individual plan website is managed by Evolent Health for Premera and uses tools specifically for patients with individual plans.' Below this is a message: 'If a member has an individual plan, their ID card will say **Individual Plan**. View an example [member ID card \(.pdf\)](#). View [prefix list \(.pdf\)](#) for Individual Plans.' A 'Sign in now' button is present. A note states: 'Note: Google Chrome is the best browser to use for the individual plan website.' Below this is a section for 'News and updates for individual plans' with a sub-header 'Identifi'. The text describes how to submit a prior authorization request and provides links to 'prior authorization form (.pdf)' and 'View code list (.pdf)'. It also mentions that it takes 1-5 business days to process access to Identifi.


Both screenshots show the Premera logo at the top left and a 'Premera Sign In' button at the top right. The right screenshot also shows a 'Current location: AK' dropdown menu.

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.



The screenshot displays the Premera Provider Individual Plan Website. At the top, the Premera logo is accompanied by the Blue Cross Blue Shield of Alaska logo and the text "Provider Individual Plan Website". Below this, a welcome message reads "Welcome Test Provider" and "You are currently reviewing content for TIN T461991904". A navigation bar includes links for Home, Search Member Eligibility, Claims, Prior Authorizations, Tools & Resources, and Login Affiliations. The main content area features a "Welcome" section with a message about online tools and resources, a link to visit the Premera provider website, and an "Alerts" section titled "Sign up for EFT" (Electronic Funds Transfer) with a link to sign up with InstaMed today. A photograph of a female healthcare professional is visible on the right side of the page.

PREMERA |  Provider Individual Plan Website

BLUE CROSS BLUE SHIELD OF ALASKA

Welcome Test Provider
You are currently reviewing content for TIN T461991904

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

Home Search Member Eligibility Claims Prior Authorizations Tools & Resources Login Affiliations

Welcome

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

If you're looking for information on all other Premera plans, including Individual 2019 plans, [visit the Premera provider website.](#)

Alerts

Sign up for EFT
Electronic Funds Transfer (EFT) reimbursements are administered by InstaMed.
[Sign up with InstaMed today.](#)

██████████



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

A close-up portrait of a woman with blonde hair, smiling warmly at the camera. She is wearing a dark top. The background is a soft, out-of-focus green and white.

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 (formerly AIM) 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.
- Starting January 19, 2024, your InstaMed account must meet new requirements for electronic funds transfer (EFT).
- TIN/NPI2 number combinations that are missing or mismatched will receive payments via paper checks after January 19, 2024.
- Providers with single NPIs on multiple TINs will receive paper checks because InstaMed has no way to pay these claims in compliance with CMS.

Follow these steps to ensure you receive your autopayments:

- Sign in to your InstaMed account at instamed.com/providers using your User ID, Password, and Corporate ID.
- Navigate to Configure > Account Info > Manage Payer Payments.
- Review your account information and confirm that your billing national provider identifier (NPI2) numbers are accurate, up to date, and match the correct taxpayer identification number (TIN).
- If you have any questions, please contact InstaMed Customer Service at (866) INSTAMED (866-467-8263) before the end of the year.

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	
AIM	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](#)

Other Resources:

- Regular updates in [Provider News](#)

Forms and documents:

- Medical policies:
 - [InterQual criteria](#)
 - [Individual plan medical policies](#)
- Forms:
 - [Prior authorization code list](#)
 - [Prior authorization submission form](#)
 - [Appeal form](#)
 - [Overpayment notification form](#)

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