How to provide key services to Premera patients with a 2020 Individual plan

If you're unable to access the new secure website for 2020 Individual plans, use the instructions in this document to provide key services to your patients until you can access the new secure site.

1. **Check member eligibility and benefits:**
   - Call the main customer service number on the back of the member's ID card to check eligibility and benefits: **800-607-0546**.

2. **Submit a prior authorization:**
   - Use the [new 2020 code list](#)
   - Fax this [prior authorization form](#) to utilization management at **888-302-9325** or
   - Call utilization management to submit over the phone at **844-996-0329**.

3. **Submit a claim:**
   - You can continue to submit claims electronically as you do today.
   - If you submit paper claims, send to the <u>new</u> PO Box:

     Claims mailing address:
     Premera Blue Cross
     P.O. Box 21702
     Eagan, MN 55121

4. **Check the status of a claim:**
   - **Electronic claim:** You can continue to check the status of a claim electronically as you do today. Wait 48 hours before checking or running claim status.
   - **Hard-copy claim:** You can call the main customer service number on the back of the member's ID card to check claim status at 800-607-0546.

5. **Submit an appeal:**
   - To submit a clinical appeal on behalf of a patient (denied prior authorization), fax this [appeal form](#) to **844-990-0262**.
   - To submit an appeal on a claim, call customer service at **800-607-0546** for instructions on how to submit an appeal letter.

Contact Information:

Premera Blue Cross 2020 Individual Plan			
	Phone	Fax	Mailing Address/Email
Customer service	800-607-0546		
Utilization (care) management	844-996-0329	888-302-9325	
AIM	866-666-0776		
EDI/InstaMed	866-467-8263		– Support@Instamed.com
Provider relations	877-342-5258, option 4		
Pharmacy services	888-261-1756		
Claims	800-607-0546		Premera Blue Cross PO Box 21702 Eagan, MN, 55121
Level 1 appeals			Premera Blue Cross PO Box 21702 Eagan, MN, 55121
Level 2 appeals		844-990-0262	Member Appeals PO Box 91102 Seattle, WA 98111-9202