

Availity Tips & Resources



Provider Tutorial

PREMERA

Agenda

- Background
- Eligibility and benefits
- Claims and payments
- Prior authorizations
- Premiera Blue Cross HMO referrals
- Electronic funds transfer
- Resources

Availity



A free, national single-source secure provider platform for multiple health plans.

PREMERA



Availity registration and training

Availity is the fastest way to get secure, easy-to-use information.

Register with Availity

To register with Availity, visit www.availity.com/premera.

If your organization already has an Availity account, you don't need to register again – just use your existing user ID and password.

Training

Sign in and select Help & Training > Get Trained. In the lower-left corner, you can search by category, such as, Getting Started/Onboarding.

You can also contact Training@Availity.com if you have specific training questions.

Questions

If you have questions, call Availity Client Services at 800-AVAILITY (282-4548), Monday through Friday from 8 a.m. – 8 p.m. Eastern Time.

Availability features for Premiera plans

Providers can:

- ✓ Verify member **eligibility and benefits** (including plan effective dates)
 - ✓ Verify information about **deductibles, copays, coinsurance, and benefit limit accumulators**
 - ✓ View a **member's ID card**
- ✓ Submit **professional, dental or facility claims**
- ✓ Check the **status of a claim**
- ✓ Submit **prior authorizations and check the status**
- ✓ View **explanation of payments (EOPs)** information
- ✓ Register for **electronic funds transfer (EFT)** for enrollment or cancellation

Premera plans supported through Availity

- Premera Blue Cross
- Premera Blue Cross HMO
- Premera Blue Cross Blue Shield of Alaska
- LifeWise Assurance Company (Premera affiliate)
- Federal Employee Program (FEP) – excludes prior authorizations
- Shared Administration – excludes prior authorizations, EOPs and EFT

Important: [Premera Individual Plans](#) and [Medicare Advantage Plans](#) **are not** served through Availity.

Eligibility and Benefits

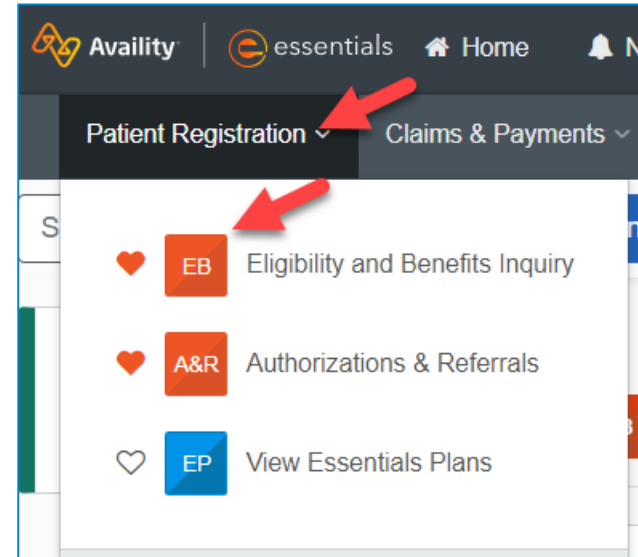
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Eligibility and benefits

- Providers can verify a member's eligibility and benefits (including plan effective dates), basic demographic information, deductible, benefit limit accumulators, and view a copy of the member's ID card.
- [Sign in to Availity](#) and select **Patient Registration > Eligibility and Benefits Inquiry**.



Eligibility and benefits

- Select the appropriate “Benefit/Service Type” needed.
- Click the blue informational icon next to a “Benefit/Service Type” to display additional benefits/services listed under that category.

Service Information

* As of Date ?

06/26/2023

* Benefit / Service Type ?

Health Benefit Plan Coverage - 30 x | v clear

Acupuncture - 64 i

Allergy Testing - 79 i

Ambulatory Service Center Facility - 13 i

Anesthesia - 7 i

Audiology Exam - 71 i

Cancer - 87 i

Health Benefit Plan Coverage - 30 x v clear

Allergy Testing - 79 x

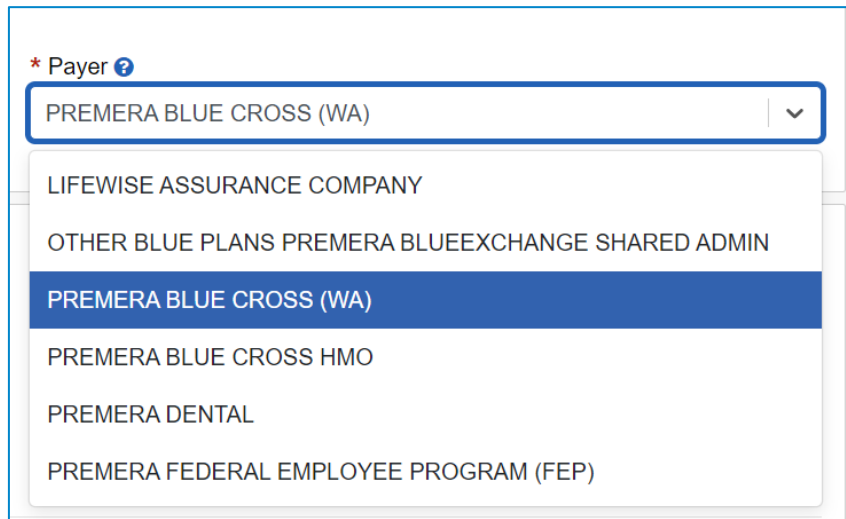
Benefit details included with this code

- Allergy Testing and Treatment
- Injections Therapeutic/Allergy

Eligibility and benefits

Health plan payer tips:

- **Dental providers:** Use “Premera Dental” (includes service history).
- **Shared Administration:** Use “Other Blue Plans Premera BlueExchange Shared Admin.”
- **BlueCard:** Use “Premera Blue Cross,” “Premera Blue Cross Blue Shield of Alaska” or “Other Blue Plans Premera BlueExchange Shared Admin.”



A screenshot of a web form showing a dropdown menu for selecting a payer. The label above the dropdown is “* Payer ?”. The dropdown is currently open, displaying a list of options. The option “PREMERA BLUE CROSS (WA)” is highlighted in blue. Other options include “LIFEWISE ASSURANCE COMPANY”, “OTHER BLUE PLANS PREMERA BLUEEXCHANGE SHARED ADMIN”, “PREMERA BLUE CROSS HMO”, “PREMERA DENTAL”, and “PREMERA FEDERAL EMPLOYEE PROGRAM (FEP)”.

* Payer ?
PREMERA BLUE CROSS (WA)
LIFEWISE ASSURANCE COMPANY
OTHER BLUE PLANS PREMERA BLUEEXCHANGE SHARED ADMIN
PREMERA BLUE CROSS (WA)
PREMERA BLUE CROSS HMO
PREMERA DENTAL
PREMERA FEDERAL EMPLOYEE PROGRAM (FEP)

Claims and Payments

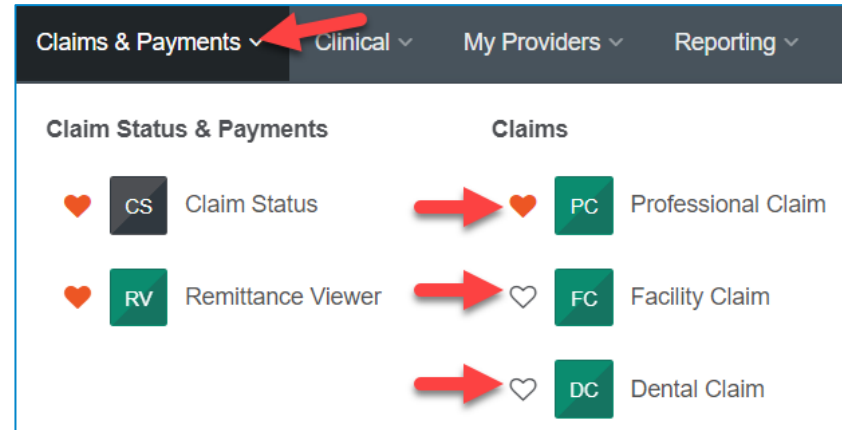
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Claims and payments

Claims submission

- Submit claims within 60 calendar days of the covered services, but no later than 365 calendar days from the date of service.
- Submit claims to Premera through Availity for free. [Sign in to Availity](#). Select **Claims & Payments** > **Claims** to submit a professional, dental, or facility claim. Select the appropriate Premera plan as the payer.



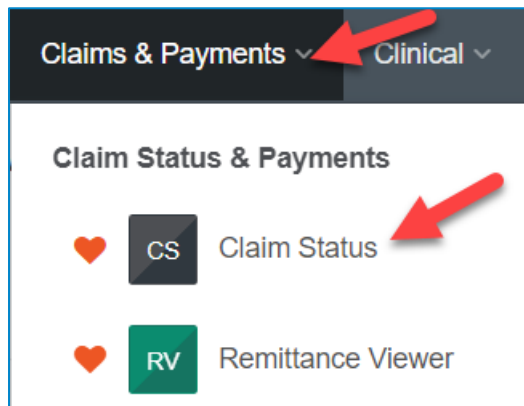
Claims and payments

Obtain the status of a claim



Online: Availity provider portal.

- Click **Claims & Payments** > **Claim Status**.
- Select applicable Premera* plan payer.
- Search by date of service, member ID, or claim number.



Phone: Contact customer service by calling the phone number on the back of the member's ID card.

Interactive voice response (IVR): IVR provides claims information.

* Select Premera Blue Cross or Premera Blue Cross Blue Shield of Alaska as a payer to see BlueCard member claims.

Claims and payments

Explanation of benefits

- Click **Claims & Payments > Remittance Viewer** and enter your search criteria. Need help getting access? See tips at the top of the page.
- Important:** If searching by check/EFT number, use a payment reference number when registered for electronic funds transfer. Otherwise, search using the check number.

The screenshot shows the Remittance Viewer interface. A red arrow points to the 'Claims & Payments' dropdown menu in the top navigation bar. Another red arrow points to the 'RV Remittance Viewer' link in the 'Claim Status & Payments' section. A third red arrow points to the 'Need Help? Watch a demo for Remittance Viewer' link in the top right corner. The main content area displays a search bar, filters, and a table of payments. The table has columns for Check/EFT #, Payer, Payee, Check/EFT Date, Received by, Check/EFT Amount, and Actions. A red arrow points to the 'Actions' column for the first row, which shows a download icon.

Home > Remittance Viewer

RV Remittance Viewer

Check / EFT Claim

Search Check / EFT #, Tax ID, NPI, Payer Name Check / EFT Dates 06/21/2023 - 06/27/2023 Search

Filter by: Clear all filters

Organization

Check / EFT Amount

Date Received by Availability

Payments issued from 06/21/2023 to 06/27/2023

Download CSV

Showing 1 - 25 of 481 Remits

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availability	Check/EFT Amount	Actions
	PREMERA BLUE CROSS		06/24/2023	06/26/2023	\$169.76	Download

Note: Medicare Advantage, Individual, and Shared Administration plan check and EOP information is not supported through Availity. Shared Administration checks and EOPs are hard copy only.

Prior Authorization

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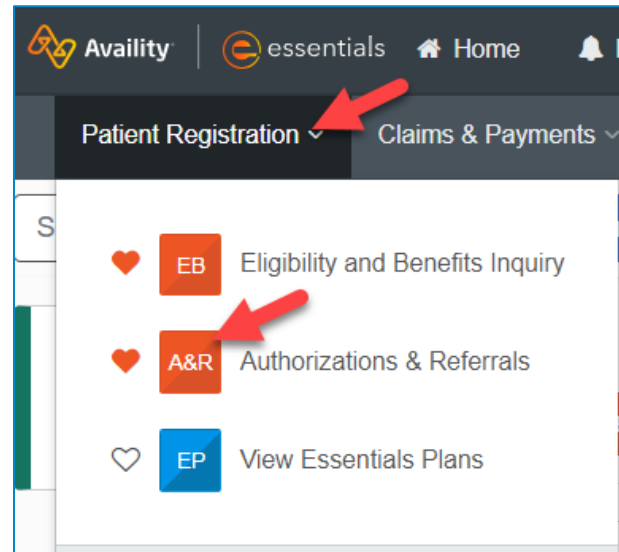
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Prior authorization

Submit a prior authorization

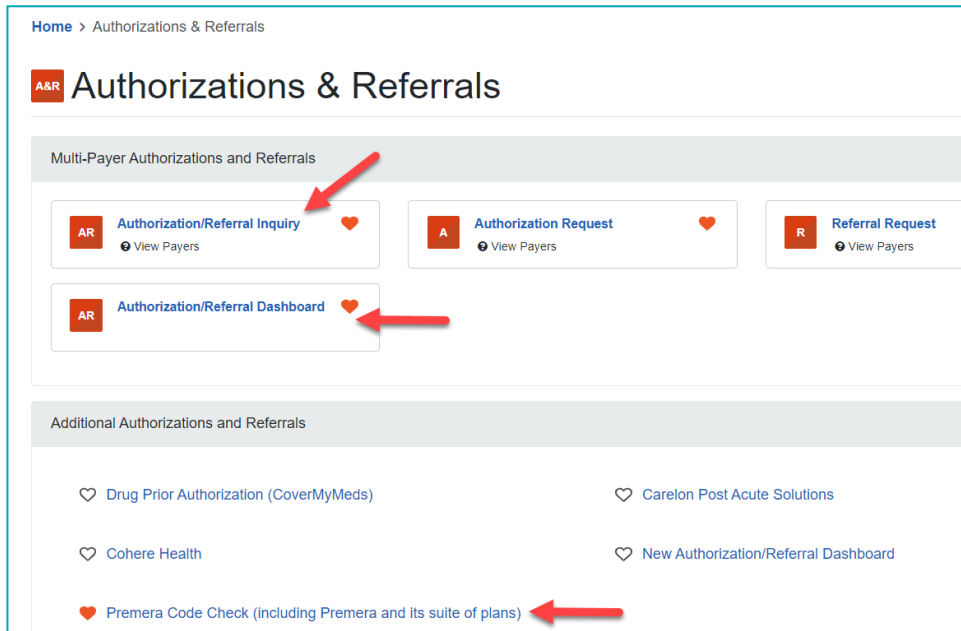
- The Availity prior authorization tool considers a member's eligibility, referral requirements, and coordination of benefits.
- [Sign in to Availity](#) and select **Patient Registration > Authorizations & Referrals**.
- On the **Authorizations and Referrals** page, select **Authorization Request**, then select a Premiera plan as a payer and complete the steps to submit a request.



Prior authorization

Check prior authorization status

- Check the status of a submitted request using the **Authorization/Referral Dashboard**.
- Providers included on a request can verify the status through the **Authorization/Referral Inquiry**.
- Providers can also use the **Premera Code Check** tool to do a general check to see if a code requires a prior authorization.



Referrals

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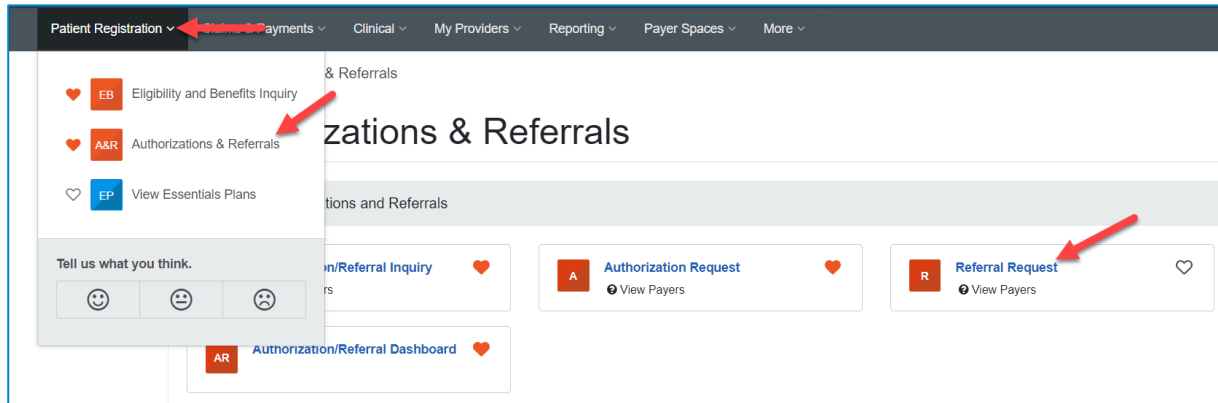
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Premera HMO referrals

Premera HMO only

- Click **Patient Registration>Authorizations & Referrals>Referral Requests** and select Premera HMO as a payer.
- When selecting a rendering provider, the tool displays if the provider is in the member's plan network.



Electronic Funds Transfer

PREMERA



Electronic Funds Transfer

Electronic Funds Transfer (EFT) for enrollment or cancellation requests

- Already enrolled in EFT with Premera, no action is needed to re-enroll through Availity. Premera processes Availity transactions for EFT requests.
- New provider to EFT for Premera plans, enroll using the Availity **Claims & Payment>Transaction Enrollment** tool.
 - [Sign in to Availity](#) and [watch this how-to demo](#) or [view an EFT enrollment help topic](#).
 - **Important:** Use “Premera and Affiliates” as the health plan payer.

Transaction Enrollment Enrollment Status Feedback & Support

Enroll Enrollment Admin Tools

PREMERA AK WA (Customer ID: 48543) Electronic Funds Transfer Enrollment Complete Submission Date: 06/27/2022 - 06/27/2023

Enrollments < Prev 1 Next > Show 10 Showing 1 of 1 pages

Status	Reg. ID	Customer	Transaction	Payer	Provider Name	Date Submitted	NPI	TIN/EIN	Process Tracker
ENROLLMENT COMPLETE			EFT New	PREMERA AND AFFILIATES EFTPA					✓ ● ● ✓ ✓

Resources

In the Availity menu bar select Payer Spaces and click on the applicable Premera plan logo.

News & Updates

Select the News and Announcements tab to access information specific to Premera.

PCP Roster

Select the Resources tab and scroll down to the Primary Care Provider (PCP) Roster link to access the tool.

Forms

Select the Resources tab and scroll down to Forms to find appeals, claims and billing, care management and prior authorization, credentialing and provider updates, etc.

Thank you

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