

Availity Tips & Resources



Provider Tutorial

PREMERA

Agenda

- Background
- Eligibility and benefits
- Claims and payments
- Prior authorizations
- Premera 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.

Availity features for Premera 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

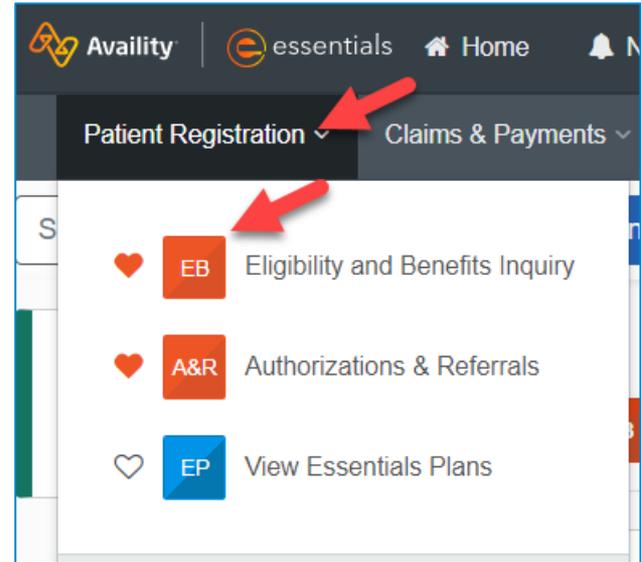
—

PREMERA



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 Avality](#) 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 

* Benefit / Service Type 

 [clear](#)

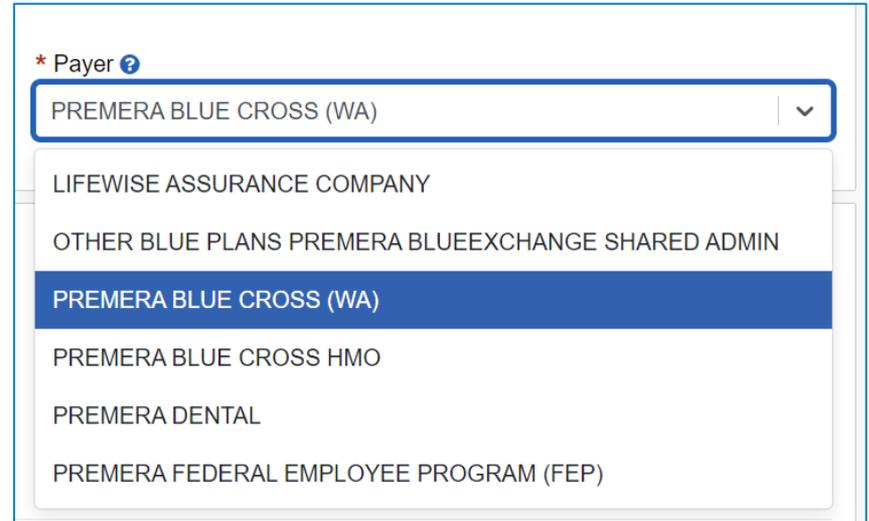
Acupuncture - 64 	Allergy Testing - 79  Benefit details included with this code <ul style="list-style-type: none">• Allergy Testing and Treatment• Injections Therapeutic/Allergy
Allergy Testing - 79 	
Ambulatory Service Center Facility - 13 	
Anesthesia - 7 	
Audiology Exam - 71 	
Cancer - 87 	

 [clear](#)

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.”



* Payer ?

PREMERA BLUE CROSS (WA) | v

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)

The image shows a screenshot of a web form with a dropdown menu. The dropdown is currently set to 'PREMERA BLUE CROSS (WA)'. Below the dropdown, a list of other payer options is visible, including 'LIFEWISE ASSURANCE COMPANY', 'OTHER BLUE PLANS PREMERA BLUEEXCHANGE SHARED ADMIN', 'PREMERA BLUE CROSS HMO', 'PREMERA DENTAL', and 'PREMERA FEDERAL EMPLOYEE PROGRAM (FEP)'. The 'PREMERA BLUE CROSS (WA)' option is highlighted in blue.

Claims and Payments

—

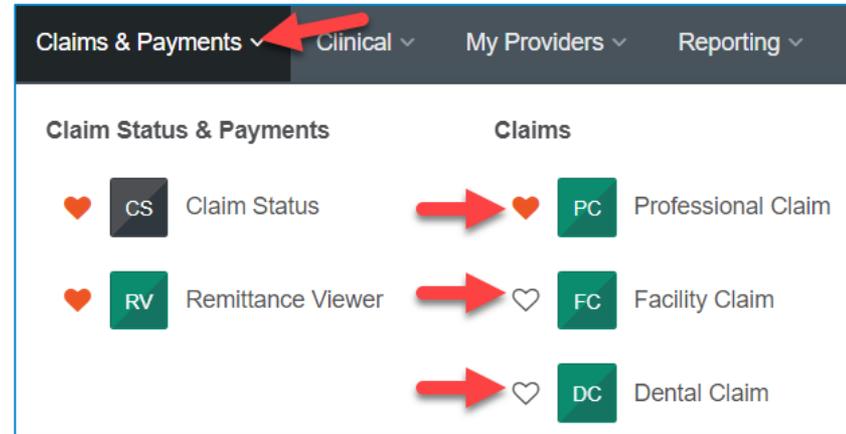
PREMERA



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.



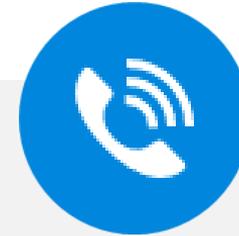
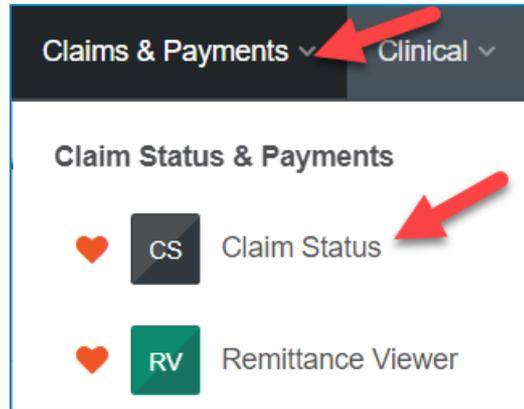
Claims and payments

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 dark navigation bar at the top contains 'Claims & Payments' and 'Clinical'. A red arrow points to 'Claims & Payments'. Below this, a white box titled 'Claim Status & Payments' contains two items: 'CS Claim Status' and 'RV Remittance Viewer'. A red arrow points to 'RV Remittance Viewer'. To the right of this box, another red arrow points to a link: 'Need Help? Watch a demo for Remittance Viewer'.

The main interface includes a search bar with the text 'Check / EFT #, Tax ID, NPI, Payer Name', a date range '06/21/2023 - 06/27/2023', and a 'Search' button. Below the search bar, there are filter options for 'Payee Tax ID', 'Organization', 'Check / EFT Amount', and 'Date Received by Availity'. A table of payments is displayed, showing columns for 'Check/EFT #', 'Payer', 'Payee', 'Check/EFT Date', 'Received by Availity', 'Check/EFT Amount', and 'Actions'. A red arrow points to the 'Actions' column for a payment of \$169.76.

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availity	Check/EFT Amount	Actions
	PREMERA BLUE CROSS		06/24/2023	06/26/2023	\$169.76	[Icons]

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

—

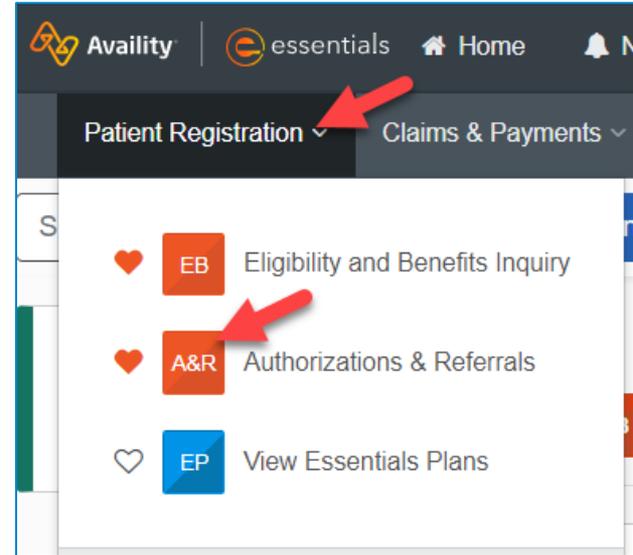
PREMERA



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.

The screenshot shows the 'Authorizations & Referrals' dashboard. At the top, there is a breadcrumb 'Home > Authorizations & Referrals' and a title 'A&R Authorizations & Referrals'. Below this is a section for 'Multi-Payer Authorizations and Referrals' containing three cards: 'Authorization/Referral Inquiry', 'Authorization Request', and 'Referral Request'. Each card has a 'View Payers' link and a heart icon. Red arrows point to the 'Authorization/Referral Inquiry' and 'Authorization/Referral Dashboard' cards. Below this is a section for 'Additional Authorizations and Referrals' with four links: 'Drug Prior Authorization (CoverMyMeds)', 'Carelton Post Acute Solutions', 'Cohere Health', and 'New Authorization/Referral Dashboard'. A red arrow points to the 'Premera Code Check (including Premera and its suite of plans)' link at the bottom.

Referrals

—

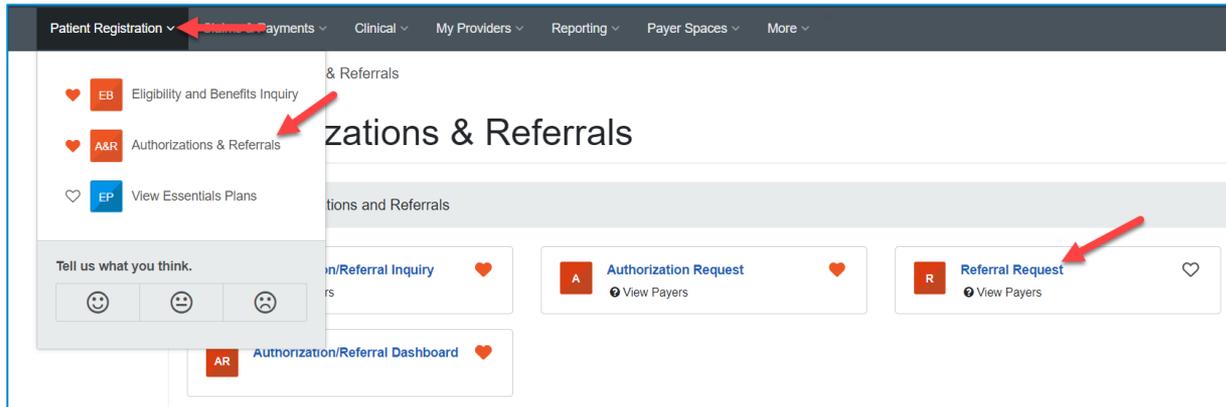
PREMERA



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

PREMERA