

Telehealth Claim Submission Guide

SUMMARY AND FREQUENTLY ASKED QUESTIONS (FAQ)

As a provider offering telehealth services, it's important to know where you submit your claims depending on:

- Where you're physically located at the time of service.
- Whether a member's plan is Premera Blue Cross, Premera Blue Cross Blue Shield of Alaska, or Premera Blue Cross HMO.

Please use the information below for telehealth claim submissions:

| Provider's physical location: | Where to submit the claim: |
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| Washington state | <p>If the provider is in network or out of network, bill Premera Blue Cross directly.</p> <p>For Federal Employee Program (FEP) and Postal plan members, view the FEP claims submission county map.</p> |
| Alaska | <p>If the provider is in or out of network, bill Premera Blue Cross Blue Shield of Alaska directly.</p> <p>For Federal Employee Program (FEP) and Postal members, view the FEP claims submission county map.</p> |
| States outside of Washington and Alaska (except designated Idaho border counties, see below) | <p>If the provider is in or out of network, bill the local Blue Cross Blue Shield plan in the state where the provider is physically located at the time of service.</p> |
| Idaho border counties include: Boundary, Bonner, Kootenai, Benewah, Latah, Nez Perce | <p>If the provider is in network with Premera Blue Cross, bill Premera directly.</p> <p>If the provider is out of network with Premera Blue Cross, bill the local Blue Cross Blue Shield plan in Idaho where the provider is physically located at the time of service.</p> |

FREQUENTLY ASKED QUESTIONS (FAQ)

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| Is my current state license sufficient to provide services to the member? | You must be licensed to provide services in the state where the member is located at the time of service. For example, if a member receives telehealth services in Washington, you must have a Washington state license. |
| I live in a state outside of Washington and Alaska. Can I contract with Premera to provide telehealth services to members in these states? | To establish a contract in Washington, you must provide care primarily in Washington state. Exceptions may be made for providers in designated Idaho border counties depending on the provider type. |
| I live outside of Washington, Alaska, and I have a contract with the Blue Cross Blue Shield plan in the state where I live. Where should I submit the claim? | <p>You should submit the claim to the local Blue Cross Blue Shield plan in the state where you're physically located at the time the services were provided. Your claims are processed based on any applicable contract with the Blue Cross Blue Shield plan and the member's plan.</p> <p>Exceptions may be made for providers in designated Idaho border counties.</p> |
| If I'm currently a contracted provider moving out of Washington or Alaska, can I continue to keep my contract and provide telehealth services? | <p>If you're a contracted provider who moves out of our service area (Washington, Alaska, and designated Idaho border counties), Premera will terminate your contract.</p> <p>However, you may consider contracting with the local Blue Cross Blue Shield plan in your new state. Continuity of care may be available for your existing Premera patients for a limited time following the termination of your contract. Your patients may contact the customer service number on the back of their ID card to see if they're eligible.</p> |
| If the member is located outside of Washington, Alaska, or the designated Idaho border counties, where do I submit claims? | You should submit the claim to the local Blue Cross Blue Shield plan in the state where you were physically located at the time the service was provided. |
| I'm currently contracted with Premera and will be traveling outside of Washington and Alaska. I plan to provide virtual care while traveling. Where do I submit claims? | You should bill the local Blue Cross Blue Shield plan in the state where you're physically located at the time of service. Claims will process according to your contract held with the local Blue Cross Blue Shield plan. Your Premera contract wouldn't apply outside our service area. Contact the local Blue Cross Blue Shield plan in the state where you provided telehealth services to discuss a possible contract. |

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| <p>We're a group practice with providers in multiple states, including Washington and Alaska. Where should we submit claims?</p> | <p>Providers physically located in Washington and Alaska can submit claims to Premera.</p> <p>Providers located outside of these states can submit claims to the local Blue Cross Blue Shield plan in the state where the provider was physically located at the time services were provided. Claims will be processed according to your contract with the local Blue Cross Blue Shield plan.</p> <p>Your contract with Premera wouldn't apply outside our service area. Contact the local Blue Cross Blue Shield plan in the state where you provided telehealth services to discuss a possible contract.</p> |
| <p>I provide virtual care exclusively, and I'm physically located in Washington (or Alaska). Can I contract with Premera?</p> | <p>Yes. Visit our Join Our Network web page for more information.</p> |
| <p>We're an established group practice not currently located in Washington or Alaska but will be opening a new location in one of these states. Can we contract with Premera?</p> | <p>You must be currently established and operate in Washington or Alaska prior to requesting a contract.</p> <p>Visit our Join Our Network web page for more information. The contract will only be applicable for your locations and providers physically located within these states.</p> |
| <p>Where can I get more resources for submitting claims?</p> | <p>Premera Blue Cross and Premera Blue Cross Blue Shield of Alaska commercial plan members: Sign in to Availity > Claims & Encounters. WA electronic payments, claim payer IDs AK electronic payments, claim payer IDs</p> <p>Premera Blue Cross and Premera Blue Cross Blue Shield of Alaska Individual Plan members: Sign in to Evolent</p> <p>To mail a hard-copy claim, use the address on the back of the member's ID card.</p> |

For more information on telehealth, telemedicine, and virtual visits, refer to our [Telehealth/Telemedicine Services payment policy](#). This FAQ is not intended for vendor-contracted providers.