

Individual Plans 2025

Provider Training



Contents

2025 Plans

Network Overview

Medical Policies

Online Resources

Contact Information + Links



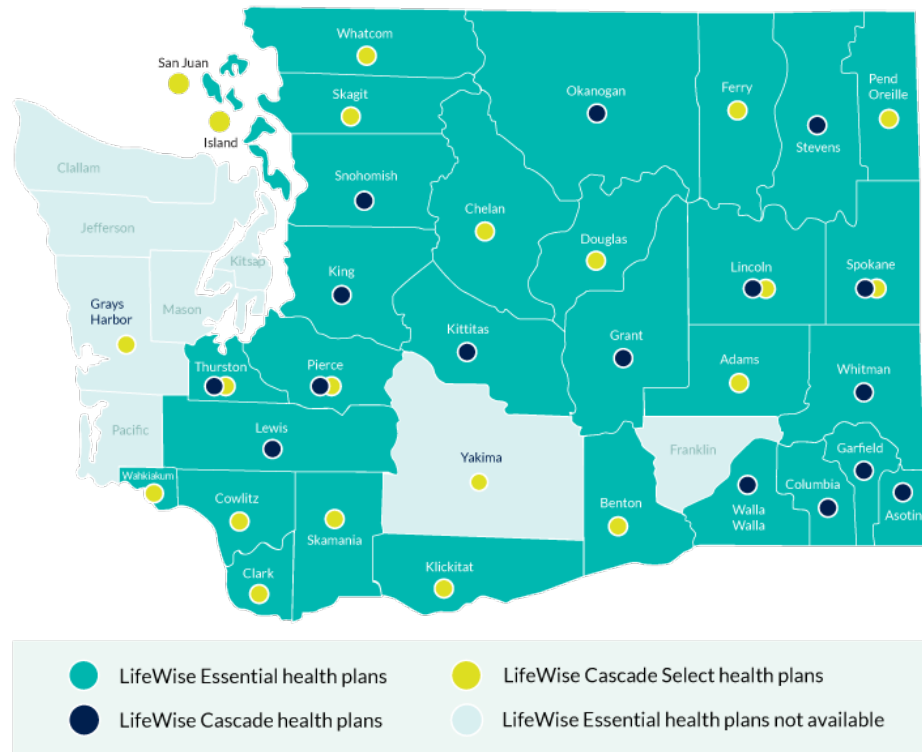
2025 Plans

Provider Training Guide

2025 Individual and Family Plans

Key things to know about 2024:

- LifeWise is offering plans in 33 counties.
- Plans are not available in Clallam, Jefferson, and Mason counties for 2025.
- Cascade Select (public option) plans have been added in Grays Harbor and Lincoln counties.
- The LifeWise Essential Bronze HSA plan has been discontinued.



Network Overview

Provider Training Guide

Network Overview

- The network names for our individual plans are:
 - LifeWise Primary – Essential and Cascade
 - LifeWise Alpine – Cascade Select
 - LifeWise Preferred – Grandfathered plans only

Primary Care Providers

- LifeWise members are required to have an assigned primary care provider (PCP).
- If a member's plan has a PCP copay, they'll pay less when seeing their designated PCP.
- If a member doesn't have a PCP on record or they're a new member, LifeWise will assign a PCP.
- If a member has been reassigned to a new PCP, it means their previous provider is no longer in network or no longer practicing medicine.
- Members can change PCPs at any point during the plan year by calling customer service. (Effective the first of the following month; no limit on number of changes.)

Who's considered a PCP?

Internist
Pediatrician
Gynecologist/Obstetrician
Nurse practitioner
Family practice provider
Geriatric practice provider
Naturopath
Physician assistant

ID Card (LifeWise Primary Network)



Member

Medical Network LifeWise Primary

Identification # Suffix

Group #

Rx Group #

INDIVIDUAL PLAN

RETAIL RX \$0/\$0/\$0/\$0

MAIL-ORDER RX \$0/\$0/\$0/\$0

DEDUCTIBLE INDIVIDUAL
DEDUCTIBLE FAMILY
OUT-OF-POCKET INDIVIDUAL MAX
OUT-OF-POCKET FAMILY MAX

IN NETWORK OUT OF NETWORK



Visit lifewise.com for coverage details, on-line services and health-related information.

Customer Service	1-800-817-3056
TTY for the deaf and hard of hearing	711
Outside of the U.S. call Toll Free	1-855-332-2159
Pharmacy Locator/Mail-Order Rx	1-877-267-0111
24-Hour NurseLine	1-800-784-9266

PROVIDERS: Please submit all claims with ID number and group number to LifeWise Health Plan.

This card is not a guarantee that the member's coverage is currently in effect. Providers may call Customer Service for information regarding eligibility and benefits.

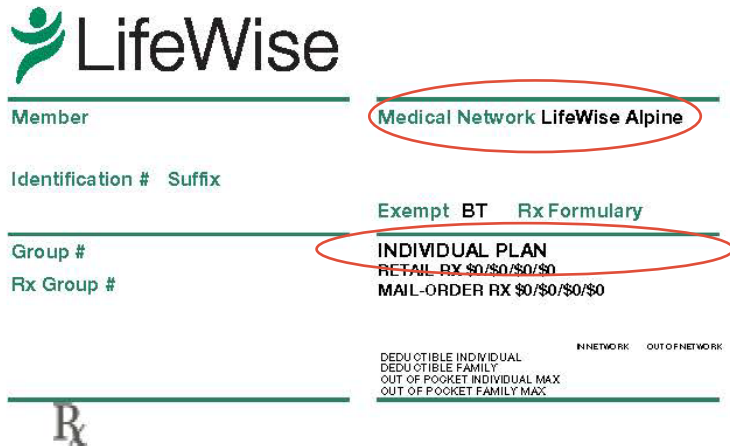
MEMBER/PROVIDER: Send paper claims and correspondence to:

LifeWise Health Plan of Washington
P.O. Box 21552
Eagan, MN 55121

MEMBERS: Please show this card when you receive services. See your benefit booklet for covered services. If you have questions, call Customer Service or write us at the address on this card. To locate a provider, go to www.lifewise.com or call Customer Service. PROVIDERS/MEMBERS: Pre-Approval (prior authorization) may be required for some services/drugs. Providers: Check benefits at web address above or call Customer Service prior to providing services.



ID Card (LifeWise Alpine Network)



The front of the LifeWise ID card features the LifeWise logo at the top left. Below it, the word "Member" is followed by a red circle containing the text "Medical Network LifeWise Alpine". Further down, "Identification # Suffix" is followed by another red circle containing "Exempt BT Rx Formulary". Below this, "Group #" and "Rx Group #" are followed by a red circle containing "INDIVIDUAL PLAN", "RETAIL RX \$0/\$0/\$0/\$0", and "MAIL-ORDER RX \$0/\$0/\$0/\$0". At the bottom, there are fields for "DEDUCTIBLE INDIVIDUAL", "DEDUCTIBLE FAMILY", "OUT OF POCKET INDIVIDUAL MAX", and "OUT OF POCKET FAMILY MAX", with "IN NETWORK" and "OUT OF NETWORK" checkboxes to the right. A large "Rx" symbol is at the bottom left.

LifeWise

Member **Medical Network LifeWise Alpine**

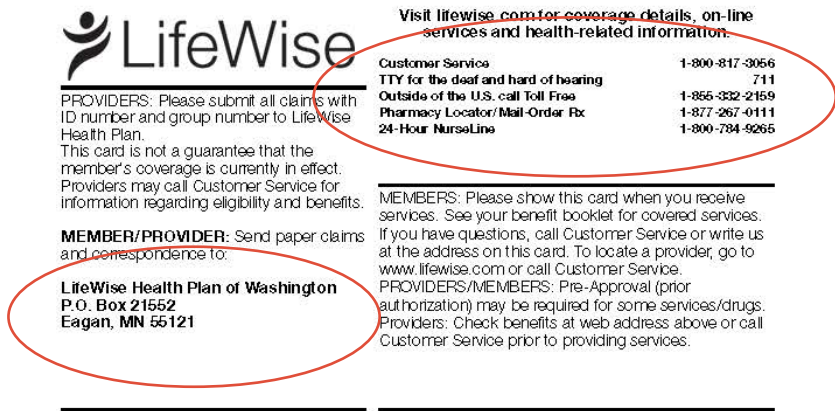
Identification # Suffix **Exempt BT Rx Formulary**

Group # **INDIVIDUAL PLAN**
RETAIL RX \$0/\$0/\$0/\$0
MAIL-ORDER RX \$0/\$0/\$0/\$0

DEDUCTIBLE INDIVIDUAL
DEDUCTIBLE FAMILY
OUT OF POCKET INDIVIDUAL MAX
OUT OF POCKET FAMILY MAX

IN NETWORK OUT OF NETWORK

Rx



The back of the LifeWise ID card features the LifeWise logo at the top left. To the right, a red circle contains the text "Visit lifewise.com for coverage details, on-line services and health-related information." Below this, a table lists contact information: Customer Service (1-800-817-3056), TTY for the deaf and hard of hearing (711), Outside of the U.S. call Toll Free (1-855-332-2159), Pharmacy Locator/Mail-Order Rx (1-877-267-0111), and 24-Hour NurseLine (1-800-784-9265). Below the table, a paragraph states: "PROVIDERS: Please submit all claims with ID number and group number to LifeWise Health Plan. This card is not a guarantee that the member's coverage is currently in effect. Providers may call Customer Service for information regarding eligibility and benefits." Below this, a red circle contains the text "MEMBER/PROVIDER: Send paper claims and correspondence to: LifeWise Health Plan of Washington, P.O. Box 21552, Eagan, MN 55121". To the right of this circle, a paragraph states: "MEMBERS: Please show this card when you receive services. See your benefit booklet for covered services. If you have questions, call Customer Service or write us at the address on this card. To locate a provider, go to www.lifewise.com or call Customer Service. PROVIDERS/MEMBERS: Pre-Approval (prior authorization) may be required for some services/drugs. Providers: Check benefits at web address above or call Customer Service prior to providing services."

LifeWise

Visit lifewise.com for coverage details, on-line services and health-related information.

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What does Exempt BT indicate? Amounts received by a health care provider for services performed on patients covered by a public option qualified health plan are not subject to the Washington state business and occupation (B&O) tax. This includes reimbursement from the qualified health plan and any amounts collected from the patient as part of his or her cost-sharing obligation.

Medical Policies

Provider Training Guide

Medical Policies

- LifeWise offers access to more than 300 medical policies online.
- You can filter to see [recent updates](#) from the current month or view our archives.
- You can also view policies on the [LifeWise provider individual plan secure website \(through Evolent Health\)](#).
- You can view our [code list](#) for details on review requirements.

Online Resources

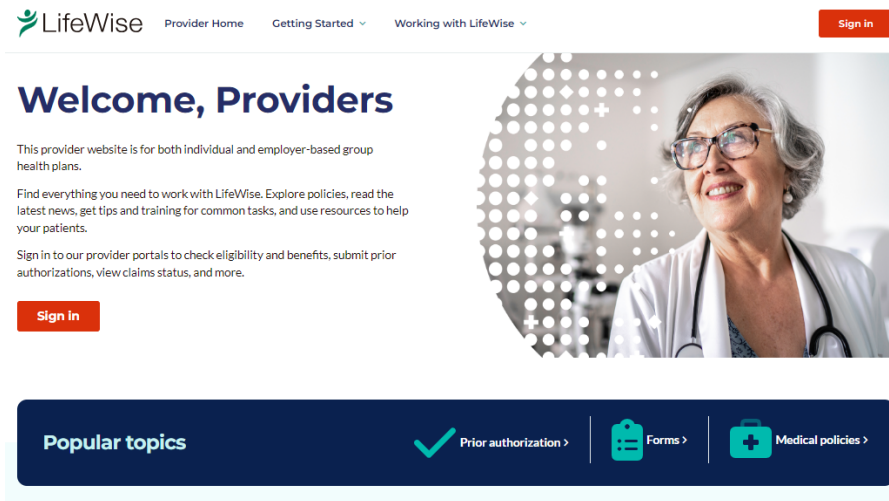
Provider Training Guide

LifeWise Provider Website

LifeWise has new provider website for 2025 at lifewise.com/provider.

Both individual and group plan (Clark County) providers now share one combined, comprehensive site.

The new website is designed to be more user-friendly, with simpler navigation, making it easier for you to access all the information you need to help your LifeWise patients.



LifeWise Provider Website

Some pages have different information for individual and group providers. Look for the tabs to navigate between individual and group plan details.


Our website URLs have changed. Don't forget to bookmark the new URLs for easy access!

Utilization review

Learn about the utilization review process at LifeWise.

Before you start

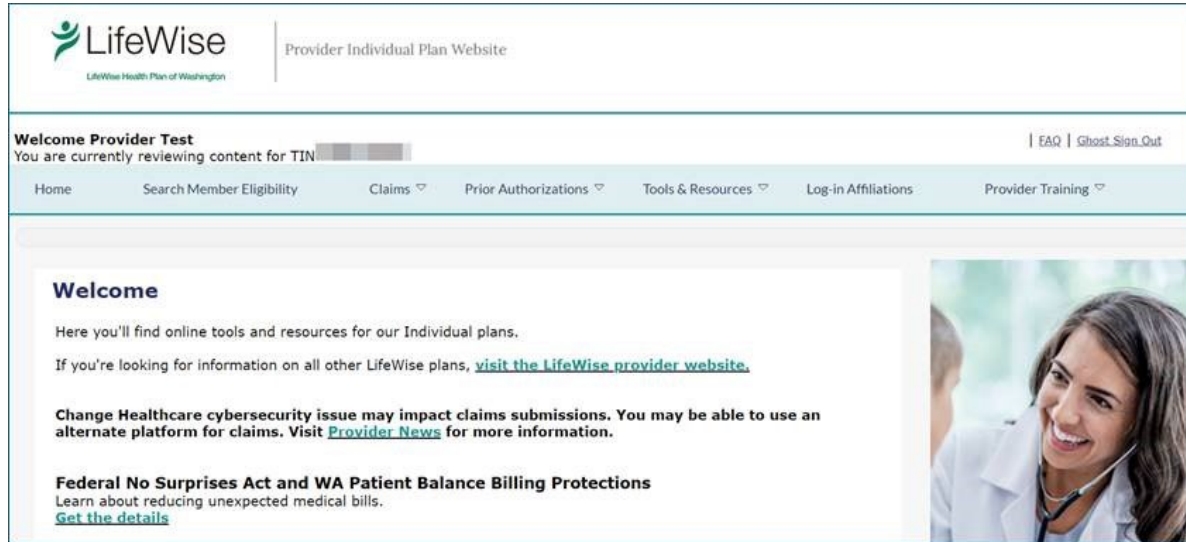
Many services require review before they're provided. LifeWise individual and group plans use different web tools for utilization review and prior authorization as well as different code lists and forms. Select the plan type from the tabs below for information.

Individual plansGroup plans

Submit a prior authorization request	▼
Check prior authorization review status	▼
Carelon	▼
Pharmacy	▼
Admission and discharge notifications	▼
Emergencies and extenuating circumstances policy	▼

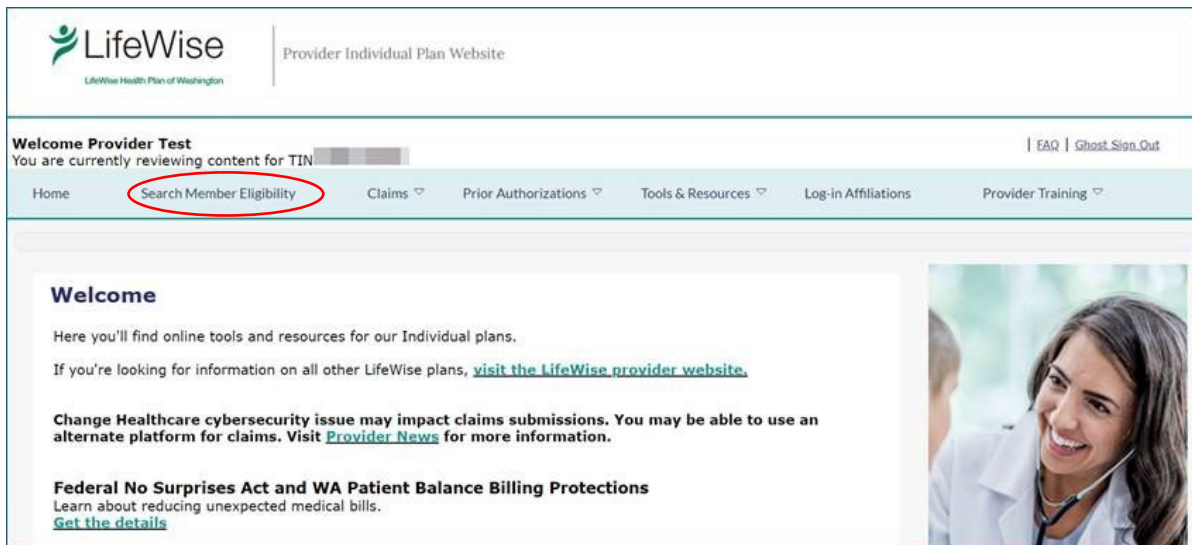
Secure Provider Website

The LifeWise [secure provider website](#) is managed by Evolent Health and uses tools specifically for patients with individual plans.




Eligibility and Benefits

- There's a tool available on the provider secure website to look up eligibility and benefits.
- **Do not** enter the members 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 [guide](#) on how to use this tool.



Prior Authorization



Provider Individual Plan Website

LifeWise Health Plan of Washington

Welcome Provider Test

You are currently reviewing content for TIN

FAQ | [Ghost Sign Out](#)

Home

Search Member Eligibility

Claims ▾

Prior Authorizations ▾

Tools & Resources ▾

Log-in Affiliations

Provider Training ▾

Prior Authorization Form

Prior Authorization List

Prior Auth Resources

Submit Prior Auth

Carelon Medical Benefits

InterQual Transparency


Welcome

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

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

Change Healthcare cybersecurity issue may impact alternate platform for claims. Visit [Provider News](#).

Federal No Surprises Act and WA Patient Balance Billing
Learn about reducing unexpected medical bills.
[Get the details](#)



Prior Authorization Process

You have 2 ways to submit prior authorizations:

- 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 LifeWise provider individual plan 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.
- Fax the [prior authorization submission form](#) available on the LifeWise website under "Forms" and on the secure website to 888-613-1497.

Individual plans are using Carelton Medical Benefits Management 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.
- It is important that providers sign in to InstaMed to confirm their billing national provider identifier (NPI2) numbers are accurate, current, and match the correct taxpayer identification number (TIN).
- Online instead of paper EOPs: EFT enrollment automatically turns off your paper explanation of payments (EOPs) for all Premera business entities and affiliates. After you enroll, you'll only have online access to your EOPs.
- If you have any questions, please contact InstaMed Customer Service at 866-467-8263.

New to InstaMed? You have 2 simple ways to sign up:

- **Online:** Visit instamed.com/eraeft
- **Paper:** Fax this completed [online form](#) to **877-755-3392**

Contact Information + Resource Links

Provider Training Guide

Contact Information

LifeWise Individual Plans			
	Phone	Fax	Mailing Address/Email
Customer service	800-817-3056		
Utilization (care) management	844-996-0333	888-613-1497	
Carelon	866-666-0776		
EDI	800-435-2715	425-918-4234 (EDI enrollment forms only)	EDI@LifeWiseHealth.com
InstaMed	866-467-8263	877-755-3392	Support@Instamed.com
Pharmacy services	888-261-1756		PO Box 91102 Seattle, WA 98111-9202
Claims	800-817-3056		LifeWise Health Plan of Washington PO Box 21552 Eagan, MN, 55121
Level 1 appeals			LifeWise Health Plan of Washington PO Box 21552 Eagan, MN, 55121
Level 2 appeals		844-990-0262	Member Appeals PO Box 91102 Seattle, WA 98111-9202

Resources

External training guides:

These will be available on the LifeWise and Evolent Health 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 on provider news under “Company Updates”

- [Provider News \(LifeWise\)](#)

Forms and Documents:

Medical policies:

- [InterQual criteria](#)
- [Individual plan medical policies](#)

Forms:

- [Prior authorization code list](#)
- [Prior authorization submission form](#)
- [Overpayment notification form](#)
- [Appeal form](#)