

# Individual Plans 2024

Provider Training



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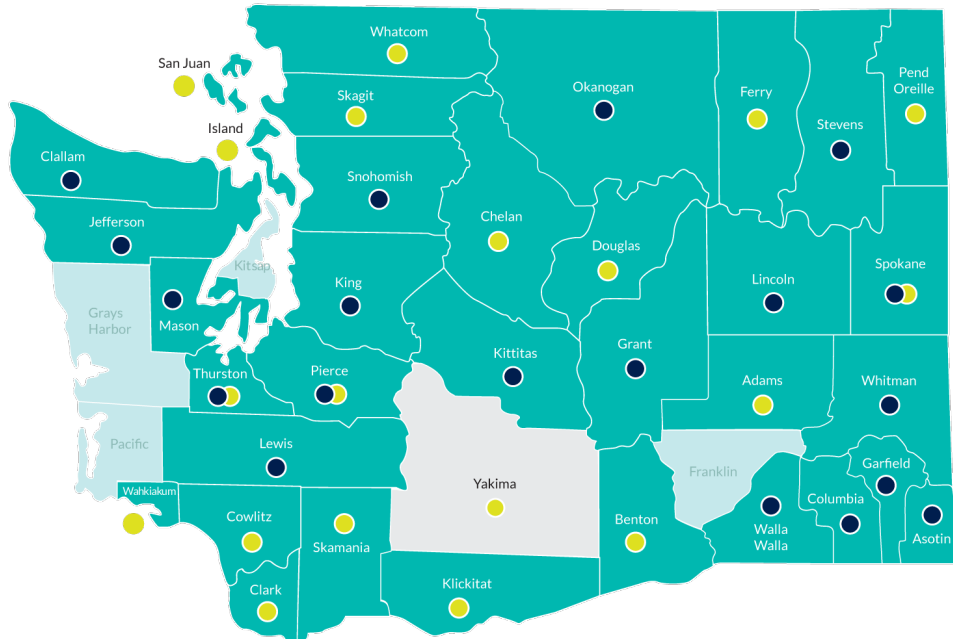
# 2024 Plans

Provider Training Guide

# 2024 Individual and Family Plans

Key things to know about 2024:

- We're expanding our Cascade Select (public option) plans to 19 counties, adding Pierce, Spokane, Thurston, and Yakima.
- MultiCare is joining the LifeWise Alpine network, serving Cascade Select plan members.
- LifeWise Essential and Cascade plans are exiting Yakima county. Members on these plans will be mapped to Cascade Select metallic equivalent plans.
- All Essential, Cascade, Cascade Select, and Grandfathered plans will renew.



# 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
- MultiCare has joined our LifeWise Alpine network for 2024. Alpine is still our smaller network but is growing to better serve our Cascade Select (public option) plans in more areas.


# 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, LifeWise will choose one for them.
- 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)



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**Member** **Medical Network LIFEWISE PRIMARY**

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**SAMPLE CARD**

**Identification #** **Suffix**

**123456789** **01**

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**Group #** **1100009**

**Rx Group #** **LWWAPDP**

**BIN#** **610014**

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**Exempt** **BT** **Rx Plan** **M2**


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**INDIVIDUAL PLAN**

PCP COPY \$50 / EMERGENCY ROOM \$250  
RETAIL RX 30%/30%/30%/50%  
MAIL-ORDER RX 30%/30%/30%/50%

	IN NETWORK	OUT OF NETWORK
DEDUCTIBLE INDIVIDUAL	\$1,000	\$1,000
DEDUCTIBLE FAMILY	\$3,000	\$3,000
OUT OF POCKET INDIVIDUAL MAX	\$4,000	\$4,000
OUT OF POCKET FAMILY MAX	\$10,000	\$10,000

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Visit [lifewise.com](http://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 U.S. call Toll Free 1-855-332-2159  
Pharmacy Locator/Mail-Order Rx 1-877-267-0111  
24-Hour NurseLine 1-800-784-9265


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**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

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 Pharmacy Benefits Manager



# ID Card (LifeWise Alpine Network)

 LifeWise

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**Member**  
SAMPLE CARD

**Identification # Suffix**  
123456789 01

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**Group # 1100009**  
**Rx Group # LWWAPDP**  
BIN# 610014

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**Medical Network LifeWise Alpine**


**Exempt BT Rx Plan M4**


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**INDIVIDUAL PLAN**  
OFFICE VISIT COPAY \$30  
PCP COPAY \$10 / EMERGENCY ROOM \$425  
RETAIL RX \$12/\$35/\$160/\$160  
MAIL-ORDER RX \$36/\$105/\$480/\$160

	IN NETWORK	OUT OF NETWORK
DEDUCTIBLE INDIVIDUAL	\$750	
DEDUCTIBLE FAMILY	\$1500	
OUT OF POCKET INDIVIDUAL MAX	\$2250	
OUT OF POCKET FAMILY MAX	\$4500	

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 LifeWise

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PROVIDERS: Please submit all claims with ID number, prefix 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 Plans of WA**  
P.O. Box 21552  
Eagan, MN 55121

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Visit [lifewise.com](http://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 U.S. call Toll Free 1-855-332-2159  
Pharmacy Locator/Mail Order Rx 1-800-391-9701  
24-Hour NurseLine 1-800-841-8343

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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 to to [www.lifewisewa.com](http://www.lifewisewa.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.

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 EXPRESS SCRIPTS®

Pharmacy Benefits Manager

# 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 [reviewed in the last 60 days](#).
- Evolent uses InterQual® criteria when reviewing certain services. The [criteria](#) is available on the LifeWise website.
- 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

# Web Resources

There is a [public provider website](#) and a [secure website](#) managed by Evolent Health:

LifeWise

Provider Home Getting Started Working with LifeWise

Sign In

## Welcome Providers

Sign in to see your dashboard and more.

Sign in

### Federal No Surprises Act

Learn about reducing unexpected medical bills.

[Get the details >](#)

### Medical policy changes

Our medical policies will be changing for members with individual plans.

[Learn more about these changes >](#)

# 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.



Welcome Test Provider  
You are currently reviewing content for TIN T911672026

Home Search Member Eligibility Claims Prior Authorizations Tools & Resources Login Affiliations


**Welcome**  
Here you'll find online tools and resources for our Individual 2020 plans. Check out our user guide for step-by-step instructions on how to use the tools.  
If you're looking for information on all other Premera plans, including Individual 2019 plans, [visit the LifeWise provider website.](#)

**Alerts**  
Prior authorization for Individual 2020 plan members will be available January 1, 2020. We're not able to process prior authorizations requests prior to January 1, 2020 because the member isn't eligible.

**Plan News**  
» Get all the latest LifeWise news and policy updates. [Sign up today](#) for an email subscription.

**Contact**  
Visit our [contact us page](#) for addresses, customer service numbers, and more.

[About LifeWise](#) | [Medical Policies](#) | [Payment Policies](#) | [Notice of Privacy Practices](#) | [Terms and Conditions](#) | [PPI Agreement](#) | [Fraud and Abuse](#) | [Web Help](#)



»Event Calendar  
»Related Documents



# Prior Authorization



LifeWise Health Plan of Washington

Provider Individual Plan Website

## Welcome Provider Test

You are currently reviewing content for TIN T920056274

[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](#)

[AIM Specialty Health](#)

[InterQual Transparency](#)

## Welcome

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

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

9 plans, [visit the](#)

<https://www.portal.valence.care/idp/saml2/jsp/idpSSOInit.jsp?metaAlias=/idp&spEntityID=https://login.myidentifi.com...>



# 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 Carelon Medical Benefits Management (formerly AIM) for imaging prior authorizations.

You can also look at our step-by-step guide on how to use [Identifi](#).



# EFT and ERA with InstaMed

- LifeWise partners with [InstaMed](#) to deliver individual network claims payments.
- Starting January 19, 2024, your InstaMed account must meet new requirements for electronic funds transfer (EFT).
- TIN/NPI2 number combinations that are missing or mismatched will receive payments via paper checks after January 19, 2024.
- Providers with single NPIs on multiple TINs will receive paper checks because InstaMed has no way to pay these claims in compliance with CMS.

Follow these steps to ensure you receive your autopayments:

- Sign in to your InstaMed account at [instamed.com/providers](https://instamed.com/providers) using your User ID, Password, and Corporate ID.
- Navigate to Configure > Account Info > Manage Payer Payments.
- Review your account information and confirm that your billing national provider identifier (NPI2) numbers are accurate, up to date, and match the correct taxpayer identification number (TIN).
- If you have any questions, please contact InstaMed Customer Service at (866) INSTAMED (866-467-8263) before the end of the year.

# 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 (formerly AIM)	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
Provider relations	877-342-5258, option 4		provider.relationswest@premera.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 for Evolent tools:

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](#)