

Telehealth Claim Submission Guide

FREQUENTLY ASKED QUESTIONS (FAQ)

Where do I submit claims for LifeWise Health Plan of Washington or LifeWise Assurance Company members? Does it matter which state they live in?	<p>Claims for members who live anywhere should be submitted directly to LifeWise.</p> <p>For more information on telehealth, telemedicine, and virtual visits, view our Telehealth/Telemedicine Services payment policy.</p>
Is my current state license sufficient to provide services to LifeWise members?	<p>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, the provider must have a Washington state license.</p>
I live outside of Washington state. Can I contract with LifeWise to provide telehealth services to members in Washington?	<p>To establish a contract in Washington, you must provide care primarily in Washington state.</p>
If I'm currently a contracted provider, but I move out of Washington state, can I continue to keep my contract and provide telehealth services?	<p>If you're a contracted provider and you move outside of Washington state, your contract will terminate.</p> <p>Some LifeWise members have access to MultiPlan for services provided outside of Washington or Alaska, so you may still be considered as in-network. You can contact MultiPlan to discuss a contract.</p>
Where can I get more resources for submitting claims?	<p>LifeWise Assurance Company – student plans Sign in to Availity > Claims & Encounters. Electronic payments</p> <p>LifeWise Health Plan of Washington - group/commercial plans Sign in to Availity > Claims & Encounters. Electronic payments</p> <p>LifeWise Health Plan of Washington - individual plans Sign in to Evolent Electronic payments</p> <p>Mail hard-copy claims to the address on the back of the member's ID card.</p>