

LifeWise Health Plan of Washington Group Plans 2024

Provider Training Guide



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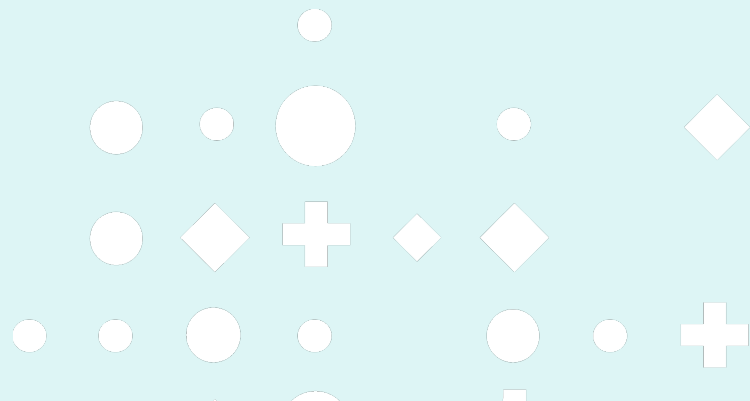
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2024 Plans

Provider Training Guide



2024 Group Plans Offered in Clark County

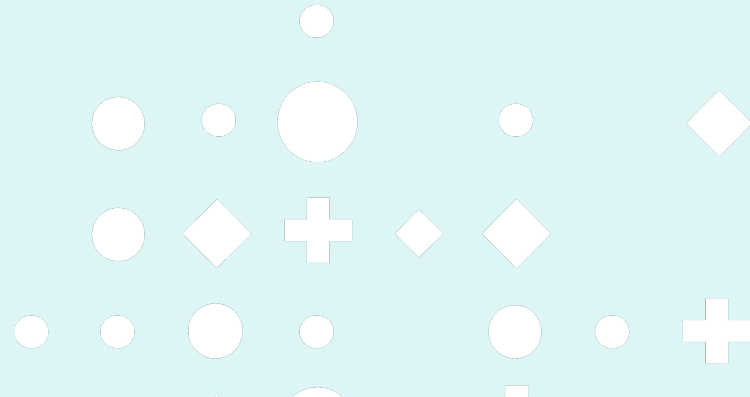
Key things to know:

- We're now offering association and employer group plans in Clark County for LifeWise Health Plan of Washington, as of Jan. 1, 2024.
- This effort brings affordable, easy-to-understand options to more members.
- Provider website information for the group plans **is not the same** as LifeWise Individual Plans.



Network Overview

Provider Training Guide

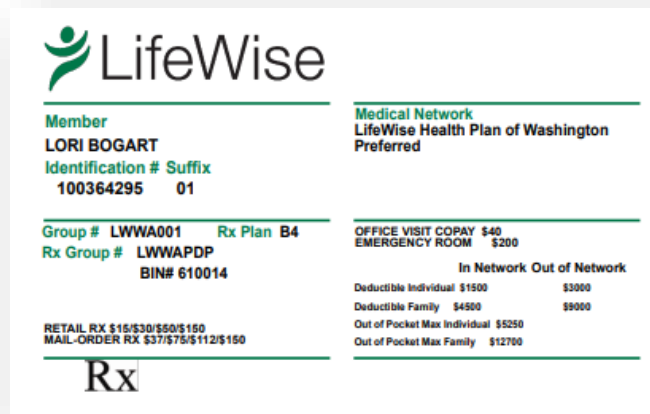


Network Overview

- LifeWise group plans use the LifeWise Health Plan of Washington Preferred network.
- Use our [Find Care](#) tool to search for providers included in the LifeWise Health Plan of Washington Preferred network.
- See our [ID Card Guide](#) for more information.
- Check out our [Provider Network Guide](#) to find out everything you need to know about all our provider networks.

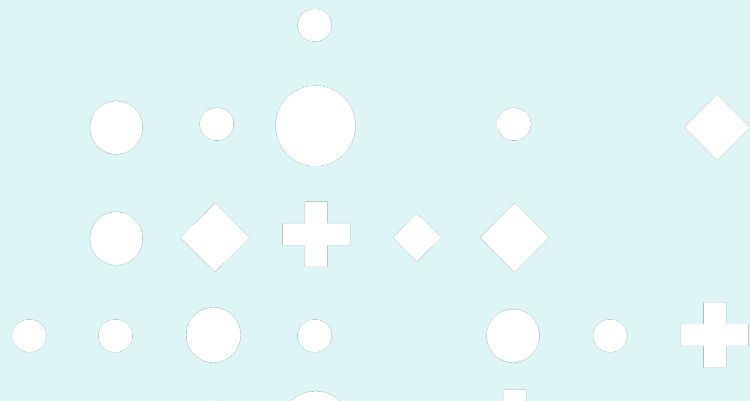
ID Card

The difference between the LifeWise group vs. Individual plan ID cards is that the Individual plan has “INDIVIDUAL PLAN” clearly noted on the card; the group plan ID card (example below) does not.



Medical Policies

Provider Training Guide

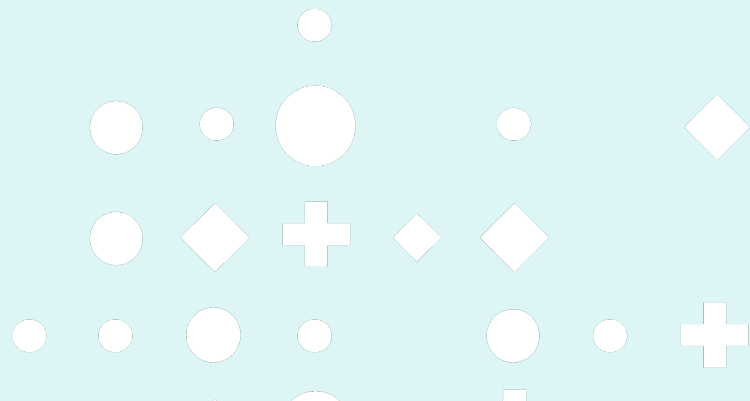


Medical Policies

- 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.
- LifeWise uses InterQual® criteria when reviewing certain services. The [criteria](#) is available on the LifeWise website.
- You can also view policies within the Availity payer space for LifeWise Health Plan of Washington under the Resources tab.
- You can view our [code list](#) for details on review requirements.

Online Resources

Provider Training Guide



Online Resources

There is a public provider website at www.lifewisewa.com/provider.

LifeWise
Health Plan of Washington

Our Network Pharmacy Payments Resources

Welcome, Providers

LifeWise Health Plan of Washington now serves employer-based group plans in Clark County as of 2024. LifeWise still also serves individual market patients.

- This provider site is for **employer-based group health plans**.
- Looking for **individual plan** provider site? Go to LifeWise for individuals.

Looking for individual or family plan provider information?
[Go to individual & family plans >](#)

Online Resources

Secure provider tools are available through [Availity](#).

The screenshot shows the Availity provider portal for LifeWise Health Plan of Washington. The interface includes a top navigation bar with options like 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. Below the navigation, there is a header with the LifeWise logo and the website URL 'www.lifewisewa.com'. A main content area features a banner for 'LifeWise Health Plan of Washington Non-Individual Plans' with a sub-header 'Here you'll find all the information you need to work with LifeWise.' and a search bar. Below the search bar, there are tabs for 'Applications', 'Resources' (which is selected), and 'News and Announcements'. A disclaimer states: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. A 'Filter By Category' section lists: 'Prior Authorizations (7)', 'Tools & Resources (7)', 'Pharmacy (5)', 'Getting Started (3)', and 'Other (3)'. The main content area displays two items: 'Admission Notification' (dated 10/30/2023) with the description 'How to submit admission notification', and 'Applied Behavior Analysis (ABA)' (dated 10/30/2023) with the description 'Credentialing, billing, coverage, and services information for ABA providers'.

Eligibility and Benefits

- [Sign in to Availity](#) to use member eligibility and benefits secure tools.
- Call the customer service number on the back of the member ID card to check eligibility and benefits when information isn't available on Availity.
- Visit the [Availity training center](#) for online tool tutorials.

The screenshot displays the Availity web application interface. On the left, a navigation menu includes 'Patient Registration', 'Claims & Payments', 'Eligibility and Benefits Inquiry' (selected), and 'Authorizations & Referrals'. The main content area features a header 'Eligibility & Benefits' and a 'Feedback' button. Below the header, a message states 'Fields marked with an asterisk * are required.' The form contains two required fields: '* Organization' with the value 'PREMERA AK WA' and '* Payer' with the value 'LIFEWISE HEALTH PLAN OF WASHINGTON'. Below this is the 'Provider Information' section, which includes a 'Clear Section' link and a 'Provider' dropdown menu. A search prompt below the dropdown reads 'Search for a provider by name, NPI, tax ID, taxonomy code, or address'.

Claim Submission

- [Sign in to Availity](#) to use the Claims & Payments secure tools. Select LifeWise Health Plan of Washington as a Payer to submit a professional or facility claim.
- Visit the [Availity training center](#) for online tool tutorials.

Claims & Payments ▾ My Providers ▾ Payer Spaces ▾

Claim Status & Payments

- ♥ CS Claim Status
- ♥ RV Remittance Viewer

Claims

- ♥ CE Claims & Encounters
- ♥ EP View Essentials Plans

Need Help? [Watch a demo](#) for submitting Professional Claims.

Give Feedback

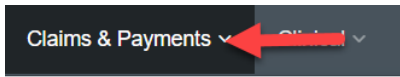
CE Claims & Encounters

INSURANCE COMPANY/BENEFIT PLAN INFORMATION

Organization: PREMERA AK WA | Claim Type: Professional Claim | Payer: LIFEWISE HEALTH PLAN OF WAS | Responsibility Sequence: Primary

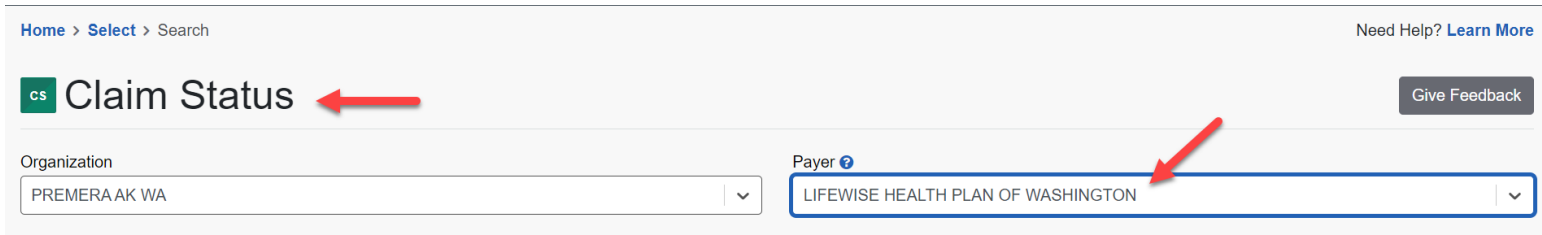
Claim Status

- [Sign in to Availity](#) to use Claims & Payments secure tools. Select LifeWise Health Plan of Washington as a Payer to check the status of a claim.
- Visit the [Availity training center](#) for online tool tutorials.



Claim Status & Payments

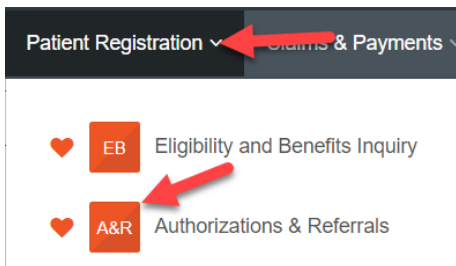
- ♥ CS Claim Status
- ♥ RV Remittance Viewer



A screenshot of the Availity Claim Status page. The page title is 'Claim Status'. The 'Organization' dropdown is set to 'PREMERA AK WA'. The 'Payer' dropdown is set to 'LIFEWISE HEALTH PLAN OF WASHINGTON'. A red arrow points to the 'Payer' dropdown. There is a 'Give Feedback' button in the top right corner.

Prior Authorization

- [Sign in to Availity](#) to use the Authorizations & Referrals secure tools. Use the code check tool to see if a service requires prior authorization. If a prior authorization is required, select LifeWise Health Plan of Washington as a Payer to submit an Authorization Request.
- Visit the [Availity training center](#) for online tool tutorials.



Home > Authorizations & Referrals

A&R Authorizations & Referrals

Multi-Payer Authorizations and Referrals

A screenshot of the 'Multi-Payer Authorizations and Referrals' section. It contains three main cards. The first card is 'Authorization/Referral Inquiry' with an 'AR' icon, a heart icon, and a 'View Payers' link. The second card is 'Authorization Request' with an 'A' icon, a heart icon, and a 'View Payers' link. The third card is 'Referral Request' with an 'R' icon, a heart icon, and a 'View Payers' link. Below these is a fourth card, 'Authorization/Referral Dashboard' with an 'AR' icon and a heart icon. Red arrows point to the 'Authorization Request' card and the 'View Payers' link on the 'Authorization/Referral Inquiry' card.

Additional Authorizations and Referrals

Drug Prior Authorization (CoverMyMeds)

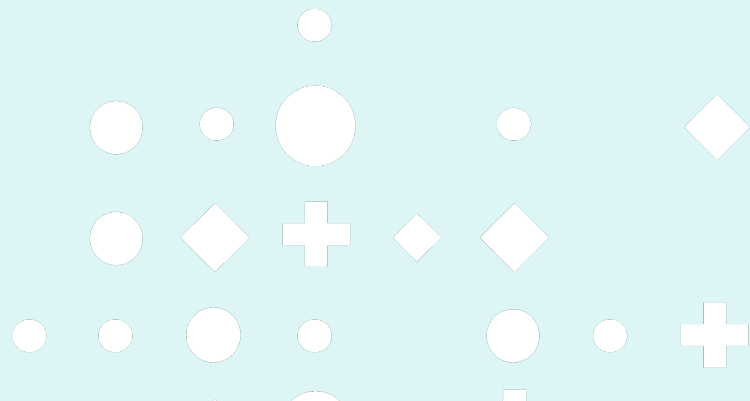
Premera Code Check (including Premera and its suite of plans)

Prior Authorization Process

- You can submit your prior authorization request two ways:
 1. [Sign in to Availity](#) to submit a prior authorization request. This method is the fastest turnaround time.
 2. Fax the [prior authorization request form](#) to 800-843-1114. The form is available on the [LifeWise website](#) under Resources > Forms and on Availity under Payer Spaces then Resources.
- LWWA group plans use [Carelon \(formerly AIM\)](#) for imaging prior authorizations and [eviCore HealthCare](#) for rehabilitation services prior authorizations.

Contact Information + Links

Provider Training Guide



Contact Information

LifeWise Health Plan of Washington Group Plans			
	Phone:	Fax:	Mailing Address/Email:
Provider customer service	800-592-6804		
Clinical review/care management		888-742-1487	
Carelon (formerly AIM)	866-666-0776		
eviCore HealthCare	800-792-8751	800-540-2406	
Electronic Data Interchange (EDI)	800-435-2715	425-918-4234 (EDI enrollment forms only)	edi@premera.com
Provider relations			provider.relationswest@premera.com
Pharmacy services	888-261-1756		LifeWise Health Plan of Washington P.O. Box 91102 Seattle WA 98111-9202 OPSSYSPH@premera.com
Claims			LifeWise Health Plan of Washington P.O. Box 91059 Seattle WA 98111-9159
Provider appeals		425-918-5592: Appeals 425-918-4133: Clinical Appeals	Provider Appeals P.O. Box 91102 Seattle WA 98111-9202
Availity technical or registration help	800-282-4548, Mon-Fri 8 a.m. to 8 p.m., ET		

Resources

Availity training guides

(sign in and see Availity Help & Training)

<https://apps.availity.com/availity/web/public.elegant.login>

LifeWise group plan provider website:

www.lifewisewa.com/provider

Other Resources:

Provider updates will appear in Provider News under LifeWise Group Plans:

[LifeWise Provider News](#)

Medical policies:

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

Forms:

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