

Premera PersonalCare Partner Systems

What you need to know about PersonalCare Plans

Premera developed PersonalCare Plans to promote an engaged relationship between patient and provider, offering consumers a new approach to healthcare that centers on them. A Partner System is a team of providers, hospitals, and specialists working together to coordinate patient care that promotes high-quality care and low costs.

There are six Partner System networks within the Premera PersonalCare Partner System network:


Partner System	King	Pierce	Snohomish
EvergreenHealth Partners	•		•
MultiCare Connected Care	•	•	
Northwest Physicians Network	•	•	
The Everett Clinic Integrated Care Network	•		•
UW Medicine Accountable Care Network	•		•
Virginia Mason Medical Center	•		•

The Facts

- Premera PersonalCare Plans are primary care provider (PCP) referral-based plans offered only in King, Snohomish, and Pierce counties.
- PCPs within the Partner Systems coordinate care with specialists to streamline the patient's experience and ensure they only receive necessary care. This is achieved through providers by:
 - Fostering long-term, positive relationships between PCPs and patients
 - Giving patients the information they need to make informed choices about their healthcare
 - Using data provided by Premera to identify patients that could benefit from care management outreach
- PersonalCare Plan patients select a PCP by logging in at premera.com and creating an account using the identification number from their ID card.
- Partner Systems receive a list of PersonalCare Plan members from Premera on a monthly basis. A patient's PCP selection is also available on Premera's Eligibility and Benefits tool at premera.com/wa/provider/
- Premera and your Partner System have entered into a risk contract. If your Partner System successfully manages PersonalCare Plan patients' cost of care and quality, your Partner System has an opportunity to earn incentives.

Verifying Member Eligibility

- Always verify eligibility and benefits before seeing Premera patients and check the patient's ID card to see if a PersonalCare Partner System is listed.
- A patient's PersonalCare Plan ID card includes the name of the PersonalCare Partner System (see below). *Note:* The name of the PersonalCare Plan patient's PCP does not appear on their ID card.

PREMERA 		Sample	
BLUE CROSS <small>An Independent Licensee of the Blue Cross Blue Shield Association</small>			
Member SAMMY SMITH			
Prefix	Identification #	Suffix	
ZNC	100362154	01	
Group # 1000003			
Rx Group # BCWAPDP			
BIN# 610014			
BCBS 430			
Rx			
PersonalCare Partner System NORTHWEST PHYSICIANS NETWORK			
PCP Log in at premera.com			
REFERRAL NETWORK: HERITAGE SIGNATURE Rx Plan X3			
REFERRAL PLAN IN WA ONLY			
OFFICE VISIT COPAY \$50			
PCP COPAY \$30 / EMERGENCY ROOM \$250			
RETAIL RX \$10/\$30/\$30/20%			
MAIL-ORDER RX \$30/\$90/\$90/20%			

Making Referrals

Referrals in the Partner System network

- PCPs coordinate their patients' care and make referrals within their Partner System network of providers. Referrals made within the Partner System's network of providers don't require submission to Premera.

- Patients also have access to a **free 24-Hour NurseLine and video-based doctor visits with Teladoc® virtual care services.**

Referrals outside the Partner System network

- While rare, Partner Systems can refer patients to providers in the Heritage Signature/Heritage Prime networks. Starting January 1, 2018, Premera will require all providers within our Partner Systems to use a new online referral tool. Starting January 1, 2018, Premera will require all providers within our Partner Systems to use a new online referral tool. The online tool will replace the current referral paper and online email forms.
- If patients receive care outside of their Partner System network without a referral from their Partner System, they may have to pay the total cost of the service out of pocket with the exception of medical emergencies.
- Providers not in the Heritage Signature/Heritage Prime networks are out of network.



Questions

If you have any questions about Premera's PersonalCare Partner System network, contact your partner system liaison at: 000-000-0000