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

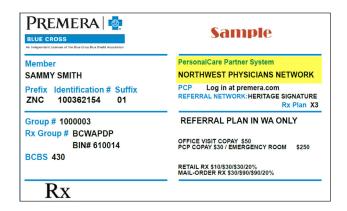
- Premera PersonalCare Plans are primary care provider (PCP) referral-based plans offered only in King, Snohomish, and Pierce counties.
- PCPs within the Partner Systems coordinate care with specialists to streamline the patient's experience and ensure they only receive necessary care. This is achieved 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.



Making Referrals

Referrals in the Partner System network

 PCPs coordinate their patients' care and make referrlas 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

