

Provider Center

The Provider Center is a free, secure Web-based tool that allows physicians, dentists, other health care professionals and facilities access to valuable information for most Regence members.

Beginning March 15, we will require providers to access the Provider Center to verify information regarding eligibility, benefits and simple claims status. Customer Service will continue to be available to answer complex inquiries or questions you have about the information you are unable to view online.

Our online tool enables your office to:

- View and print member cards
- Verify patient coverage, benefit types and eligibility effective dates
- View detailed benefit information, including office visit copayments and major medical information
- View real-time deductible, coinsurance maximum and medical multi-year accumulation amounts
- Review the status of your organization's submitted claims and view payment information
- Search for and view payment vouchers by provider name, voucher number or check number
- View and sign provider agreement documents using eContracting
- View fee schedules using our Fee Calculator
- Review and respond to member feedback about their experiences with you
- Create or update your individual profile page, including philosophy of care, practice areas of expertise, awards or other distinctions, new patient availability and patient demographics
- Search for providers

Note:

- For Federal Employee Program (FEP) member benefits, visit **www.fepblue.org**. For detailed information or questions, please contact our FEP Customer Service team at 1 (877) 668-4656.
- Eligibility and benefits for BlueCard® members are available by calling 1 (800) 676-2583. Check claims status on the Provider Center, via an ANSI 276 electronic transaction or by contacting our BlueCard Customer Service team at 1 (888) 526-5321.

Register your organization

Your office or organization registration needs to be completed by a Primary Account Manager (PAM). The PAM should be the person who has legal authority to sign agreements for the organization, such as the owner of the office or administrator. The PAM has the authority to manage all user accounts within the office and assign a Secondary Account Manager as a backup.

All registered offices will receive an Organization Access Identification (OAID) number once you are approved by Regence.

Set up a user account

The OAID number is needed to register new user accounts for your office or billing service. All new user registrations must be approved by the PAM or the designated backup for your office. Once approved, users have access to the Provider Center.

Register a billing service

The PAM for your billing service needs to complete your registration. To register, your PAM will need the OAID(s) of the office(s) that your billing service supports. The PAMs from the offices that you support will then need to approve your billing service. Once approved, your billing service will receive an OAID.

Provider Center support

Monday - Friday
7 a.m. - 5 p.m. PT
1 (888) 427-0470

System hours

- Available Monday through Saturday
24 hours a day for most Regence products
- Unavailable Sundays
8 a.m. until noon for maintenance

Learn more

Register, view our *Eligibility and Benefit Guide* for step-by-step instructions on verifying member information and complete a system tour on our *Provider Web Site* at www.id.regence.com/physician.