

Who to Contact

If You Have Questions About...	Contact...	Or Call...
Navigating Your Healthcare and Benefits	Accolade www.member.accolade.com or download the Accolade mobile app	866-206-0977
Eligibility Medical Benefits and Claims Vision Benefits and Claims Life and Accidental Death and Dismemberment Insurance Benefits and Claims COBRA ID Information Cards	Trust Administrative Office Northwest Administrators, Inc. 2323 Eastlake Avenue East Seattle, WA 98102 www.nwadmin.com	800-458-3053
Prescription Drug Benefits	MedImpact Pharmacy Helpdesk www.medimpact.com	800-788-2949
Mail Order Prescriptions Specialty Prescription Drugs	MedImpact https://www.medimpactdirect.com	855-873-8739
Weight Management Programs	Sound Health Connects www.soundhealthconnects.com	866-779-4730
Employee Assistance Program Medical Provider Locator NurseLine Prior Authorization Provider Customer Service, Teladoc	Premera Blue Cross www.wateamsters.com	855-784-4561
Dental Benefits Claims	Delta Dental of Washington Customer Service Department P.O. Box 75983 Seattle, WA 98175-0688 www.DeltaDentalWA.com	800-554-1907
Routine Vision Claims Eligibility Vision Provider Network	NBN Vision Northwest Administrators 2323 Eastlake Avenue East Seattle, WA 98102 www.nwadmin.com	800-732-1123

Only the Trust Office can certify eligibility or determine coverage for health care services.

Where to Submit Claims

Coverage Type	Provider Network	Phone No.
Medical Group No. - 000TMP936	Premera Blue Cross PO Box 91059 Seattle, WA 98111-9159	855-784-4561
Dental Group No. - 9086	Delta Dental of Washington Customer Service Department P.O. Box 75983 Seattle, WA 98175-0688 www.DeltaDentalWA.com	800-554-1907
Vision Group No. - 12	NBN Vision 2323 Eastlake Avenue East Seattle, WA 98102 www.nwadmin.com	800-732-1123
Rx Group No. - PCN 38151	MedImpact Pharmacy submits – BIN 003585 www.medimpact.com	800-788-2949