

## Deductible Credit Process

To access the Deductible Credit form producers can find it [here](#).

The member may submit the deductible credit form via US mail to the PO Box listed at the top of the form OR the member can submit it to Premera customer service via their member portal. **Below are the portal submission instructions:**

1. **Log into your Premera.com account.**
2. **At the bottom of the page, click on “Secure Inbox” at the bottom of the page.**
3. **Then Click on “Go to My Inbox”.**
4. **Then Click on “Compose Message”.**
5. **When the new window pulls up select “Other” in the “I have a question” drop down box. In the body of the email state that you are submitting your Deductible credit form and attach the deductible credit form and supporting EOB. Click Send and it is submitted. You can follow up with customer service in 1-2 weeks to check status.**

- You must include the Group number and Individual member ID number along with an EOB from the previous carrier. If you do not have the EOB then a bill that shows what they have paid to date will also work.

- The Deductible Credit form will be processed and applied appropriately within 2-4 weeks of receiving them.

The Connexion Sales Support team does not accept or process the deductible credit forms.

- The form needs to be filled out for each person applying for the credit. If it is a family plan they can fill out one form for the family as long as they are all enrolled on a Premera plan currently.

- There cannot be a lapse in coverage.

- If the group is moving from a Premera association group and they keep the group ID the credits and accumulators will transfer over to the new Small Group plan automatically and they are not required to complete the Deductible Credit Form.