

Who to Call

If you have questions about...	Contact...	Or call...
Eligibility for benefits	Northwest Administrators, Inc. 2323 Eastlake Avenue East Seattle, WA 98102 www.nwadmin.com	206-726-3277 or 800-458-3053
Medical claims/benefits		
Time Loss, Life/AD&D claims/benefits		
ID/Information Card		
Locating a PPO Hospital or Physician WA, OR, ID, MT, AK All other states	First Choice Health www.fchn.com www.beechstreet.com	877-553-0856
Hospital Pre-Certification	Qualis Health	877-372-7861
Medical Case Management	P.O. Box 33400 Seattle, WA 98133-0400	
24-hour Nurse Line	HealthCarePartners	877-887-1020
Mental Health or Chemical Dependency Benefits or provider network	MHN www.mhn.com	800-256-9888
Prescription Drug benefits or Pharmacy Network	MedImpact www.medimpact.com	800-788-2949
Mail Order Prescriptions/Refills	www.unioncenterpharmacy.com	206-441-9174 or 800-441-9174
Obesity/Weight-Loss Programs	Sound Health Solutions	425-747-6000
Routine Vision claims/eligibility and vision provider network	NBN/Vision (NWA) 2323 Eastlake Avenue East Seattle, WA 98102 www.nwadmin.com	206-726-3278 or 800-732-1123
Dental benefits/claims and dental provider network	Washington Dental Service Customer Service Department P.O. Box 75688 Seattle, WA 98125-0688 www.DeltaDentalWA.com	800-554-1907

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