

2020 Resource Guide for Producers

We want to make it easy for you to find information Premera Blue Cross individual plans. That's why we've compiled our current resources for 2020 into one document, listed by topic—so you can quickly access the information you need. As additional resources become available, we'll update this guide.

Scroll through the guide to find the information you want to know more about, or click on one of these links below to go directly to that topic.

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Plans and rates	
What do you want to know about?	Find out the details here:
Counties where Premera individual plans are available in 2020	Premera individual plans are available on the exchange in 7 counties in 2020. Use this county map to see the counties where you can sell Premera.
2020 plan information	<ol style="list-style-type: none"> 1. Access the Premera individual plans page. 2. Scroll down to More 2020 information 3. Click on Plan information. You can view: <ul style="list-style-type: none"> • Plan summaries • Letter guides 4. Under Sales guides, you will find brochures for medical and dental plans
2020 rates	<ol style="list-style-type: none"> 1. Access the Premera individual plans page. 2. Scroll down to More 2020 information 3. Click on Rate information. You can view: <ul style="list-style-type: none"> • Rates sheets by area • Rating map

Network

What do you want to know about?	Find out the details here:
Searching for providers in the Premera individual network for metallic plans in 2020 (medical)	The network for individual metallic plans is the Premera Individual Signature for 2020
Searching for providers in the Premera individual dental network for 2020	The network for dental is the Dental Select network for 2020

Training and resources

What do you want to know about?	Find out the details here:
Training on 2020 plans	Take the 2020 online course to learn about our plans, networks, member experience, and more. You can also access the training from the individual producer page , under Learning Center .
Timeline of key dates to remember: deadlines, member letters, and invoices	Check out this high-level timeline to keep on top of what's happening and when.
Sales contacts	Use this Sales Contact Sheet to find out who to call or email for questions. You can also access it from the producer page under Tip Sheets .
I'd like to talk to or meet with someone at Premera to discuss 2020 individual plans in more detail.	Please reach out to your sales executive using the information on this Sales Contact Sheet .
Producer News	Read the latest Producer News ! This is where you'll find important information that impacts you and your clients. If you're not receiving Producer News in your inbox, please email producernews@premera.com to be added to our email list.

Member experience

What do you want to know about?	Find out the details here:
Letters that Premera is sending to my individual clients	<ol style="list-style-type: none">1. Access the Premera producer page for individual plans.2. Scroll down to More 2020 information.3. Click on Plan information and locate the letter guides. These will tell you:<ul style="list-style-type: none">• If a plan is renewing or being discontinued for 2020• What letters we're sending current members
Invoices for January 1, 2020 coverage	Invoices will start to mail the week of December 5. Refer to this timeline for other key dates.
ID cards for January 1, 2020 coverage	All members on a Premera individual plan will receive a new ID card for 2020. ID cards start to mail the week of December 15. Refer to this timeline for other key dates.
Customer Service number	<p>For questions about 2020 plans: 800-607-0546</p> <p>For questions about 2019 plans: 800-722-1471</p>
Mailing address for claims	<p>For 2020 plans: Premera Blue Cross P.O. Box 21702 Eagan, MN 55121</p> <p>For 2019 plans: Premera Blue Cross P.O. Box 91059 Seattle, WA 98111</p>
Mailing address for payments	<p>For 2020 payments (on-exchange): Premera Blue Cross P.O. Box 741103 Los Angeles, CA 90074-1103</p> <p>The mailing address for payment of on-exchange plans did not change from 2019.</p>

Member experience

What do you want to know about?

Find out the details here:

Whether my client must reenroll in autopay for January 1, 2020 coverage

Use the chart below to determine if your clients must reenroll in autopay for January 1, 2020 coverage

Scenario	Need to reenroll in autopay?		Additional information
	Yes	No	
Member is renewing their on-exchange individual plan with Premera		X	Autopay will continue. Note: members will need to update the amount of their autopay if they have it set to pay a specific amount vs. the amount owed.
Member is renewing their off-exchange plan (includes both metallic and grandfathered plans)	X		Yes, member needs to reenroll in autopay.
Member is moving from a Premera on-exchange plan to a LifeWise off-exchange plan, or vice-versa	X		Yes, member needs to reenroll in autopay.
Member is being mapped from a Premera Blue Cross individual plan to a LifeWise plan, on the exchange	X		Yes, member needs to reenroll in autopay.
Member is being mapped from one Premera individual plan to another to Premera individual plan, on the exchange		X	Autopay will continue. Note: Members will need to update the amount of their autopay if they have it set to pay a specific amount vs. the amount owed.