

## FAQ for renewing members: tips for your 2020 plan

We're providing answers to the top questions you may have as start to use your 2020 Premera Blue Cross individual plan.

To get started, reference the appropriate section below, based on whether you renewed your plan on WAHealthplanfinder.org or directly from Premera.

- If you renewed your individual plan on WAHealthplanfinder.org, [click here](#) to go your information.
- If you renewed your individual plan directly from Premera, [click here](#) to go to your information.

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**The information in this section applies to renewing Premera members who renewed their individual plan on WAHealthplanfinder.org.**

### Paying for your plan

#### **I previously set up autopay to draft my 2019 monthly premium. Will my autopay continue for January 2020 payment?**

Yes, as a renewing member with a plan purchased on WAHealthplanfinder.org, your autopay will continue for January.

If your autopay is set up to draft a specific dollar amount instead of the total billed charges, you may need to adjust the payment settings to reflect your 2020 monthly premium.

#### **How do I make my January payment?**

An invoice was mailed to you. You can make your January payment in one of the ways listed below.

- [Create an account](#) for 2020—even if you previously created one for your 2019 or prior plan. You will need your member ID to create an account; you can use your 2019 member ID—this is not changing.
- Pay using this [one-time payment link](#). You will need your unique payment ID found on your mailed invoice.
- Call our automated phone system at 800-607-0546.
- Pay by check
  1. Write your payment identification number on your check.
  2. Remove the coupon on your bill and return it with your payment.
  3. Use the envelope included with your bill or send to:

Premera Blue Cross  
P.O. Box 741103  
Los Angeles, CA 90074-1103

To view all payment options, please visit our [pay bill](#) page.

## RENEWING MEMBERS ON WAHEALTHPLANFINDER.ORG (ON-EXCHANGE)

### What if I have problems making payment or can't find my payment ID on my invoice?

If you are unable to make payment or can't find your payment ID on your mailed invoice, please call customer service at 800-607-0546.

## Getting your ID card

### Is my ID number changing for 2020?

As a renewing member, your ID number is not changing. You can use your existing ID number to create an account, receive services, and fill a prescription.

Although your ID number is not changing, you will receive a new ID card for 2020.

### When will I receive my ID card?

You can expect to receive your ID card within 10 business days of making your January payment.

As a renewing member, your ID number is not changing. Although your ID number is not changing, you will receive a new ID card for 2020.

### Can I print a temporary ID card?

You will need to create an online account in order to print a temporary ID card. To create an account, you will need to have your ID number handy.

- [Visit this page](#), then select "click here to register."
- Once you've registered, [sign in](#) to your account.
  - From the top menu bar, select **My Account > ID Card & PCP**
  - Select **Request ID card** from the top menu bar
  - Select the **Preview** button. You should then be able to **print** your temporary ID card.

## Registering for an account

### I already have a Premera account for my previous plan (prior to 2020). Do I need to create a new one?

Yes, you will need to create a new account to access your 2020 information—even if you've previously created one or your 2019 or prior plan.

## RENEWING MEMBERS ON WAHEALTHPLANFINDER.ORG (ON-EXCHANGE)

### How do I register for an online account?

To register for an account, you will need to have your ID number handy:

- Visit the [sign-in page](#), then select “click here to register.”
- Once you’ve registered, [sign in](#) to your account using your newly-created username and password.

### Why should I register for an online account?

You can do several things in your online account, including:

- Pay your bill
- View claims history
- Find a primary care provider (PCP) or other in-network doctors
- Print a temporary ID card

Once you create an account, you can access to a user guide with instructions on how to use the site.

### Which internet browser should I use to create or sign in to my online account?

For the best experience, please use one of the following browsers: Google Chrome, Firefox, Safari, or Microsoft Edge. Internet Explorer is not recommended because it does not provide optimal user experience.

### When I try to create or sign in to get my 2020 information, I’m getting error messages.

Your device may be trying to log you in using your sign-in information from your 2019 account. Delete any bookmarks or sign-in information you have saved for your 2019 Premera account and try again to [create a 2020 account or sign in](#).

### I’ve registered for an online account but cannot sign in. How do I reset my password?

To reset your password for your online account:

- Visit the [sign-in page](#)
- Select “Forgot login info”
- Click on either “forgot your user name” or “forgot your password” and follow the online prompts to retrieve or reset your information.

RENEWING MEMBERS ON WAHEALTHPLANFINDER.ORG (ON-EXCHANGE)

## Selecting a primary care provider (PCP)

### How do I select a PCP?

You can select a PCP in your online account. To create an account, you will need to have your ID number handy.

- [Sign in or create an account](#)
- Once signed in, select **My Account > ID Card & PCP** from the top menu bar.
- Select **Change PCP** from the top menu bar.
- Under **Provider Name**, use the magnifying glass to search for and choose a provider.
- The **Provider Effective Date** field defaults to the first of the next month.
- Select the **Review** button to review your PCP selection, then **Submit** to finalize.

IF YOU ARE A RENEWING MEMBER WHO RENEWED YOUR PLAN DIRECTLY FROM PREMERA, PLEASE CONTINUE TO NEXT PAGE.

## RENEWING MEMBERS DIRECT WITH PREMERA (OFF-EXCHANGE)

The information in this section applies to renewing Premera members who renewed their individual plan directly from Premera.

### Paying for your plan

#### I previously set up autopay to draft my 2019 monthly premium. Will my autopay continue for January 2020 payment?

Premera moved to a new billing system for 2020. As a result, your autopay for 2019 ended after your premium for December 2019 was drafted.

#### You will need to set up a new autopay for your 2020 plan.

If you did not set up a new 2020 autopay at [Premera.com](http://Premera.com) by December 24, 2019, you need to make different arrangements to pay for January 2020 premium.

#### How do I make my January payment?

An invoice was mailed to you. You can make your January payment in one of the ways listed below—be sure to have the Subscriber ID found on your mailed invoice handy to create an account or use the automated phone system.

- [Create an account](#) to pay online.
- Call our automated phone system at 877-334-7393.
- Pay by check
  1. Write your member identification number on your check. Your number is found on your member ID card and on your invoice.
  2. Remove the coupon on your bill and return it with your payment.
  3. Seal check and coupon in the envelope that was included in your bill. This envelope has a special tracking bar printed on it. This tracking bar enables faster processing.

Premera Blue Cross  
P.O. Box 840547  
Los Angeles, CA 90084-0547

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#### What if I have problems making payment or can't find my Subscriber ID on my invoice?

If you are unable to make payment or can't find your Subscriber ID on your mailed invoice, please call customer service at 800-817-3056.

## RENEWING MEMBERS DIRECT WITH PREMERA (OFF-EXCHANGE)

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Yes, you will need to create a new account to access your 2020 information—even if you’ve previously created one or your 2019 or prior plan.

#### How do I register for an online account?

To register for an account, you will need to have your ID number handy:

- Visit the [sign-in page](#), then select “click here to register.”
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## Selecting a primary care provider (PCP)

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- Once signed in, select **My Account > ID Card & PCP** from the top menu bar.
- Select **Change PCP** from the top menu bar.
- Under **Provider Name**, use the magnifying glass to search for and choose a provider.
- The **Provider Effective Date** field defaults to the first of the next month.
- Select the **Review** button to review your PCP selection, then **Submit** to finalize.

**Discrimination is Against the Law**

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, Fax: 425-918-5592, TTY: 711, Email [AppealsDepartmentInquiries@Premera.com](mailto:AppealsDepartmentInquiries@Premera.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Language Assistance**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-607-0546 (TTY: 711).

**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-607-0546 (TTY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-607-0546 (TTY: 711).

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-607-0546 (TTY: 711) 번으로 전화해 주십시오.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-607-0546 (телетайп: 711).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-607-0546 (TTY: 711).

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 800-607-0546 (телетайп: 711).

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល

គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 800-607-0546 (TTY: 711)។

**注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。800-607-0546 (TTY:711) まで、お電話にてご連絡ください。

**ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-607-0546 (መስማት ለተሳናቸው: 711)።

**XIYYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-607-0546 (TTY: 711). *ملحوظة:* إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-607-0546 (رقم هاتف الصم والبكم: 711).

**ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-607-0546 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-607-0546 (TTY: 711).

**ໂປດອຸບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 800-607-0546 (TTY: 711).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-607-0546 (TTY: 711).

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-607-0546 (ATS : 711).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-607-0546 (TTY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-607-0546 (TTY: 711).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-607-0546 (TTY: 711).

**توجه:** اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-607-0546 (TTY: 711) تماس بگیرید.