

Member FAQ

Have questions about your Premera Blue Cross Blue Shield of Alaska plan?

Read through some of the top questions we get from members to find answers and tips for getting the most out of your coverage.

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PAYING FOR YOUR PLAN

I'm a new member. How do I make my first payment?

You may have already made your initial payment through the "Pay for Health Plan Now" feature after submitting your application on Healthcare.gov. If not, an invoice was mailed to you. You can pay that initial invoice one of these three ways:

- **Online** at www.premera.com/ak/my-account. You'll need to create your member account—you can find more information about registering below.
- **By phone**—Call the automated payment system at 888-874-4178. You'll need to have your ID number and payment method ready.
- **By mail**—Make a check payable to PBCBSAK Member Premiums. Remove the detachable portion of your invoice and mail it with your check to:

PBCBSAK MEMBER PREMIUMS
PO BOX 840555
LOS ANGELES, CA 90084-0555

For more information on all your payment options, please visit our [pay bill](#) page.

I'm a returning member. I currently have autopay set up to draft my monthly premium. Will my autopay continue next year?

Yes, if you currently have autopay set up, it will continue next year--if you renew on the same plan.

What if I have problems making payment?

If you are unable to make payment, please call customer service at 800-809-9361.

GETTING YOUR ID CARD

When will I receive my ID card?

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

Can I print a digital ID card?

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

- Visit www.premera.com/ak/my-account, then select “click here to register.”
- Once you’ve registered, [sign in](#) to your account.
 - From the top menu bar, select **My Account > ID Cards**.
 - Select **Print Digital ID card** from the bottom right-hand corner.

REGISTERING FOR AN ACCOUNT

How do I register for an online account?

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

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

I’m a returning member. Do I need to create a new online account?

No, you’re all set. Your account will continue in 2024.

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 www.premera.com/ak/my-account
- 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.

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 digital ID card

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.

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 your account at www.premera.com/ak/my-account
- Once signed in, select **My Account > Change PCP** from the top menu bar.
- Click in the **Provider Name** box and select **Find A New PCP** to open the provider search and select your PCP.
- Click the **Request Change** button to finalize to finalize.
- You can also change your PCP at any time by calling customer service at 1-800-809-9361.

Why do I need a PCP?

Most Premera Blue Cross Blue Shield of Alaska plans offer lower copays when you see your designated PCP, so choosing a PCP helps you save money and get the most out of your Premera coverage.

Discrimination is Against the Law

Premera Blue Cross Blue Shield of Alaska (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. 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, sex, gender identity, or sexual orientation, 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. 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

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-809-9361 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-809-9361 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-809-9361 (TTY: 711) 번으로 전화해 주십시오.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 800-809-9361 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-809-9361 (телетайп: 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 800-809-9361 (TTY: 711)。

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se togoti, mo oe, Telefoni mai: 800-809-9361 (TTY: 711).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 800-809-9361 (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。800-809-9361 (TTY:711) まで、お電話にてご連絡ください。

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 800-809-9361 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-809-9361 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Телефонуйте за номером 800-809-9361 (телетайп: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 800-809-9361 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-809-9361 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-809-9361 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-809-9361 (رقم هاتف الصم والبكم: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-809-9361 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-809-9361 (ATS: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-809-9361 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-809-9361 (TTY: 711).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-809-9361 (TTY: 711) تماس بگیرید.