

Member FAQ for new members: tips for your 2020 plan

We're providing answers to the top questions you may have as you pay your first bill and start to use your 2020 plan with LifeWise Health Plan of Washington.

Please reference the appropriate section below, based on whether you purchased your plan on WAHealthplanfinder.org or directly from LifeWise.

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

The information in this section applies to new LifeWise members who purchased their plan on WAHealthplanfinder.org.

Paying for your plan

How do I make my first payment?

An invoice was mailed to you after you completed your application on WAHealthplanfinder.org. You can make your first payment in one of the ways listed below—be sure to have the payment ID found on your mailed invoice handy before using the one-time payment link or the automated phone system.

- Pay using this [one-time payment link](#).
- Call our automated phone system at 800-817-3056.
- 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:

LifeWise Health Plan of WA
P.O. Box 741101
Los Angeles, CA 90074-1101

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

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 800-817-3056.

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 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

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.

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.

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 NEW MEMBER WHO PURCHASED YOUR PLAN DIRECTLY
FROM LIFEWISE, PLEASE CONTINUE TO NEXT PAGE.

The information in this section applies to new LifeWise members who purchased their plan directly from LifeWise.

Paying for your plan

How do I make my first payment?

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

- [Create an account](#) to pay online.
- Call our automated phone system at 866-327-8016.
- Pay by check:
 1. Write your member identification number on your check. Your number is found on your member ID card and payment ID number if you have one.
 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.

LifeWise Health Plans of WA
P.O. Box 840535
Los Angeles, CA 90084-0535

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

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NEW MEMBERS DIRECT WITH LIFEWISE (OFF-EXCHANGE)

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