

## Member 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 plan with LifeWise Health Plan of Washington.

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

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

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**The information in this section applies to renewing LifeWise members who renewed their 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 800-817-3056.
- Pay by check
  - Write your payment identification number on your check.
  - Remove the coupon on your bill and return it with your payment.
  - 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.

## 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 800-817-3056.

## 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 LifeWise 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.

### 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.

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

### 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 LifeWise 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.

## 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.

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

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

### Paying for your plan

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

LifeWise 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 [lifewise.com](http://lifewise.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 866-327-8016.
- Pay by check
  - 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.
  - Remove the coupon on your bill and return it with your payment.
  - 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

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