

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 individual plan with Premera Blue Cross.

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

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

The information in this section applies to new Premera members who purchased their individual 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 800-607-0546.
- 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 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 800-607-0546.

NEW MEMBERS ON WAHEALTHPLANFINDER.ORG (ON-EXCHANGE)

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.

NEW MEMBERS ON WAHEALTHPLANFINDER.ORG (ON-EXCHANGE)

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 INDIVIDUAL PLAN
DIRECTLY FROM PREMERA, PLEASE CONTINUE TO NEXT PAGE.

NEW MEMBERS DIRECT WITH PREMERA (OFF-EXCHANGE)

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

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 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. Send to:

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

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

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