

# Member FAQ

## Have questions about your Premera Blue Cross 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 first payment through the Pay Now feature on WAhealthplanfinder.org. If you haven't already made your first payment, you should have received an invoice for your first payment in the mail. You can pay that initial invoice one of these three ways:

- **Online** at [www.premera.com/wa/my-account](http://www.premera.com/wa/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 877-334-7393. You'll need to have your ID number and payment method ready.
- **By mail**—Make a check payable to PBCWA Member Premiums. Remove the detachable portion of your invoice and mail it with your check to:

PBCWA MEMBER PREMIUMS  
PO BOX 840547  
LOS ANGELES, CA 90084-0547

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 800-607-0546.

## **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/wa/my-account](http://www.premera.com/wa/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/wa/my-account](http://www.premera.com/wa/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 2025.

### **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/wa/my-account](http://www.premera.com/wa/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/wa/my-account](http://www.premera.com/wa/my-account)
- Once signed in, select **My Account > Primary Care Provider** 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 1-800-607-0546.

### **Why do I need a PCP?**

Most Premera Blue Cross 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.