

2020 Resource Guide for Producers

We want to make it easy for you to find information about LifeWise Health Plan of Washington. That's why we've compiled our current resources for 2020 into one document, listed by topic—so you can quickly access the information you need. As additional resources become available, we'll update this guide.

This guide is intended as a digital resource and can be found on the LifeWise producer page.

Scroll through the guide to find the information you want to know more about, or click on one of these links below to go directly to that topic.

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Plans and rates	
What do you want to know about?	Find out the details here:
Counties where LifeWise is available in 2020	LifeWise plans are available on the exchange in 33 counties in 2020. Use this county map to see the counties where you can sell LifeWise.
2020 plan information	<ol style="list-style-type: none"> 1. Access the LifeWise producer health plans page 2. Scroll down to More 2020 information 3. Click on Plan information. You can view: <ul style="list-style-type: none"> • Plan comparison • Plan summaries • Letter guides 4. Under Sales guides, you will find brochures for medical and dental plans
2020 rates	<ol style="list-style-type: none"> 1. Access the LifeWise producer page. 2. Scroll down to More 2020 information 3. Click on Rate information. You can view: <ul style="list-style-type: none"> • Rates sheets by area • Rating map

Network

What do you want to know about?	Find out the details here:
Overview of the LifeWise Primary network: hospitals, quick facts, and resources	Check out the LifeWise Primary Network Highlights tip sheet
Searching for providers in the LifeWise network for metallic plans in 2020 (medical)	The 2020 network for metallic plans is the LifeWise Primary network
Searching for providers in the LifeWise dental network for 2020	The 2020 network for the family dental plan is the Dental Value network

Training and resources

What do you want to know about?	Find out the details here:
Training on 2020 plans	<p>Take the 2020 online course to learn about our plans, networks, member experience, and more.</p> <p>You can also access the training from the producer page, under Learning Center.</p>
Enrolling clients in off-exchange plans (available to residents of Pierce, Snohomish, and Spokane counties)	Use the Shop & Enroll guide to find out how to register for and use the off-exchange enrollment tool.
Timeline of key dates to remember: deadlines, letters, invoices, ID cards	Check out this high-level timeline to keep on top of what's happening and when.
Sales contacts	<p>Use this Sales Contact Sheet to find out who to call or email for questions.</p> <p>You can also access it from the producer page under Tip Sheets.</p>
I'd like to talk to or meet with someone at LifeWise to discuss 2020 plans in more detail.	Please reach out to your sales executive using the information on this Sales Contact Sheet .
Producer News	<p>Read the latest Producer News! This is where you'll find important information that impacts you and your clients.</p> <p>If you're not receiving LifeWise Producer News in your inbox, please email newsforproducers@lifewisehealth.com to be added to our email list.</p>

Selling tips

What do you want to know about?	Find out the details here:
Selling highlights to share with all my clients	Check out these top 5 selling highlights!

Member experience

What do you want to know about?	Find out the details here:
Letters that LifeWise is sending to my clients	<ol style="list-style-type: none">1. Access the LifeWise producer health plans page.2. Scroll down to More 2020 information.3. Click on Plan information and locate the letter guides. These will tell you:<ul style="list-style-type: none">• If a plan is renewing or being discontinued for 2020• What letters we're sending current members
Designated primary care providers (PCPs) in 2020	Find out the details in this designated primary care tip sheet . You can also access it from the producer page under Tip Sheets
Invoices for January 1, 2020 coverage	Invoices will start to mail the week of December 5. Refer to this timeline for other key dates.
ID cards for January 1, 2020 coverage	All LifeWise members will receive a new ID card for 2020. ID cards start to mail the week of December 15. Refer to this timeline for other key dates.
Customer Service number	For questions about 2020 plans: 800-817-3056 For questions about 2019 plans: 800-592-6804, option 1
Mailing address for claims	For 2020 plans: LifeWise Health Plan of Washington P.O. Box 21552 Eagan, MN 55121

	<p>For 2019 plans: PO Box 91059 Seattle, WA 98111</p>								
Mailing address for payments	<p>For 2020 plans:</p> <table border="1"> <thead> <tr> <th>On-exchange</th> <th>Off-exchange</th> </tr> </thead> <tbody> <tr> <td>LifeWise Health Plan of Washington PO Box 741101 Los Angeles, CA 90074-1101</td> <td>LifeWise Health Plan of Washington P.O. Box 840535 Los Angeles, CA 90084-0535</td> </tr> </tbody> </table> <p>For 2019 plans:</p> <table border="1"> <thead> <tr> <th>On-exchange</th> <th>Off-exchange</th> </tr> </thead> <tbody> <tr> <td>LifeWise Health Plan of Washington PO Box 741101 Los Angeles, CA 90074-1101</td> <td>LifeWise Health Plan of Washington P.O. Box 91059 Seattle, WA 98111-9159</td> </tr> </tbody> </table>	On-exchange	Off-exchange	LifeWise Health Plan of Washington PO Box 741101 Los Angeles, CA 90074-1101	LifeWise Health Plan of Washington P.O. Box 840535 Los Angeles, CA 90084-0535	On-exchange	Off-exchange	LifeWise Health Plan of Washington PO Box 741101 Los Angeles, CA 90074-1101	LifeWise Health Plan of Washington P.O. Box 91059 Seattle, WA 98111-9159
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Whether my client must reenroll in autopay for January 1, 2020 coverage	Use the chart below to determine if your clients must reenroll in autopay for January 1, 2020 coverage								

Scenario	Need to reenroll in autopay?		Additional information
	Yes	No	
Member is renewing their on-exchange plan with LifeWise		✘	Autopay will continue. Note: members will need to update the amount of their autopay if they have it set to pay a specific amount vs. the amount owed.
Member is renewing their off-exchange plan (includes both metallic and grandfathered plans)	✘		Yes, member needs to reenroll in autopay.
Member is moving from a LifeWise on-exchange plan to a LifeWise off-exchange plan, or vice-versa	✘		Yes, member needs to reenroll in autopay.
Member is being mapped from a Premera Blue Cross individual plan to a LifeWise plan, on the exchange	✘		Yes, member needs to reenroll in autopay.
Member is being mapped from one LifeWise plan to another to LifeWise plan, on the exchange		✘	Autopay will continue. Note: Members will need to update the amount of their autopay if they have it set to pay a specific amount vs. the amount owed.