



2021 Member FAQ

For new members

Have questions about your new LifeWife Health Plan of Washington plan? Looking to pay your first bill and start using your benefits?

Read through some of the top questions we get from members to find answers and tips for getting the most out of your coverage in 2021.

Table of contents

Jump to....

- [Paying for your plan](#)
- [Getting your ID card](#)
- [Registering for an account](#)
- [Selecting a primary care provider \(PCP\)](#)

Paying for your plan

How do I make my first payment?

For members who purchased their plan on WAHealthplanfinder.org:

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.lifewise.com/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 866-327-8016. You'll need to have your ID number and payment method ready.
- **By mail**—Make a check payable to LWWA Member Premiums. Remove the detachable portion of your invoice and mail it with your check to:



LWWA Member Premiums
P.O. Box 840535
Los Angeles, CA 90084-0535

For more information on all your payment options, please visit our [pay bill](#) page.

For members who purchased their plan directly from LifeWise:

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

- **Online** at www.lifewise.com/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 866-327-8016. You'll need to have your ID number and payment method ready.
- **By mail**—Make a check payable to LWWA Member Premiums. Remove the detachable portion of your invoice and mail it with your check to:

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For more information on all your payment options, please visit our [pay bill](#) page.

What if I have problems making payment?

If you are unable to make payment, 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 www.lifewise.com/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 Temporary 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.lifewise.com/my-account, 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

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 www.lifewise.com/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.

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 to or create your account at www.lifewise.com/my-account
- Once signed in, select **My Account > Change PCP** 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.

Why do I need a PCP?

Most LifeWise 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 LifeWise coverage.



Discrimination is Against the Law

LifeWise Health Plan of Washington (LifeWise) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. LifeWise does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. LifeWise provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). LifeWise provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the Civil Rights Coordinator. If you believe that LifeWise has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-6396, Fax: 425-918-5592, TTY: 711, Email AppealsDepartmentInquiries@LifeWiseHealth.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>.

Language Assistance

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-817-3056 (TTY: 711).

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-817-3056 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-817-3056 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-817-3056 (TTY: 711) 번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-817-3056 (телетайп: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800-817-3056 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Телефонуйте за номером 800-817-3056 (телетайп: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-817-3056 (TTY: 711)។

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。800-817-3056 (TTY:711) まで、お電話にてご連絡ください。

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-817-3056 (መስማት ለተሳናቸው: 711)።

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 800-817-3056 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-817-3056 (رقم هاتف الصم والبكم: 711).

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 800-817-3056 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-817-3056 (TTY: 711).

ໂປດອຸບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສ່ຽງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທ 800-817-3056 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sévis èd pou lang ki disponib gratis pou ou. Rele 800-817-3056 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-817-3056 (ATS : 711).

UWAGA: Jezeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-817-3056 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-817-3056 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-817-3056 (TTY: 711).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 800-817-3056 (TTY: 711) تماس بگیرید.