

ORDERING MEMBER ID CARDS

To provide better service to employer groups and members with enrollment and billing services, Premera's Membership & Billing Dept will no longer accept requests for replacement member ID cards effective 8/1/16. Groups and members may call Premera's Customer Service at 800.722.1471 to order replacement ID cards. Please also find instructions below for ordering replacement member ID cards online, quickly and easily. For online assistance, please contact Premera's Web Technical Support Department at 800-722-9780.

EMPLOYER GROUPS

1. Go to **Premera.com**
2. Select **I'm an employer** link on the Premera.com home page
3. From the menu in the right margin, **Do you need to...** , select **Order ID Cards**
4. Enter the group's log in information when prompted
5. Follow the prompts to order the requested member ID card(s)

The screenshot shows the Premera website homepage. At the top left is the Premera logo with a blue cross icon and the text "PREMERA | BLUE CROSS". To the right is a "Log in" button. Below the logo is a dark navigation bar with links: "Shop for Plans", "Find a Doctor", "Pharmacy", and "Member Services". On the right side of the page, there is a "Current location: WA" dropdown menu. The main content area features a large image of a doctor examining a child's knee. To the right of the image is a text box with the heading "Should you go to the ER—or urgent care?" and a "Know where to go" button. Below the image are three buttons: "I'm a provider", "I'm an employer", and "I'm a producer". The "I'm an employer" button is highlighted with a red rectangle. Below these buttons is an "Update" section with a paragraph of text and a "Read more" link. At the bottom is a "Quick links" section with three columns of links: "Submit a new claim" and "Get help choosing a plan", "Pay my monthly health plan bill" and "Find out what my plan covers", and "View Premera's FAQs" and "Contact Premera". On the right side of the page, there are three sections: "Medicare Advantage" with a "Shop for a plan" link, "Tips for healthy living" with a "Visit Healthsource" link, and "Member sites" with links for "Federal Employee Program (FEP)", "Starbucks", "University of Alaska", and "Washington Education Association (WEA)".

Employer Home



Manage Your Plan

Log in for 24-hour access to plan information and health-management tools.

[Log in](#)

[Register](#)

 [Small Groups \(1-50 Employees\)](#)

 [Large Groups \(51+ Employees\)](#)

Do you need to...

- [Enroll or terminate](#)
- [Edit subgroup info](#)
- [Search eligibility](#)
- [Order ID cards](#)
- [View invoices](#)
- [Create reports](#)
- [View benefit booklet](#)
- [View contract](#)

[Log in](#) or [Register](#) to get more detailed information

Quick Reference Guide

For Plan Administrators

[View guide](#)

Log In / Register

<p>Log In</p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Log In Forgot your password?</p>	<p>Register</p> <p>Register here to log in to the secure site</p>
---	--

Technical Help

Trouble logging in or registering? Call our technical help desk at 1-800-722-9780, from 6 a.m. to 6 p.m., Pacific Time, Monday through Friday.

Customer Service

For assistance with claims or other benefit-related issues, please contact customer service:

- Washington: 1-800-722-1471
- Alaska: 1-800-508-4722

Privacy

For your privacy, we ensure all information is kept confidential.

Read our [privacy notice](#).

Terms and Conditions

In using premera.com, you unconditionally agree to our terms and conditions. If you do not agree to these terms and conditions, please do not register for secure services or use the site.

Read our [terms and conditions](#).

MEMBERS

1. Go to **Premera.com**
2. Select the **Log In** link on the home page, and **Create Account** from the dropdown menu to register a new account
3. Once logged in, select **ID Cards** from the **Manage My Account** drop down menu under **Member Services**
4. **Select** the member(s) requesting a new or replacement ID card
5. Select the **Order ID Card** link
6. A confirmation will appear confirming ID cards have been ordered for the selected members
7. A member may also select the **Print Temporary Coverage Letter** link to print their temporary ID info to provide proof of coverage
8. Members may find info [here](#) for Premera's free mobile application to manage their plan including the following features . . .
 - Find nearby clinics and find doctors by name or specialty
 - **Show your mobile proof of coverage**
 - View your spending activity report, including how much your plan has saved you
 - Look up benefits, including preventive care
 - Get a one-touch connection to Customer Service and the 24-hour NurseLine
 - View details about member discounts to fitness centers and more

- Member Services**
- Manage My Account
- My Account
- Secure Inbox
- Forms
- Spending Activity Report
- Personal Information
- Personal Funding Account
- Go Paperless
- Print & Order ID Card
- Claims
- My Premera Plan
- Stay Healthy

My Account

Estimate Treatment Costs

Search for services and procedures with doctors and facilities near you. Compare cost within your network.

[Compare Treatment Costs](#)

Claims

Date(s) of Service	Member	Provider

[More Claims](#) | [Search Claims](#) | [Privacy Settings](#)

Common Tasks



Customer Service



Find a Form



Order Prescriptions



Preventive Benefits



Secure Inbox



Go Paperless

Deductibles

Medical Deductible

Individual Deductible

\$0.00 \$1400.00

Family Deductible

\$0.00 \$1400.00

Dental Deductible

Individual Deductible

\$0.00 \$25.00

Family Deductible

\$0.00 \$75.00

[Benefit Plans](#)

Free Credit Monitoring Services

Protecting your personal information is extremely important to Premera. You can get added security with Experian's free credit

Member Services

Manage My Account

My Account

Secure Inbox

Forms

Spending Activity Report

Personal Information

Personal Funding Account

Go Paperless

Print & Order ID Card

Claims

My Premera Plan

Stay Healthy

Order ID Card

ID card(s) will be issued only for members currently eligible for benefits.

Select one or more eligible family members below

Select	Member Name	Member ID	Birth Date
<input type="checkbox"/>			

Premera ID cards will be sent to selected family members.

Order ID Card

This letter provides proof of insurance until a Premera card has been received.

Print Temporary Coverage Letter