



# Using your Providence Medicare Advantage Plan

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This resource guide will help you  
make the most of your plan.

# Thank you for trusting us with your care.

This guide should have everything you need to quickly understand and use the great benefits in your plan.

Keep this guide to use throughout the year.

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# Getting started

## Your plan has a lot to offer, but let's start with the basics

- 1 Choose a Primary Care Provider (PCP).**

This is the first thing you need to do if you haven't already. If you don't pick a PCP, one will be chosen for you.
- 2 Schedule your Annual Wellness Visit.**

This important visit helps you and your PCP understand your health and create a plan to manage it. You will also earn \$50 on your Flexible Benefit Card\* by completing it.
- 3 Complete your Health Risk Assessment.**

This is a list of questions that help identify the care you are getting now and what extra care you might need. You will also earn \$50 on your Flexible Benefit Card by completing it.
- 4 Keep your plan cards with you at all times.**

If you already have plan cards, continue to use them. You will not receive new ones.



Member ID card



Flexible Benefit Card

\*Card can only be used for Qualified Purchases indicated by your plan provider everywhere Visa debit cards are accepted. Card is issued by Sutton Bank, pursuant to a license from Visa U.S.A. Inc. Please contact your Program Sponsor directly for a full list of Qualified Purchases. Visa is a registered trademark of Visa, U.S.A. Inc. All other trademarks and service marks belong to their respective owners. No Cash or ATM Access. Terms and conditions apply, contact your Plan Provider for details.



## Have questions?

Visit our Member Hub

[TheProvidenceAdvantage.com/welcome](https://TheProvidenceAdvantage.com/welcome)

Or call our local Customer Service team

**(503) 574-8000 or (800) 603-2340 (TTY: 711)**

7 days a week, 8 a.m. to 8 p.m. (PT)

## myProvidence.com is a website that makes it easy to do things like

- Find an in-network provider
- Review your medical benefit details
- Print or replace your ID card



### To create a myProvidence.com account

- 1 Go to [myProvidence.com](https://myProvidence.com)
- 2 Select "Create Account"
- 3 Enter your personal information; click "Next"
- 4 Continue to follow the prompts, and you'll be all set



# Care options



## ProvRN – 24/7 Nurse Advice Line

Speak with a registered nurse any time, any day at no-cost to you. Call whenever you have a health concern and are looking for advice.

Call **(503) 574-6520** or **(800) 700-0481 (TTY: 711)**

24 hours a day, 7 days a week

Have your member ID ready



## ExpressCare

Same-day in-person appointments or instant video visits from any device. This is a great option when your regular care provider is not available.

Set up a virtual visit or find an ExpressCare near you

**[Providence.org/services/expresscare](https://www.providence.org/services/expresscare)**

Available nationwide. 7 days a week, 8 a.m. to 8 p.m. (PT)



## Primary Care Provider (PCP)

Visit your PCP for your Annual Wellness Visit and to manage chronic conditions. They'll also work with specialists to get you the care you need.

Contact your PCP to schedule an appointment

Not sure who your PCP is? Call Customer Service

**(503) 574-8000** or **(800) 603-2340 (TTY: 711)**

7 days a week, 8 a.m. to 8 p.m. (PT)



## Urgent Care

Urgent Care is when you need help and can't wait for an appointment for things like a sinus infection, minor injuries, cuts, and sprains.

Find Urgent Care near you

**[TheProvidenceAdvantage.com/locations](https://www.TheProvidenceAdvantage.com/locations)**

No appointment is needed. Hours may vary by location.



## Emergency Care

Use emergency care for suspected heart attack, stroke, severe abdominal pain, poisoning, choking, loss of consciousness, and uncontrolled bleeding.

Call **911**

or **[head to the nearest Emergency Care facility](#)**

24 hours a day, 7 days a week



# Flexible Benefit Card

Your plan includes a Flexible Benefit Card to help pay for healthcare expenses, including dental, over-the-counter (OTC) items, and even groceries.

**If you already have a Flexible Benefit Card**, continue to use the same card. You will not receive a new one.

**If you are a new member**, your card will come with funds already on it. You will need to activate it before you can use it for the first time.

## Your plan includes

**\$1,900** dental allowance, pre-loaded on your card

**\$150** grocery and OTC allowance, automatically added to your card every 3 months

**\$250** Additional grocery allowance if you qualify\*, added to your card every 3 months

\*This benefit is part of a special supplemental program for the chronically ill. Members with diabetes mellitus, chronic and disabling mental health conditions, cardiovascular disorders, chronic lung disorders, neurologic disorders, and other eligible conditions not listed may qualify to receive this benefit. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For more details, please contact us at (800) 603-2340 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m.



## For dental

Your Medicaid plan covers preventive dental care like cleanings, checkups, x-rays, and fluoride.

Use your Flexible Benefit Card to help you pay for the other services you might need, like fillings, tooth extractions, root canals, and crowns.

Find a dentist today

[TheProvidenceAdvantage.com/findadentist](https://TheProvidenceAdvantage.com/findadentist)



## For groceries and over-the-counter (OTC) items

Purchase food, produce, and OTC items like band-aids, cough syrup, and much more with your Flexible Benefit Card. You can also order approved items by phone, web, or from our mail-order catalog with no shipping costs.

**Use your card like a gift card at stores such as:**

- Walgreens
- Fred Meyer
- Walmart
- Dollar General

To order a catalog, or see a full list of approved items and retail locations visit [MyBenefitsCenter.com](https://MyBenefitsCenter.com)

*Have your Flexible Benefit Card ready to log in.*

## Flexible Benefit Card



### Extra \$250 each quarter for groceries



You may qualify for an extra \$250 every 3 months for food and produce items if you have one or more chronic conditions, like:

- Diabetes
- Asthma
- Heart conditions
- And many other common conditions\*

To see if you are already receiving the benefit, log in to your [MyBenefitsCenter.com](https://MyBenefitsCenter.com) account and check your balance.

If you are not receiving the benefit and think you qualify, reach out to our Customer Service team **(503) 574-8000** or **(800) 603-2340 (TTY: 711)** 7 days a week, 8 a.m. to 8 p.m. (PT)

\*This benefit is part of a special supplemental program for the chronically ill. Members with diabetes mellitus, chronic and disabling mental health conditions, cardiovascular disorders, chronic lung disorders, neurologic disorders, and other eligible conditions not listed may qualify to receive this benefit. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For more details, please contact us at (800) 603-2340 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m.

## Flexible Benefit Card

Here are some tips to help you keep track of what items are covered and to make sure your card has enough money before you shop.

### Check the catalog

For many items, like ibuprofen, only one size or quantity is approved. Search the online catalog to find approved items, sizes, and quantities.

Find the catalog and other helpful tips  
[TheProvidenceAdvantage.com/otc](https://TheProvidenceAdvantage.com/otc)

### Use the app

With the OTC Network app, you can take the guesswork out of using your Flexible Benefit Card. Track your balance, search for items, find a retailer, or shop online – you can even scan items when you are at the store to make sure they are approved.



Download the OTC Network app in the App Store or Google Play.

### IMPORTANT

Be sure to use your funds before **January 1, 2026**.  
Funds do not roll over from year to year.

More ways to save

## Flexible Benefit Card



### Extra \$50 for completing your Annual Wellness Visit\*

Your health is our priority. Complete your Annual Wellness Visit, and we will add \$50 to your Flexible Benefit Card.

To schedule your Annual Wellness Visit  
call your **Primary Care Provider\*\***



### Extra \$50 for completing your Health Risk Assessment\*

We will add \$50 to your Flexible Benefit Card to use on OTC items and groceries when you complete a Health Risk Assessment. This is a list of questions that help identify the care you are getting now and what extra care you might need.

**Once you complete your Health Risk Assessment, you can work with a Care Manager to:**

- Create a personal care plan for you
- Understand your healthcare needs
- Coordinate care with your healthcare team

To schedule your Health Risk Assessment  
or to speak with a Care Manager, call  
**(800) 662-1121 (TTY: 711)**

Monday to Friday. 8 a.m. to 5 p.m. (PT)




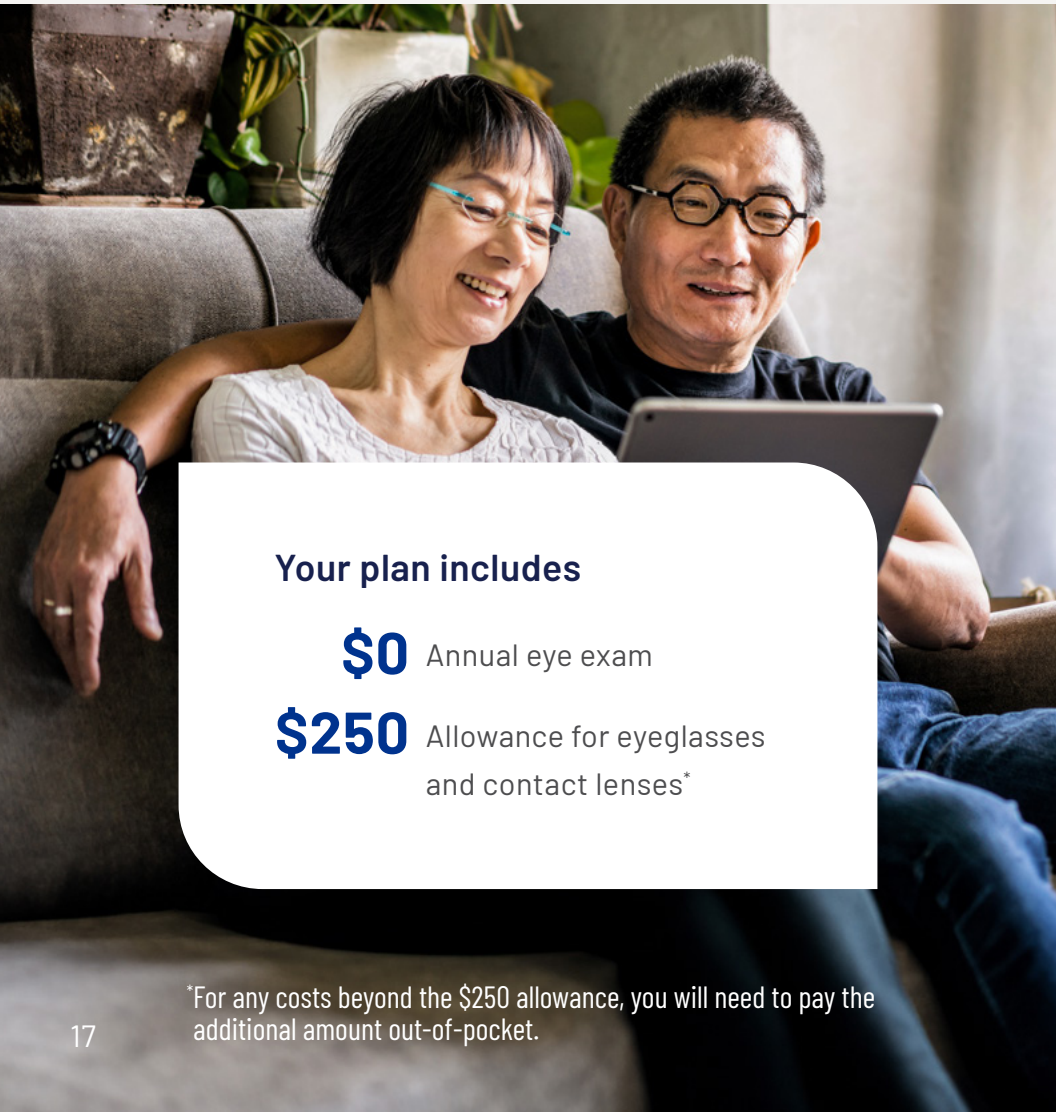
\*Funds will be automatically loaded to your card within 3 months after your doctor submits a claim.

\*\*If you are not able to complete a visit with your PCP, our Annual Wellness Visit partner, Advantmed, may contact you to schedule a convenient in-home visit. You do not need a second visit with Advantmed if you have a pending appointment with your PCP.



# Vision

-  Keep your eyes healthy with regular exams and new glasses or contacts. Visit any qualified provider that accepts Medicare for your vision care.



## Your plan includes

**\$0** Annual eye exam

**\$250** Allowance for eyeglasses and contact lenses\*

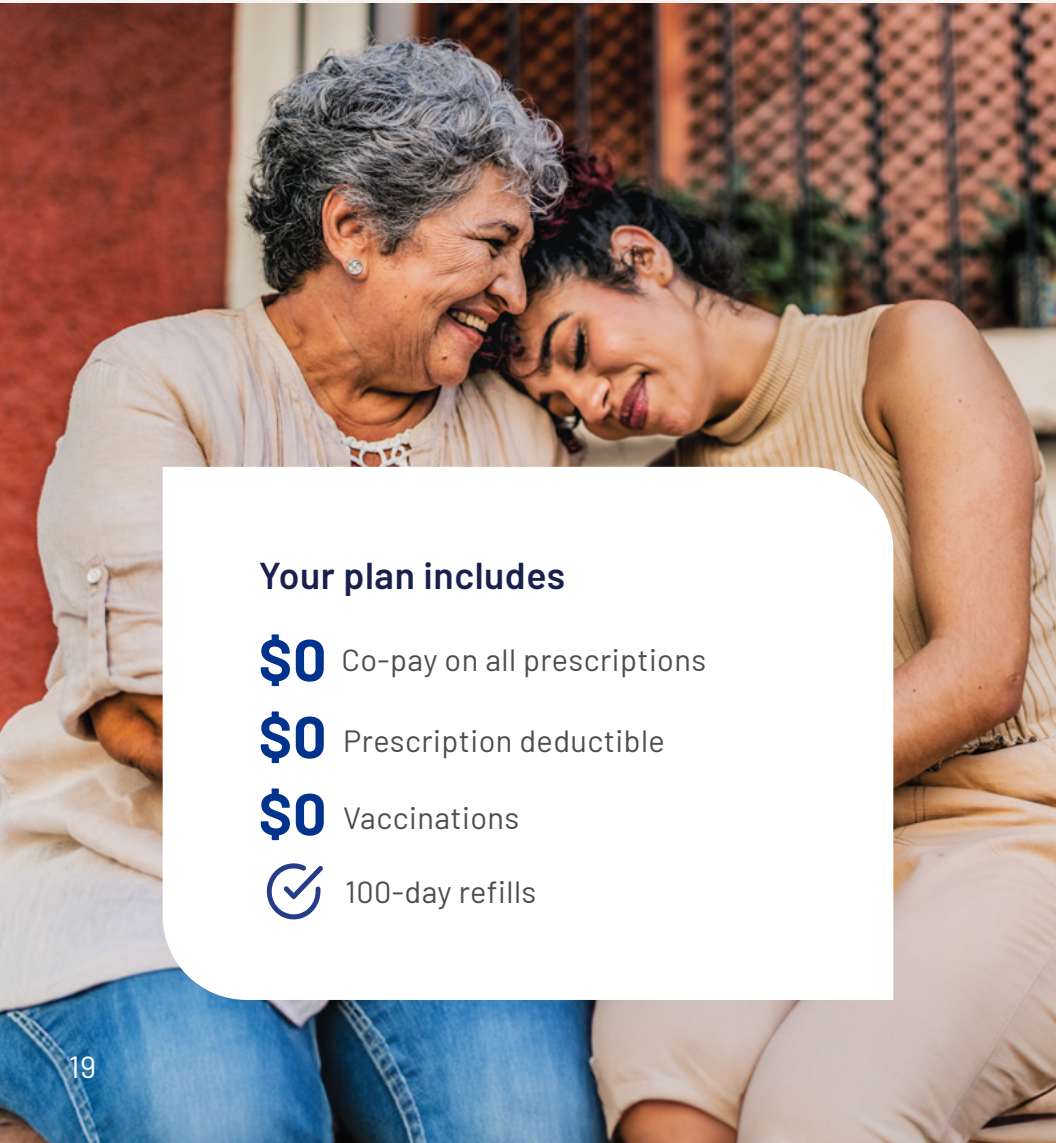
\*For any costs beyond the \$250 allowance, you will need to pay the additional amount out-of-pocket.

## Find your in-network providers for all your care needs

- 1 Log-in to [myProvidence.com](https://myprovidence.com)
- 2 Choose "Find a Provider" in the top navigation bar under "My Providers," then select which type of provider you're looking for
- 3 Adjust the filters to find the right provider. There are many filter options, like:
  - Specialty
  - Language spoken
  - Race and ethnicity
  - Personal identity
  - LGBTQ+
  - Location
  - Cultural competency
  - And many more

# Prescriptions

For many, prescriptions are a part of everyday life. That's why there are many ways to get your medications to save you time.




## Your plan includes

**\$0** Co-pay on all prescriptions

**\$0** Prescription deductible

**\$0** Vaccinations

 100-day refills



## Pharmacies

We work with over 34,000 preferred pharmacies, so you can find one that works best for you.

Find a preferred pharmacy near you

[TheProvidenceAdvantage.com/locations](https://www.TheProvidenceAdvantage.com/locations)

*Or sign up for mail-order to skip the pharmacy line.*



## Mail-order\*

Mail-order makes it easy to get your prescriptions delivered right to your home.

Ask your doctor to write a 100-day prescription and send it to one of the pharmacies below. Set-up and manage your account online or call the phone numbers listed to get started.

Costco Mail Order Pharmacy

[Costco.com/home-delivery](https://www.Costco.com/home-delivery)

Call **(800) 607-6861**

Monday to Friday, 5 a.m. to 7 p.m. (PT)

Saturday, 9:30 a.m. to 2 p.m. (PT)

Postal Prescription Services

[PPSRX.com](https://www.PPSRX.com)

Call **(503) 797-2100** or **(800) 552-6694**

Monday to Friday, 6 a.m. to 6 p.m. (PT)

Saturday, 9 a.m. to 2 p.m. (PT)

\*The formulary and pharmacy network may change at any time. You will receive notice when necessary.

# Wellness programs




Health and well-being go hand in hand. Your plan includes a number of programs and perks to help you live a healthier lifestyle at no cost to you.



## Care Management

Managing your healthcare can be confusing. If you need help understanding a new health condition or finding care near you, Providence Health Assurance Care Management is here to help.

**Care Management can help you find your way through any complex healthcare situation, like:**

-  Setting up a personal care plan for chronic conditions:
  - Asthma
  - COPD
  - Diabetes and treatment options
  - Symptom management
  - Medicines based on your specific needs
-  Helping you find the right care options that best fit your needs and coordinating the care between your healthcare team
-  Supporting you through complex health issues including hospital stays or rehabilitation

To find out more and get support today, visit [ProvidenceHealthAssurance.com/CareManagement](https://www.providencehealthassurance.com/CareManagement)  
Call (503) 574-7247 or (800) 662-1121 (TTY: 711)  
Monday to Friday, 8 a.m. to 5 p.m. (PT)  
Email [CareManagement@providence.org](mailto:CareManagement@providence.org)



## Wellness programs



### Health coaching

Whether you want to eat a little healthier, quit smoking, or just feel better overall, our health coaching team is here to guide and support you in reaching your goals.

#### Health coaches are trained in many areas, including:

- Weight management
- Exercise
- Nutrition
- Stress management
- Diabetes prevention

To speak with a health coach, complete and submit the interest form

[TheProvidenceAdvantage.com/healthcoaching](https://TheProvidenceAdvantage.com/healthcoaching)



### Access to free fitness\*

You and your caregiver can access over 26,000 gyms, fitness boutiques, and virtual classes through One Pass™ at no cost. Stay active the way you want.

Sign up and get your personal member code

[YourOnePass.com](https://YourOnePass.com)

Call (877) 504-6830

Monday to Friday, 6 a.m. to 7 p.m. (PT)

\*One Pass is a voluntary program. The One Pass program varies by plan/area. Information provided is not medical advice. Consult a health care professional before beginning any exercise program.



### Behavioral health

Caring for your mind and emotions is just as important as caring for your body. Your plan includes many options for behavioral health care. We work with doctors and other providers all over the country to make sure you get the care you need from people you trust.

#### Access our behavioral health network that includes:

- Licensed therapists
- Psychologists
- Psychiatric nurse practitioners
- Psychiatrists

Find an in-network provider

[myProvidence.com](https://myProvidence.com)



# Perks and extras

We believe healthcare is more than doctor visits and prescriptions – that’s why your plan includes additional benefits to make life more enjoyable.



## Non-medical transport

Through our partnership with Kaizen Health, you pay \$0 for 36 one-way trips to help you get around. Non-medical transportation helps get you to places like the grocery store, pharmacy, salon, and many more. Travel up to 25 miles each way.

To schedule your first ride or to learn more, call **(844) 556-3730**



## Discounts for living a full life

Through our partnership with LifeBalance, you can find savings on more than 20,000 everyday wants and needs, including things like:

- Pet insurance
- Home financing
- Movie tickets
- Hotel stays
- And much more

To start saving on your next adventure, visit **Providence.LifeBalanceProgram.com**



## Free healthy meals after a hospital stay\*

After a hospital stay, your recovery should be your focus, and nutritious meals are an important part. Through our partnership with Mom’s Meals, you’ll receive 2 free meals each day for 28 days after an inpatient hospital stay. Delivery is available nationwide.

To learn more or request meals after a hospital stay, visit **MomsMeals.com/ProvMa**

To receive discounts on healthy meals every day, visit **Momsmeals.com/ProvMa** and use Promo Code: ProvMA or call **(877) 508-6667**



## Get help 24/7 by pressing a button

Get emergency help any time, any day with Connect America at no-cost to you. By pressing the help button, you will be connected to the Connect America response center. They can send you help, call a neighbor or family member, or connect you with a nurse from Providence.

Sign up today  
**Providence.ConnectAmerica.com**  
Call **(877) 909-4882**

\*This is a Providence specific program and is not endorsed by Medicare.

# Contact sheet



## Providence Medicare Advantage Plans

### Member hub

[TheProvidenceAdvantage.com/welcome](https://TheProvidenceAdvantage.com/welcome)

### Customer service team

(503) 574-8000 or (800) 603-2340 (TTY: 711)

### myProvidence / Help desk

[myProvidence.com](https://myProvidence.com)

(503) 216-6463 or (877) 569-7768 (TTY: 711)



## Care options

### ProvRn – 24/7 nurse advice line

(503) 574-6520 or (800) 700-0481 (TTY: 711)

### ExpressCare

[Providence.org/services/expresscare](https://Providence.org/services/expresscare)

### Urgent care

[TheProvidenceAdvantage.com/locations](https://TheProvidenceAdvantage.com/locations)



## Flexible Benefit Card

### My Benefits Center / OTC Network

[MyBenefitsCenter.com](https://MyBenefitsCenter.com)

### Helpful tips

[TheProvidenceAdvantage.com/otc](https://TheProvidenceAdvantage.com/otc)



## Prescriptions

### Costco Mail Order Pharmacy

[Costco.com/home-delivery](https://Costco.com/home-delivery)

(800) 607-6861

### Postal Prescription Services

[PPSRX.com](https://PPSRX.com)

(503) 797-2100 or (800) 552-6694



## Wellness programs

### Care management / Health risk assessment

[ProvidenceHealthAssurance.com/CareManagement](https://ProvidenceHealthAssurance.com/CareManagement)

(503) 574-7247 or (800) 662-1121 (TTY: 711)

### Health coaching

[TheProvidenceAdvantage.com/healthcoaching](https://TheProvidenceAdvantage.com/healthcoaching)

### OnePass

[YourOnePass.com](https://YourOnePass.com)

(877) 504-6830



## Perks and extras

### Kaizen Health / Non-medical transport

(844) 556-3730

### LifeBalance

[Providence.LifeBalanceProgram.com](https://Providence.LifeBalanceProgram.com)

### Moms Meals

[MomsMeals.com/ProvMa](https://MomsMeals.com/ProvMa)

(877) 508-6667

### Connect America

[Providence.ConnectAmerica.com](https://Providence.ConnectAmerica.com)

(877) 909-4882





## Thank you for choosing Providence Medicare Advantage Plans.

We want to make sure you get the most from your plan. This guide should have all the information you need, but it's not the only way we'll keep in touch. Throughout the year, we'll send you reminders about your benefits to help you take full advantage of your plan.

If you need help using your benefits  
or have any questions at all, call us.  
**(503) 574-8000** or **(800) 603-2340 (TTY: 711)**  
7 days a week, 8 a.m. to 8 p.m. (PT)

# Health For All

We are committed to work alongside the communities we serve, to learn what healthcare challenges they are facing, and to come up with tangible solutions to make healthcare more equitable and accessible today.