



Welcome to

# Providence Health Plan

Quick guide to benefits and resources

# Health For All

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We believe everyone should have access to quality healthcare. Healthcare is a human right. And we're dedicated to the health and care of every member of this community because everyone's well-being matters.

## Let's get started

Your member ID card is included with this guide. To ensure the best experience at medical appointments and places like the pharmacy, please bring your member ID card with you.



# First things first...



## Sign up for a myProvidence\* account

myProvidence gives you on-demand access to your personalized health plan information, tools, and resources including:

- Member materials (i.e., benefit summary and member contract)
- Formulary (i.e., list of covered FDA-approved medications)
- Provider directory
- Claims submission and information
- Deductible and out-of-pocket information
- Explanations of Benefits (EOBs)
- Member ID cards
- Cost calculators (i.e., medical treatment cost calculator; prescription drug cost calculator)
- Communication preferences
- Health coaching
- Member perks/exclusive member discounts

### To activate your myProvidence account:

- Go to **myProvidence.com**
- Select “Create an Account”
- Follow prompts – and you’ll be all set

\*myProvidence is your secure member portal. Member ID and Group ID numbers are required to register.



## Member Materials

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Find important information in your member contract and benefit summary including services that are covered and not covered, where to find care, restrictions to services obtained outside the service area, copayment amounts, rights and responsibilities and how Providence evaluates covered benefits including new technology.

### **Access your member materials**

Visit [myProvidence.com](https://myProvidence.com) to access your member materials. Once you are logged in, select “My Health Plan” at the top of the page and then select “Benefits Documents” from the drop down.

### **Request a hard copy**

You may request a hard copy of your member materials in your preferred language by calling Customer Service at **800-878-4445 (TTY: 711)**, from 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.



# Find an in-network provider

01

Log in to [myProvidence.com](https://myProvidence.com)

02

Select “Find a Provider” in the top navigation bar under “My Providers”

03

Search for a provider by name, location, or specialty

The provider directory includes information from in-network providers like address, phone number, specialty, education, training and qualifications, and board certifications.

- ✓ Refine your search using personal characteristics and attributes like gender, race and ethnicity, personal identity, and community affiliation
- ✓ You can also search for an in-network specialist, behavioral health provider or hospital, without a referral from a primary care provider

Access provider listings via [myProvidence](https://myProvidence.com) and at [ProvidenceHealthPlan.com/FindAProvider](https://ProvidenceHealthPlan.com/FindAProvider)





# Convenient access to medication

The preferred pharmacy retail network gives you access to more than 36,000 participating pharmacies. This helps you save time and money when obtaining prescription drugs.

## ✔ Preferred retail pharmacies

With a preferred pharmacy, you usually pay less when you fill a 30- to 90-day supply of medications. Nearly all our in-network pharmacies are preferred – including most major drug store chains.

## ✔ Mail-order pharmacies

With many plans, mail order may allow the convenient delivery of your medications directly to your home.

## ✔ Pharmacy resources

Includes your formulary\*, prior authorization forms, pharmacy directories, information about mail-order and specialty medications, how to request an exception to a restricted medication, information about generic substitutes, pharmaceutical procedures, and answers to frequently asked questions.

\*The formulary is a list of FDA-approved prescription drugs covered under your plan. It indicates which medications have restrictions, such as requiring prior authorization, being part of a step therapy or limiting the amount of medicine that can be filled at one time.

For more information, visit

[ProvidenceHealthPlan.com/Pharmacy](https://www.providencehealthplan.com/pharmacy)





# Grievance and appeal rights

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If you disagree with a decision regarding your medical bills or healthcare services, you have the right to an appeal. Please refer to your member contract on [myProvidence.com](https://myprovidence.com) for:

- Complete information about the appeals and grievance process, including how to submit a complaint
- Timeframes and procedures for filing an appeal
- The types of decisions that you may appeal
- How to request an independent, external review of denials
- How you appeal pre-service and concurrent coverage decisions



# Language services

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Providence provides the following language services at no cost:

- Qualified interpreters
- Information written in other languages

To access these services, call Customer Service at **800-878-4445 (TTY: 711)**.



# Find the right care option for you

Whether it's a visit to your primary care provider, a same-day virtual appointment, or a life-threatening emergency – get the care you need, whenever you need it.

**NOTE: If you're having a medical emergency, call 911 or go to the nearest emergency room.**



## ProvRN

No-cost telephone access to a registered nurse 24/7. Have your member number available and call **503-574-6520** or **800-700-0481 (TTY: 711)**.



## Telehealth (Phone or Video Appointment)

"Office" visit with your primary care provider via the phone or using a video conferencing platform.





## ExpressCare Virtual

On-demand care within minutes through your tablet, smartphone, or computer. Available seven days a week, 8 a.m. to 8 p.m. (Pacific Time). To get started, visit [Providence.org/Services/ExpressCare-Virtual](https://www.providence.org/Services/ExpressCare-Virtual).



## ExpressCare Clinics

Find a same-day in-person appointment or walk-in where available. To find a location and schedule an appointment, visit [Providence.org/Services/ExpressCare](https://www.providence.org/Services/ExpressCare).



## Primary Care

Your primary care provider is the provider you see most often and who is most familiar with your health history.



## Urgent Care

Urgent care is available when you can't wait for a primary care appointment, or if it's after business hours, for minor injuries like cuts, burns, and pains.



## Emergency Care

Call 911 or go to the nearest emergency room if you think your life or well-being is in danger.

For more information, visit

[ProvidenceHealthPlan.com/Care-Options](https://www.providencehealthplan.com/care-options)



# Behavioral Health Services

Each person is unique, so we work to offer a mix of services and solutions. Here is a quick look at our suite of offerings:



## Resources for Improved Well-Being

### LifeBalance

- [ProvidenceHealthPlan.com/Member-Perks/LifeBalance](https://www.providencehealthplan.com/member-perks/lifebalance)
- Savings on massage therapy, meditation, and more



## Self-Management and Mindfulness Tools

### Stress Management Health Coaching

- Login to [ProvidenceHealthPlan.com/HealthCoaching](https://www.providencehealthplan.com/healthcoaching)
- One-on-one health coaching sessions
- Personalized goal setting

### Learn to Live

- [LearnToLive.com/Welcome/ProvidenceHealthPlan](https://www.learnlive.com/welcome/providencehealthplan)
- Self-directed virtual therapy to manage mental well-being
- One-on-one coaching, mindfulness exercises, and live and on-demand webinars



## Telehealth/Virtual

### Behavioral Health Concierge

- [Providence.org/BHC](https://www.providence.org/bhc)
- Quick access to Providence providers
- 7 a.m. - 8 p.m., seven days a week
- Help with life stressors, mental health, and addiction issues

### Talkspace

- [Talkspace.com/ProvidenceHealthPlan](https://www.talkspace.com/providencehealthplan)
- Telehealth psychotherapy for ages 13+
- Be matched to a provider within 48 hours
- Connect through text, call, or live video



### Telehealth/ Virtual (continued)

#### Equip

- Virtual, eating disorder treatment
- For ages 6-24
- Family-Based Treatment (FBT) matched with a multi-disciplinary team

#### Charlie Health

- Virtual Intensive Outpatient Program (vIOP)
- For ages 11-30
- Personalized treatment plans, including group and family/individual therapy



### Broad Clinical Support

#### Behavioral Health Network

- Local and nationwide access
- In-person and virtual services
- Age-specific care (kids, teens, adults)
- Access to specialty behavioral health network

#### Provider Directory

- [ProvidenceHealthPlan.com/FindAProvider](https://www.providencehealthplan.com/FindAProvider)
- Go to the Provider Directory and search using your Member ID
- Select "Find a care provider"
- Select "Mental Health/ Substance Use Disorder"



### Crisis Care

#### 24/7 Crisis Line (HUB)

- Immediate access 24/7
- Team trained in crisis triage care
- Real time referrals

#### Urgent Care

- In-patient and residential care
- Partial hospital care

Call customer service at **503-574-7500** or **800-878-4445 (TTY: 711)**, and they will help connect you directly to our clinical department.

Visit [ProvidenceHealthPlan.com/BehavioralHealth](https://www.providencehealthplan.com/BehavioralHealth) or call **800-878-4445 (TTY: 711)** for assistance.

# Member perks

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Benefits and programs to cover every aspect of life.



## **ID Protection**

Get peace of mind with Assist America Identity Theft Protection's fraud monitoring, warning and resolution.



## **Emergency Travel Assistance**

Get emergency medical help while traveling away from home, or even internationally, with Assist America Travel Assistance™.





## SmartRX Assist™

Specialty medications are often expensive, but SmartRx Assist can help reduce costs by eliminating the copayment. For a full list of the 100+ eligible medications, visit [ProvidenceHealthPlan.com/SmartRxAssist](https://www.providencehealthplan.com/SmartRxAssist).



## LifeBalance

Get discounts on the things you love to do from movies to travel to a night on the town. LifeBalance provides savings on more than 20,000 travel, cultural, recreational and other fun activities. Sign up for LifeBalance from myProvidence or visit [LifeBalanceProgram.com](https://www.providencehealthplan.com/LifeBalanceProgram.com) and enter your email and access code **PHP2822**.



## Personal Health Coach

Thinking about a healthier lifestyle but don't know where to start? Providence health coaches are here to support your journey to a healthier, happier life.



## One Pass Select™

Discover whole-body health in one affordable program. Choose a membership tier that fits your lifestyle and access digital fitness apps, gym memberships, and grocery delivery services. Start your journey for less than \$1 a day.

For information on these programs, visit  
[ProvidenceHealthPlan.com/Member-Perks](https://www.providencehealthplan.com/Member-Perks)



# Care Management

## Experts help you every step of the way

Whether you need help understanding a new diagnosis, support for a chronic condition, or assistance navigating the healthcare services in your area, Providence Care Management is here to help. Care Management services are open to all members and available at no cost.

## Care managers help you with:

- Assistance finding services that fit your needs
- An individualized plan to help you reach your health goals
- Help with prior authorizations
- Health education about medical conditions including new innovations, medication therapy and symptom management
- Personalized support for health conditions including asthma, diabetes, anxiety, and more
- Coordination between your providers
- Complex health issues requiring hospitalization, rehabilitation, or extensive outpatient therapies





## Members may be referred for Care Management services by:

- A caregiver (e.g., someone providing care to the member)
- Provider, ProvRN, or hospital discharge planner
- Utilization management
- Member self-referral by contacting Care Management

Participation in care management is voluntary and declining/ opting-out may be done upon contact with your care manager or by contacting us by phone.

For more information, call **503-574-7247** or **800-662-1121 (TTY: 711)**, 8 a.m. to 5 p.m. (Pacific Time) Monday through Friday, email **CareManagement@Providence.org** or visit **ProvidenceHealthPlan.com/CareManagement**





# Thank you for choosing Providence Health Plan

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## Health For All Lives Here

When you're healthy, you can feel inspired to do great things for the community and the world at large. We believe healthcare is a human right – everyone has a right to quality healthcare. We're dedicated to the health and care of every member of the community because everyone's well-being matters.



P.O. Box 4327  
Portland, OR 97208-4327

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PERMIT 4579

Providence Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status, or sex.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-878-4445 (TTY: 711).

**Chinese:** 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 800-878-4445 (TTY: 711)。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-878-4445 (TTY: 711).