



Providence
Health Plan

Welcome to

Providence Health Plan

Your quick guide to benefits and resources

Health For All

We are committed to working alongside the communities we serve, learning about unique healthcare challenges, and creating tangible solutions to make healthcare more equitable and accessible.

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:

- Claims information, including how to submit a claim, and explanation of benefits (EOBs)
- Deductible and out-of-pocket maximum information
- Provider and pharmacy directories
- Personal health assessment
- Member ID cards and more

To activate your myProvidence account:

- Go to **myProvidence.com**
- Select "Create an Account"
- Follow prompts and you'll be all set

Forms and documents

Find various forms to help you navigate your health plan coverage by visiting [ProvidenceHealthPlan.com/Forms](https://www.providencehealthplan.com/forms)



Member Materials

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://www.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.



Choose your Primary Care Provider (PCP)

Members on Oregon based plans, including Providence Health Plan, need to choose a PCP for themselves and each covered dependent within the first 90 days after coverage starts. Use the following steps to select a PCP:

- 01** Log in to myProvidence.com
- 02** Go to “PCP Selection” under the “My Providers” drop down in the top navigation bar.
- 03** Search for a provider using information like name, address, phone number, specialty, education, training and qualifications, and board certifications. Then “Select” the PCP of your choice and hit “Accept”.

You can also see a list of PCPs in your myProvidence account or by visiting the Provider Directory at:

ProvidenceHealthPlan.com/FindAProvider.

If you do not choose a PCP within the 90 days, one will be assigned to you.

Questions?

Visit ProvidenceHealthPlan.com/SB1529 or call Customer Service at 503-574-8201 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.

No referrals

Providence plans do not require referrals for in-network specialist visits, providing earlier access to the care you need.





Convenient access to medication

The preferred retail pharmacy network gives you access to more than 34,000 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 medication. Nearly all of 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, step therapy or limiting the amount of medication that can be filled at one time.

For more information, visit
[ProvidenceHealthPlan.com/Pharmacy](https://www.providencehealthplan.com/Pharmacy)



Two programs available to maximize cost savings



Rx Savings Solutions

Save money on your prescriptions with this free and private service, customized for your specific medications and pharmacy benefits. Set up your account, and you will receive notifications by mail, email, phone, or text if there are potential savings available. Visit myrxss.com/ProvidenceHealthPlan.



Smart RxAssist™*

Specialty medications are often expensive, but Smart RxAssist may 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).

*H.S.A. and Washington plan-based members are ineligible for program enrollment.





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

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

 <p>Resources for Improved Well-Being</p>	<p>Resources to Relax & Recharge</p> <ul style="list-style-type: none"> • ProvidenceHealthPlan.com/LifeBalance • Savings on massage therapy, meditation, and more 	
 <p>Self-Management and Mindfulness Tools</p>	<p>Health Coaching</p> <ul style="list-style-type: none"> • Login to ProvidenceHealthPlan.com/HealthCoaching • One-on-one health coaching sessions • Personalized goal setting • Program designed to empower members to achieve their health goals 	<p>Learn to Live</p> <ul style="list-style-type: none"> • LearnToLive.com/Welcome/ProvidenceHealthPlan • Self-directed virtual therapy to manage mental well-being • One-on-one coaching, mindfulness exercises, and live and on-demand webinars
 <p>Telehealth/ Virtual</p>	<p>Behavioral Health Concierge</p> <ul style="list-style-type: none"> • Providence.org/BHC • Quick access to Providence providers • 7 a.m. - 8 p.m. (Pacific Time), seven days a week • Help with life stressors, mental health, and addiction issues • Available to eligible members residing in OR, WA, ID, CA, MT, and TX 	<p>Talkspace</p> <ul style="list-style-type: none"> • Talkspace.com/ProvidenceHealthPlan • Telehealth psychotherapy for ages 13+ • Be matched to a provider within 48 hours • Connect through text, call, or live video • Access to therapy, psychiatry,* or both <p>*Psychiatrists have the ability to prescribe medication.</p>

 <p>Telehealth/ Virtual (continued)</p>	<p>Equip</p> <ul style="list-style-type: none"> • Virtual, eating disorder treatment • For ages 6-24 • Family-Based Treatment (FBT) matched with a multi-disciplinary team <p>Joon Care</p> <ul style="list-style-type: none"> • Suicide and crisis support • Virtual sessions with a licensed therapist 	<p>Charlie Health</p> <ul style="list-style-type: none"> • Virtual Intensive Outpatient Program (vIOP) • For ages 11-30 • Personalized treatment plans, including group and family/individual therapy <p>• For ages 13-26</p> <p>• Available to eligible members residing in OR, WA, TX, CA, DE, PA, and NY</p>
 <p>Broad Clinical Support</p>	<p>Behavioral Health Network</p> <ul style="list-style-type: none"> • Local and nationwide access • In-person and virtual services • Age-specific care (kids, teens, adults) • Access to specialty behavioral health network 	<p>Provider Directory</p> <ul style="list-style-type: none"> • ProvidenceHealthPlan.com/FindAProvider • Customized provider search using your Member ID • Select "Find a care provider" • Select "Mental Health/ Substance Use Disorder"
 <p>Care Management & Crisis Care</p>	<p>Behavioral Health Hub</p> <ul style="list-style-type: none"> • Immediate access 24/7 • Team trained in crisis triage care • Real-time referrals • 800-878-4445 (TTY: 711) 	<p>Emergency & Urgent Care Services</p> <ul style="list-style-type: none"> • In-patient and residential care • Partial hospital care <p>Call or text the 988 Suicide and Crisis Lifeline if you or someone you know needs immediate crisis care.</p>

For more information, visit [ProvidenceHealthPlan.com/BehavioralHealth](https://www.ProvidenceHealthPlan.com/BehavioralHealth)

Member perks

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™.



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.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 Management provides:

- 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 mental health, diabetes, high-risk maternity, fertility services, cancer, and more.
- Coordination between your providers
- Navigation to help with complex health issues requiring hospitalization, rehabilitation, or extensive outpatient therapies



You may be referred for Care Management services by:

- A caregiver (e.g., someone providing or helping with your care)
- Provider, ProvRN, or hospital discharge planner
- Utilization management
- 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**



Grievance and appeal rights

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 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

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)**.



**Thank you for
choosing Providence
Health Plan**



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

PRESORT STD
U.S. POSTAGE
PAID
PORTLAND, OR
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).