

Healthcare
like you want
it to be.

2025 Benefit Guide

ProvidenceHealthPlan.com/PEBB

Click on the links below to learn more about each health plan feature.

What's New



Secure Member Portal



Provider Directory



Navigation Support



Behavioral Health



Pharmacy Resources



Coverage Map



Care Options



Plan Overview



Wellness Programs



Health Coaching



Member Perks



Want better benefits? They're yours.

What's new in 2025



Progyny Family Planning Support

Providence Health Plan members now have an extra benefit through Progyny to help with family planning. You can work on your fertility and family-building goals with the help of a dedicated Patient Care Advocate (PCA). Your PCA will support and guide you through every step of the process.



Mighty Health

Get personal virtual support to help with things like losing weight, moving better, and reducing joint pain. A coach will guide you through a program that includes daily health tasks, nutrition plans, lessons, and more to help you reach your health goals.



Joon Care

Joon Care offers online personalized support for teens and young adults ages 13-26 who are dealing with suicide or crisis situations. You can have individual therapy sessions with a licensed provider to get the help you need.



Birth Doulas

Trained birth doulas give guidance, emotional support, and comfort. They are there for you before, during, and after childbirth. Doulas can also help families in other situations, like coping with infant loss, adoption, language support, and more.



Rx Savings Solutions

Rx Savings Solutions is a free digital platform connected to your health plan. It shows you ways to save money on your medications based on your coverage. You'll get alerts by mail, email, phone, or text when there are chances to save on your prescriptions.

For more information, visit

[ProvidenceHealthPlan.com/PEBB](https://www.ProvidenceHealthPlan.com/PEBB)

myProvidence secure member portal

On-demand access to your personalized health plan information anytime, anywhere.

My Health Plan



Benefits Documents

View your member materials to learn about:

- How to use your plan and its benefits
- Covered services and costs



Pharmacy Information

Go to “Drug Lists” to see FDA-approved drugs covered by your plan. It includes:

- Brand-name, generic, and specialty medications
- Medications that require approval or have refill limits



Claims & Explanation of Benefits (EOB)

Learn about claims and how services were billed.

Your EOB includes:

- Services provided and amount billed
- Amount covered by insurance and what member owes
- Reasons for denial (if any)



Benefit Usage

View your annual deductible and out-of-pocket maximum. Once you reach these limits, insurance:

- Pays a portion of your healthcare costs (deductible)
- Typically covers most of your healthcare costs (out-of-pocket maximum)

My Providers



My Providers

Find in-network providers or select the PCP of your choice. The directory includes:

- Providers and pharmacies tailored to your plan
- Filters such as language, gender, race, and ethnicity



Care Options

You have options when it comes to getting the care you need, when you need it.

My Tools



Estimate Costs

Estimate medical, pharmacy, and dental costs. You can:

- Compare costs among providers and pharmacies
- Find copay and coinsurance information



ID Card Management

View your member ID card for plan details:

- Member and Group ID
- Covered plan network
- Care resources, and more

My Health



Member Perks

Take advantage of discounts and programs that go beyond your health plan.



Members can scan the QR code to log in to their myProvidence account.

Access to thousands of providers? It's yours.

Customize your provider search in three easy steps.

It's easy to find in-network providers using the online provider directory. Whether you need a primary care provider, specialist, medical home, pharmacy or facility, you'll find what you're looking for in just a few clicks.

Here's how to search for a provider:

01 Two ways to search

- Log into your account at myProvidence.com, then select "Find a Provider"
- Visit ProvidenceHealthPlan.com/FindAProvider and search using your member ID number or provider network

02 Tailor your search

Select "Find a Provider," then search by provider type, service, or facility

03 Customize results

Use the left menu to further customize your search with personal identifiers

Filter results by:

- Type/Specialty
- Location
- Hospital affiliation
- Gender
- Language(s) spoken
- Race and ethnicity
- Religious community(ies)
- Personal identity
- Cultural competency
- LGBTQ+
- Communities of interest



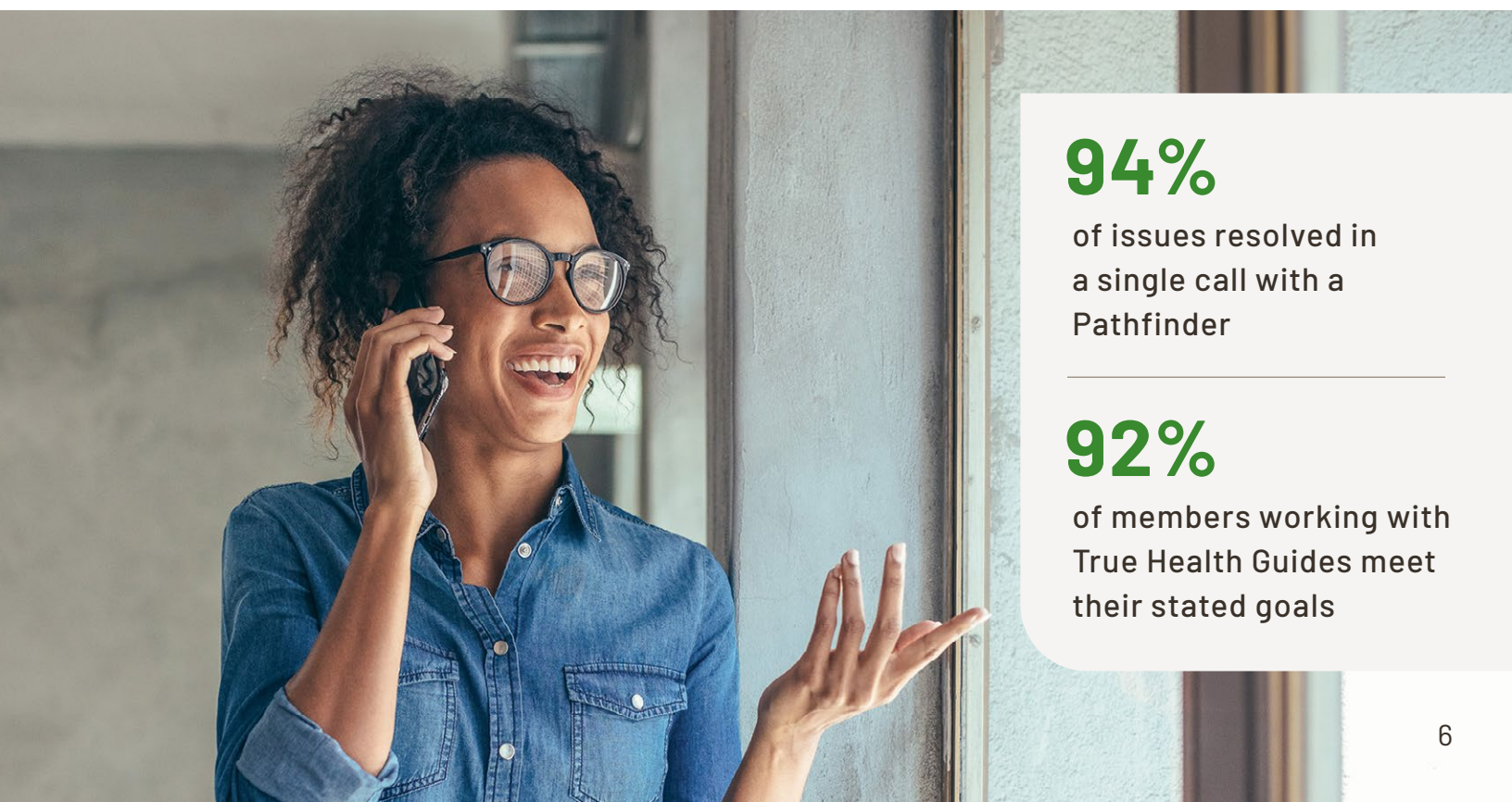
For a complete list of provider listings,
scan the QR code.

High-touch navigation support? It's yours.

Making healthcare easy to navigate with personalized support.

Providence Pathfinder

With just one click or call, you can connect to your personal Pathfinder who will help you. They will guide you to the tools and resources you need. If you have complicated issues, they will connect you with a True Health Guide, an expert who will help you every step of the way.



94%

of issues resolved in a single call with a Pathfinder

92%

of members working with True Health Guides meet their stated goals

Care Management

Simplifying health care with a single-point of contact, programs, and services.

Providence Health Plan Care Management experts will help you with your health needs by making sure you get the right care and help you need. When you have experts to help you, you can find and use the right services and stay on track with your treatment.

With access to Providence Care Management, you have access to many services and support related to your health care needs.



For more information, visit

ProvidenceHealthPlan.com/PEBB



Behavioral health when you need it? It's yours.

Giving you more ways to get the care you need.

At Providence Health Plan, we know that mental health care isn't the same for everyone. Each person is unique. That's why we offer different services to help you feel supported and get good results.

Our services in action



Talkspace

80%

found Talkspace to be as effective or more effective than traditional therapy



Behavioral Health Concierge

42%

of members would not ask for help without this service



Learn to Live

44%

improvement in psychometric outcomes, when working with a Learn to Live coach



Equip

81%

of patients are seeing improvement in eating disorder symptoms



Charlie Health

60%

Depression symptom reduction



Joon Care

87%

effective recovery from severe symptoms

What is behavioral health?






Behavioral health is about your emotions and actions that affect how you feel overall. It includes caring for your mental health and any problems with substance use. Covered services include counseling, addiction support programs, and therapy.

For more information, visit

ProvidenceHealthPlan.com/PEBB

Behavioral Health Suite of Services

You have more choice in how you want and need to access services and care.

 Resources for Improved Well-Being	Resources to Relax & Recharge <ul style="list-style-type: none">Savings on massage therapy, yoga, meditation, and more	<ul style="list-style-type: none">ProvidenceHealthPlan.com/LifeBalance
 Self-Management and Mindfulness Tools	Health Coaching <ul style="list-style-type: none">ProvidenceHealthPlan.com/HealthCoachingOne-on-one health coaching sessionsPersonalized goal setting with manageable stepsA program designed to empower members to achieve their health goals	Learn to Live <ul style="list-style-type: none">LearnToLive.com/Welcome/ProvidenceHealthPlanSelf-directed virtual therapyOne-on-one coaching, mindfulness exercises, and live and on-demand webinarsAvailable at any time within the appAccess code: PHPPEBB
 Telehealth/Virtual	Behavioral Health Concierge <ul style="list-style-type: none">Providence.org/BHCQuick access to direct care with Providence providersExtended hours 7 a.m. - 8 p.m. (Pacific Time), seven days a weekHelp with life stressors, mental health, and addiction issuesAvailable to eligible members residing in OR, WA, ID, CA, MT, and TX Talkspace <ul style="list-style-type: none">Talkspace.com/ProvidenceHealthPlanTelehealth provider of virtual psychotherapy for teens (13+) and adultsBe matched to a provider within 48 hoursConnect through text, call, or live videoAccess to therapy, psychiatry,* or both <p><small>*Psychiatrists have the ability to prescribe medication</small></p>	Equip <ul style="list-style-type: none">Virtual, eating disorder treatmentKids and young adults ages 6-24Family-Based Treatment (FBT) matched with a multi-disciplinary team Charlie Health <ul style="list-style-type: none">Virtual Intensive Outpatient Program (vIOP)Teens and young adults ages 11-30Personalized treatment plans, including group and family/individual therapy Joon Care <ul style="list-style-type: none">Suicide and crisis supportVirtual sessions with a licensed therapistTeens and young adults ages 13-26Available to eligible members residing in OR, WA, TX, CA, DE, PA, and NY
 Broad Clinical Support	Behavioral Health Network <ul style="list-style-type: none">Local and nationwide accessIn-person and virtual servicesAge-specific care (kids, teens, adults)Access to specialty behavioral health network	Provider Directory <ul style="list-style-type: none">ProvidenceHealthPlan.com/FindAProviderGo to the Provider Directory and search using your Member ID numberSelect "Find a care provider"Select "Mental Health/ Substance Use Disorder"
 Care Management & Crisis Support	Behavioral Health Hub <ul style="list-style-type: none">Immediate access 24/7Team trained in crisis triage careReal-time referralsCall 800-878-4445 (TTY: 711)	Emergency & Urgent Care Services <ul style="list-style-type: none">Inpatient and residential carePartial hospital care

For more information, visit

[ProvidenceHealthPlan.com/BehavioralHealth](https://www.providencehealthplan.com/behavioralhealth)

Call or text the **988 Suicide and Crisis Lifeline** if you or someone you know needs immediate crisis care.

Lower cost prescriptions? They're yours.

Our preferred retail pharmacy network lets you save time and money when you get prescription drugs.



Plan formulary

A list of FDA-approved medications, including brand-name and generic options, as well as medications that need approval, follow a step therapy program, or have quantity limits.



Mail-order pharmacy

Order a 90-day drug supply at a reduced cost, and have them delivered directly to your home.



Preferred retail pharmacy

When you use a preferred retail pharmacy, you may pay less when filling a 30- to 90-day supply of medications. You have access to thousands of participating pharmacies across the country.



Specialty pharmacy

Specialty drugs are medications that need special handling or administration, such as refrigeration or complex injection instructions. Your specialty care team will provide you with extra support, like where to receive medications and information on how to get financial help (when available).



Cost savings programs

Two programs available to help you save time and money while ordering prescriptions.

	Rx Savings Solutions	Smart RxAssist™
Cost savings	<ul style="list-style-type: none"> Reduces out-of-pocket expenses for medications 	<ul style="list-style-type: none"> May reduce the copay to \$0 on select specialty medications
Personalization	<ul style="list-style-type: none"> Personalized to your plan coverage and medications 	
Convenience	<ul style="list-style-type: none"> Notifies members of potential savings Consultants work with your doctor to get approval for changes 	<ul style="list-style-type: none"> Eligible members are enrolled automatically
Support	<ul style="list-style-type: none"> Certified pharmacy technicians and pharmacists help maximize savings 	<ul style="list-style-type: none"> Patient navigators to assist in accessing specialty medications

For more information, visit

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

Accessible health care? It's yours.

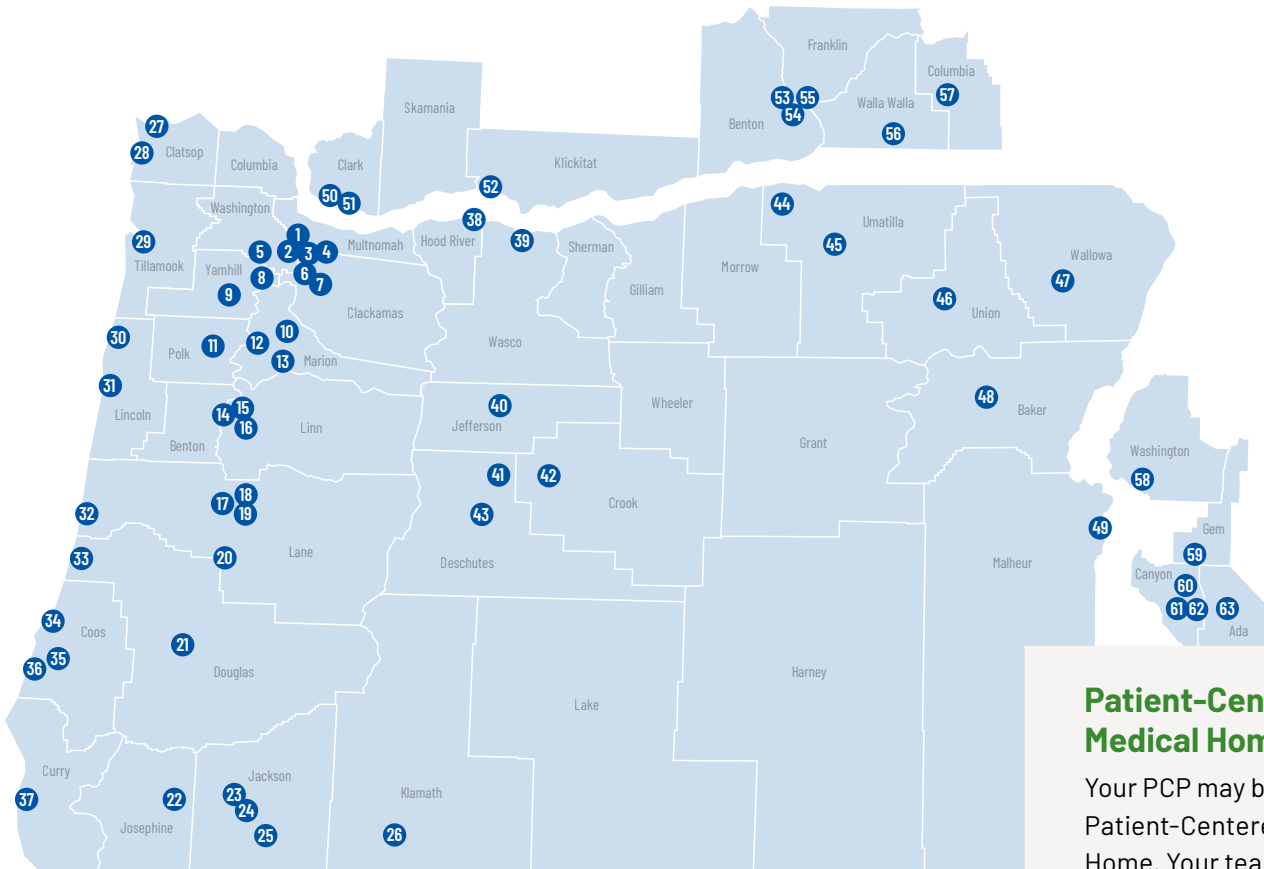
The most access to care across the state.

Providence Choice Plan (Medical Home)

Get coordinated care from your dedicated health team. Medical homes are available in Clark, Klickitat, and Skamania counties in southwest Washington, and in most counties in Oregon.

Providence Statewide Plan

Access primary care providers, specialists, and pharmacies you prefer, with over 1 million providers nationwide. It also includes access to OHSU.



Patient-Centered Medical Home

Your PCP may be part of a Patient-Centered Medical Home. Your team of health care professionals, led by your PCP, work together to coordinate your care. They're all on the same page when it comes to your health.

No matter where you live, you have coverage through our robust virtual care options.

Virtual Medical Care

For more information, please see page 14.



ExpressCare Virtual



ProvRN



Telehealth

Behavioral Health Virtual Care

For more information, please see page 9.



Behavioral Health Concierge



Talkspace

Hospitals and clinics

#	City	ST	Name	#	City	ST	Name
1	Portland	OR	Providence Portland Medical Center	32	Florence	OR	PeaceHealth Peace Harbor Medical Center
2	Portland	OR	Providence St. Vincent Medical Center	33	Reedsport	OR	Lower Umpqua Hospital District
3	Portland	OR	OHSU Hospital*	34	Coos Bay	OR	Bay Area Hospital
4	Portland	OR	Portland Adventist Medical Center	35	Coquille	OR	Coquille Valley Hospital
5	Hillsboro	OR	Hillsboro Medical Center	36	Bandon	OR	Southern Coos General Hospital & Health Center
6	Milwaukie	OR	Providence Milwaukie Medical Center	37	Gold Beach	OR	Currey General Hospital
7	Oregon City	OR	Providence Willamette Falls Medical Center	38	Hood River	OR	Providence Hood River Memorial Hospital
8	Newberg	OR	Providence Newberg Medical Center	39	The Dalles	OR	Mid-Columbia Medical Center
9	McMinnville	OR	Willamette Valley Medical Center	40	Madras	OR	St. Charles Health System - Madras
10	Silverton	OR	Legacy Silverton Medical Center	41	Redmond	OR	St. Charles Health System - Redmond
11	Dallas	OR	West Valley Hospital	42	Prineville	OR	St. Charles Health System - Prineville
12	Salem	OR	Salem Health Hospital	43	Bend	OR	St. Charles Health System - Bend
13	Stayton	OR	Santiam Hospital	44	Hermiston	OR	Good Shepherd Medical Center
14	Corvallis	OR	Good Samaritan Regional Medical Center	45	Pendleton	OR	St. Anthony Hospital
15	Albany	OR	Samaritan Albany General Hospital	46	La Grande	OR	Grande Ronde Hospital
16	Lebanon	OR	Samaritan Lebanon Community Hospital	47	Enterprise	OR	Wallowa Memorial Hospital
17	Eugene	OR	Sacred Heart - University District	48	Baker City	OR	Saint Alphonsus Medical Center - Baker City
18	Springfield	OR	PeaceHealth Sacred Heart Medical Center Riverbend	49	Ontario	OR	Saint Alphonsus Medical Center - Ontario
19	Springfield	OR	McKenzie Willamette Medical Center	50	Vancouver	WA	Legacy Salmon Creek Hospital
20	Cottage Grove	OR	PeaceHealth Cottage Grove Community Medical Center	51	Vancouver	WA	PeaceHealth Southwest Medical Center
21	Roseburg	OR	Mercy Medical Center	52	White Salmon	WA	Skyline Hospital
22	Grants Pass	OR	Asante Three Rivers Community Hospital	53	Kennewick	WA	High Desert Surgery Center
23	Medford	OR	Providence Medford Medical Center	54	Kennewick	WA	Trios Health
24	Medford	OR	Asante Rogue Regional Medical Center	55	Pasco	WA	Lourdes Health Network
25	Ashland	OR	Asante Ashland Community Hospital	56	Walla Walla	WA	Providence St. Mary Medical Center
26	Klamath Falls	OR	Sky Lakes Medical Center	57	Dayton	WA	Dayton General Hospital
27	Astoria	OR	Columbia Memorial Hospital	58	Weiser	ID	Weiser Memorial Hospital
28	Seaside	OR	Providence Seaside Hospital	59	Emmett	ID	Valor Health
29	Tillamook	OR	Tillamook Regional Medical Center	60	Caldwell	ID	West Valley Medical Center
30	Lincoln City	OR	Samaritan North Lincoln Hospital	61	Nampa	ID	St. Luke's Nampa Medical Center
31	Newport	OR	Samaritan Pacific Communities Hospital	62	Nampa	ID	Saint Alphonsus Medical Center
				63	Meridian	ID	St. Luke's Regional Medical Center

*OHSU hospitals are only available to Providence Statewide Plan members.

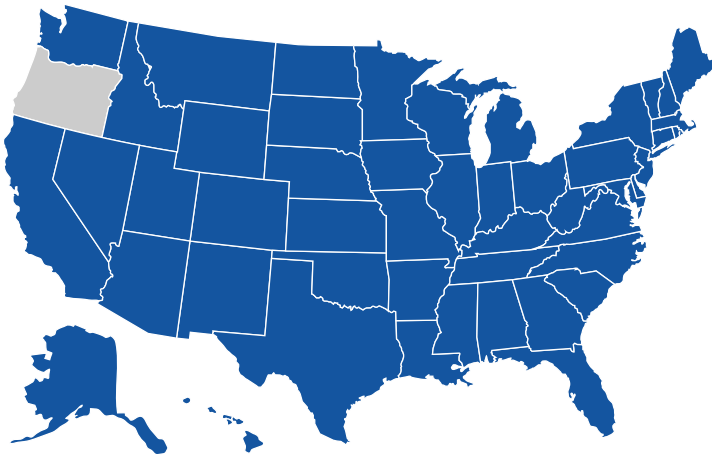
View a list of providers at

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

Flexible travel network? It's yours.

Ensuring high-quality care with nationwide coverage.

Through Providence Health Plan's collaboration with Cigna Healthcare¹, you're always in-network. When you travel outside of Oregon, you can access over 1 million doctors, specialists, and hospitals across the country. You can visit them at the same cost as if you were in-network. This gives you the peace of mind that you'll receive quality care no matter where you are.



Access to over

1 million²

providers nationwide, including primary and specialty care, clinics, hospitals, and labs

When you're in-network, you get:

- ✓ Lower costs for services
- ✓ Faster access to care
- ✓ Coordinated care
- ✓ Simplified claims and billing process

¹The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Providence Health Plan. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with Providence Health Plan. All Cigna Healthcare products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

²Cigna analysis of actual providers contracted as part of the Cigna Healthcare PPO Network for Shared Administration as of December 2020. Data is subject to change.



Convenient care options?

They're yours.

With many options available, you can get the care you need at home or in person, anytime and anywhere.



Primary Care

Visit your Primary Care Provider (PCP) to build a relationship and establish a personalized health history.



Telehealth (Phone or Video Appointment)*

Arrange a phone appointment to talk with your provider from wherever you are. Schedule a visit with your PCP or specialist using a video conferencing platform such as Zoom™.



24/7 Nurse Advice Line (ProvRN)

Speak with a registered nurse anytime, any day. Call when you have a health concern and are looking for advice.



ExpressCare Virtual

On-demand virtual care with Providence ExpressCare Virtual. Connect to care in minutes from anywhere using your tablet, smartphone, or computer. Conditions treated by this service include things like common colds, fever, heartburn, sore throat, pink eye, UTIs, allergies, dry skin, and more.



ExpressCare Clinics

Find a same-day in-person appointment or walk-in where available. Treat common conditions like a cold, sore throat, or allergies. Most clinics are open from either 7 a.m. to 7 p.m. or 8 a.m. to 8 p.m. (Pacific Time).



Urgent Care

Urgent care is where you turn when you can't wait for a Primary Care appointment for minor injuries like cuts, burns, and pains.



Emergency Care

Use for symptoms like suspected heart attack, severe abdominal pain, poisoning, or loss of consciousness.

If you ever think your life or well-being could be in serious danger, call 911 immediately.

*Subject to availability. Call your provider's office to ask if this is an option.

Affordable plan options?

They're yours.

Same great plans, better benefits

Providence Statewide PPO Plan

Get more access with a larger network

Providence Choice Plan (Medical Home)

Coordinated care from your dedicated health team

In-Network Deductible	\$250 individual; \$750 family	\$250 individual; \$750 family
Out-of-Pocket Max.	\$1,900 individual; \$5,700 family	\$1,500 individual; \$4,500 family
Primary Care	15% or 10% coinsurance for the first four visits (\$0 deductible)	\$10 copay, first four visits (\$0 deductible)
Specialty Care	15% coinsurance	\$10 copay
Massage Therapy	\$1,000 annual maximum benefits after 15% coinsurance	\$1,000 annual maximum benefits after \$10 copay
Network	Providence Signature Network (OHSU and Providence Hospitals)	Providence Choice Network (with over 400 medical homes)

With either plan, you get:

- ✔ Preventive services, in-network at no cost (\$0 deductible)
- ✔ Virtual visits, in-network at no cost (\$0 deductible)
- ✔ Access to the nationwide Cigna PPO Network®
- ✔ 8 professional Birth Doula visits per childbirth
- ✔ Wellness resources to help with chronic disease, stress, diet, exercise, sleep, and much more
- ✔ Chiropractic manipulation, massage, and acupuncture (Statewide plan: 15% coinsurance; Choice: \$10 copay)



Visits to in-network specialists with no referrals needed

Prescription drugs summary of benefits

- ✔ \$50 deductible per person or \$150 for families
- ✔ Out-of-pocket maximum \$1,000 per person, family maximum of \$3,000
- ✔ \$0 copay on value drugs
- ✔ \$10 copay on generic drugs
- ✔ \$100 copay on specialty drugs
- ✔ Copay x2.5 for 90-day supplies
- ✔ No Rx fertility annual benefit maximum

Extra wellness support? It's yours.

Programs available to support your healthcare journey.



Kaia Health

Join over 500,000 people who have turned to Kaia for pain relief

Kaia is an app based on scientific evidence. It teaches you how to handle joint and muscle pain all over your body. You get a personalized therapy plan that might include exercises, relaxation, and expert advice.



Omada

Take steps to prevent diabetes

The Omada program helps lower the risk of prediabetes and chronic diseases. It provides tips on nutrition and resources for losing weight. You'll have access to certified health coaches, groups of people with similar health conditions, and doctor visits online.



Virta Health

Type 2 diabetes reversal is here

Virta offers a treatment led by doctors and supported by research that can help reverse type 2 diabetes. You can work on lowering your blood sugar and A1c, reduce diabetes medications, and lose weight. Virta provides a personalized treatment plan with professional support and helpful resources.



Weight Watchers® (WW)

Assistance in tracking what you eat and working towards your goals

Eat well, move more, and lose the weight you want with a plan made just for you. You'll get progress reports, easy tracking tools, and thousands of recipes. Plus, you can get coaching any time, day or night, all from an app on your phone.



Mighty Health

Programs and support for weight loss and feeling your best

Get personal help online to work on things like losing weight, moving better, and reducing joint pain. A coach will guide you through a program that includes daily health tasks, nutrition plans, lessons, and more to help you meet your health goals.

For more information, visit

ProvidenceHealthPlan.com/PEBB

Need the support of a Health Coach? It's yours.

Reach your goals with support from a Providence Health Coach.

Whether you'd like to increase your activity level, reduce stress, improve your eating habits, lose weight, quit tobacco, or just feel better, a Providence Health Coach can help. We're here to remove barriers, motivate you when you need a nudge, and be a resource on your journey.

The Providence Health Coaching Program offers telephonic or virtual sessions at no cost to members¹, along with:

- One-on-one health coaching sessions
- Personalized goal setting with manageable steps
- A program designed to empower you to achieve health goals
- Guidance to help you take action toward a healthier lifestyle

Areas of support

- Weight management
- Nutrition
- Physical activity
- Stress
- Sleep
- Social support
- Digital well-being

Talk to a Health Coach today

ProvidenceHealthPlan.com/HealthCoaching

Quit for Life[®] Program

Help to quit tobacco

Connect with a coach over the phone or use live chat to create a personalized plan and get support every step of the way. You'll also get access to resources to help you manage your triggers and overcome your cravings. All Providence members are eligible.

Call Quit for Life at **866-QUIT-4-LIFE (866-784-8454)** to opt in or out of the program.

¹ Eligibility and participation criteria apply. Health Coaching services are not available for all members. To determine program eligibility, please contact the health coaching program at **503-574-6000** or **888-819-8999 (TTY: 711)**.

Exclusive member perks? They're yours.

Extra benefits and programs are available to help with all parts of life.



One Pass Select™

Find out about whole body health in one affordable program. Pick a membership level that suits your lifestyle and get access to digital fitness apps, gym memberships, and home grocery delivery services. Start your journey for less than \$1 a day.



LifeBalance

LifeBalance gives you and your family discounts on the things you love to do, like seeing a movie or taking a vacation. Stay active, reduce stress, and save money on thousands of things related to recreation, culture, wellness, and travel.



ID Protection

Assist America helps protect your personal information from theft and fixes it if someone uses it wrongly. Keep important information in a safe place. If it's lost or stolen, you can use a quick and easy process to fix the problem.

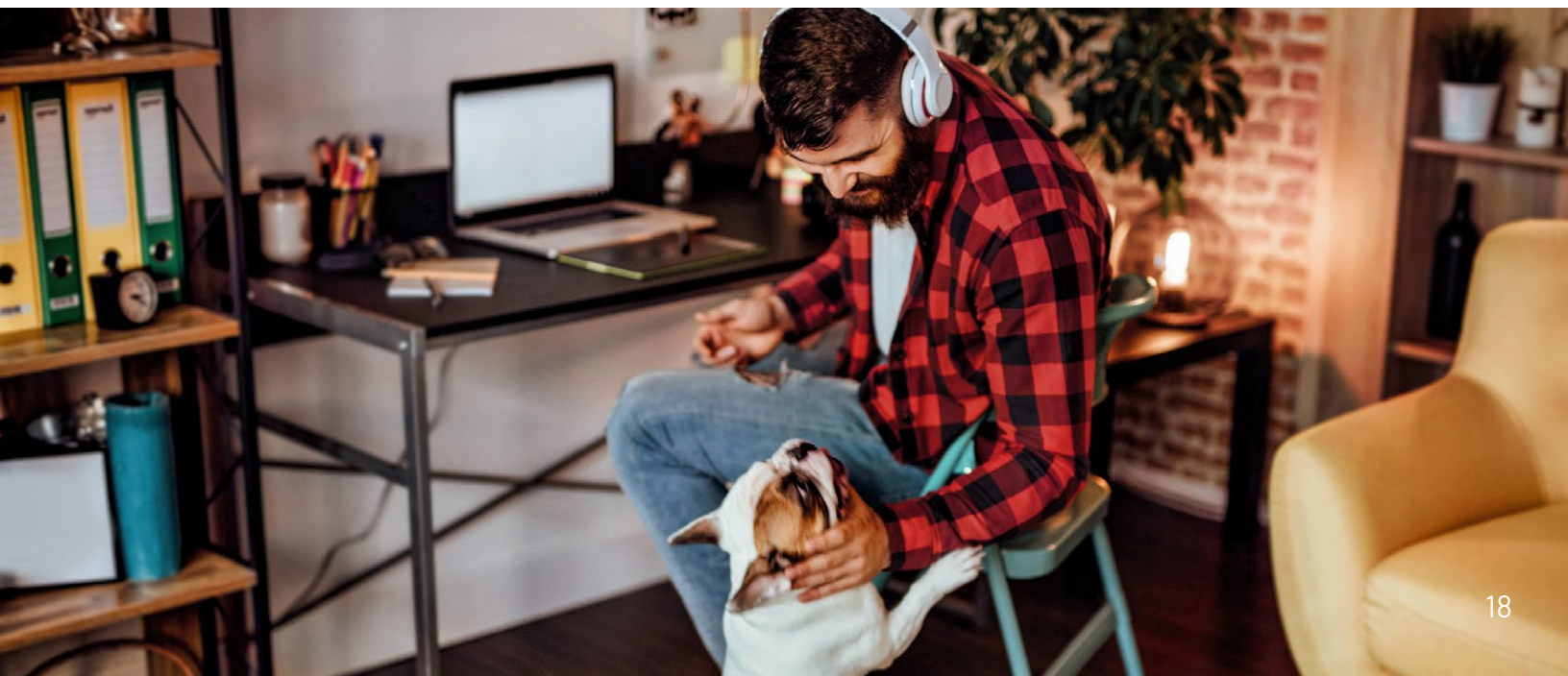


Emergency Travel Assistance®

We've teamed up with Assist America Travel Assistance to help you with emergency medical needs when you're far from home, like hundreds of miles away. They can help you quickly get into a good hospital or replace medications you've left behind, and more.

For more information, visit

ProvidenceHealthPlan.com/PEBB



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.

Questions?

We're here to help.

Customer Service is available 8 a.m. to 5 p.m. (Pacific Time), Monday - Friday. Call **503-574-7500** or **800-878-4445 (TTY: 711)**.

ProvidenceHealthPlan.com/PEBB