



Using your Providence Medicare Advantage Plan

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.**

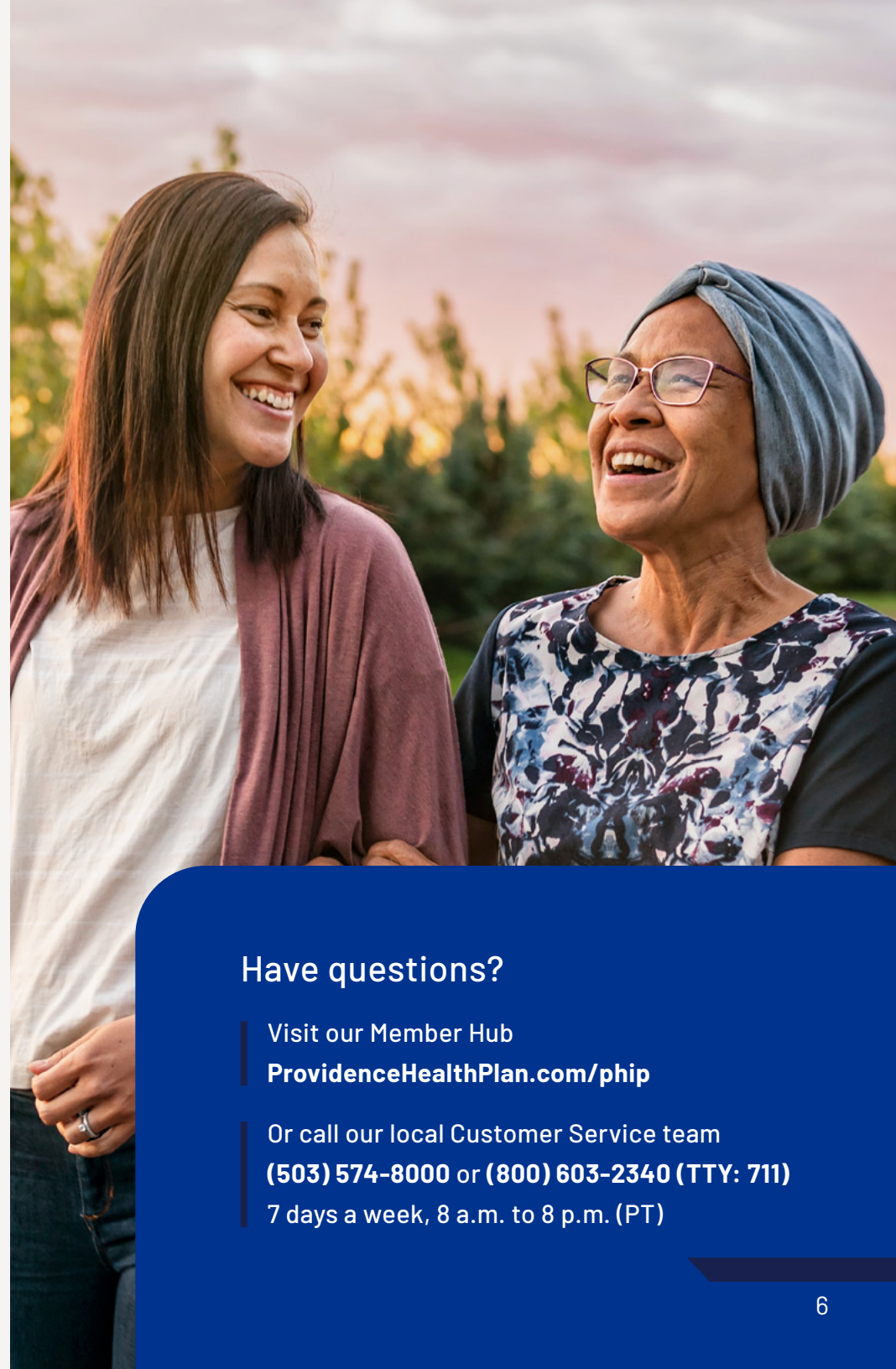
This important visit helps you and your PCP understand your health and create a plan to manage it.
- 3 Make sure you are getting your medications at the best price.**

Review the Prescriptions section to get tips on how to save, including having your medications delivered to your door.
- 4 Keep your plan card with you at all times.**

If you are a returning member, continue to use your card from last year.



Member ID card



Have questions?

Visit our Member Hub
ProvidenceHealthPlan.com/phi

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

- Check your Explanation of Benefits (EOBs)
- 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

Benefits


Your health requires more than doctor visits and prescriptions. That's why your plan includes many benefits to help improve your day to day quality of life.

+ 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

 Annual eye exam with copay

\$200 Allowance for eyeglasses and contact lenses available once every 2 years*

*For any costs beyond the \$200 allowance, you will need to pay the additional amount out-of-pocket.

+ Hearing

In partnership with TruHearing, your plan includes hearing coverage, plus personalized care and state-of-the-art hearing aid technology with help along the way.

Schedule an exam or learn more

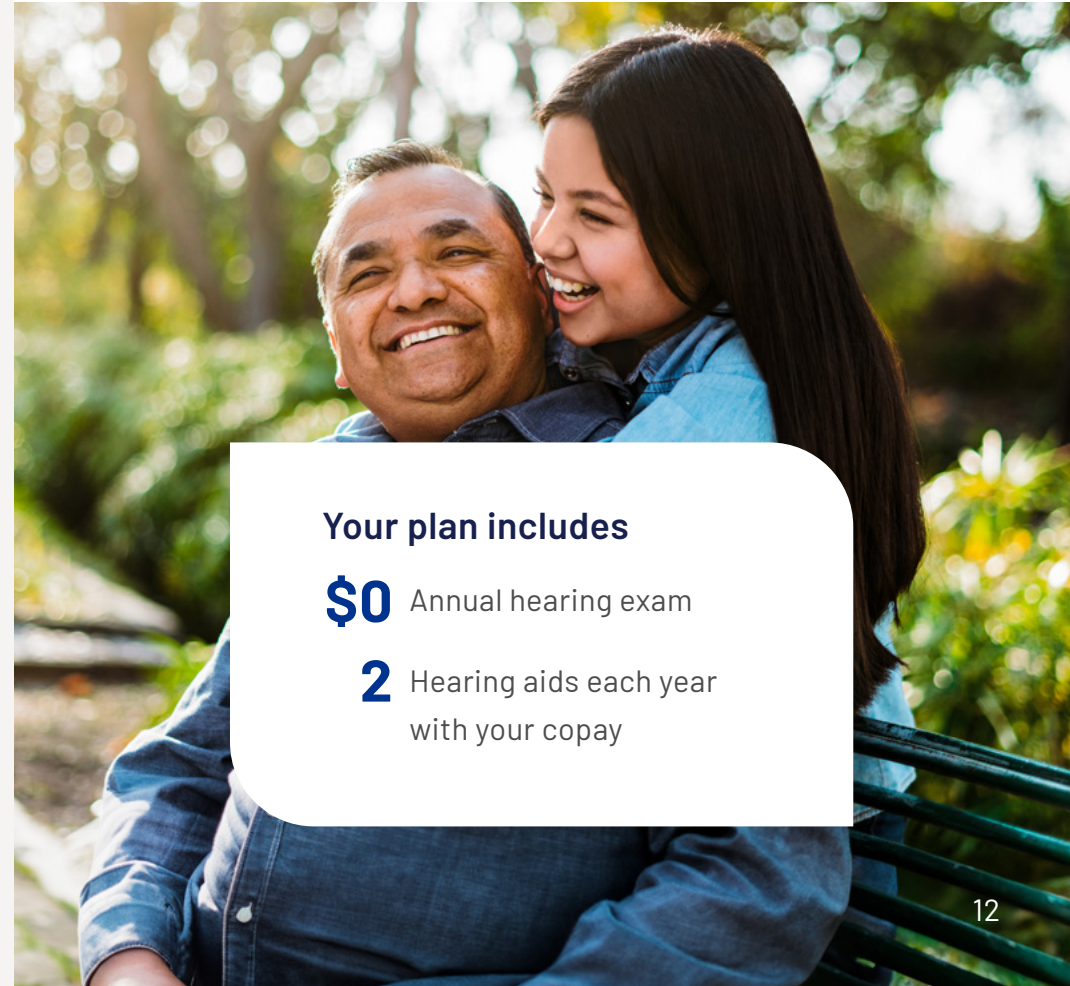
TruHearing.com/how-it-works

Call (855) 205-6201

Your plan includes

\$0 Annual hearing exam

2 Hearing aids each year with your copay



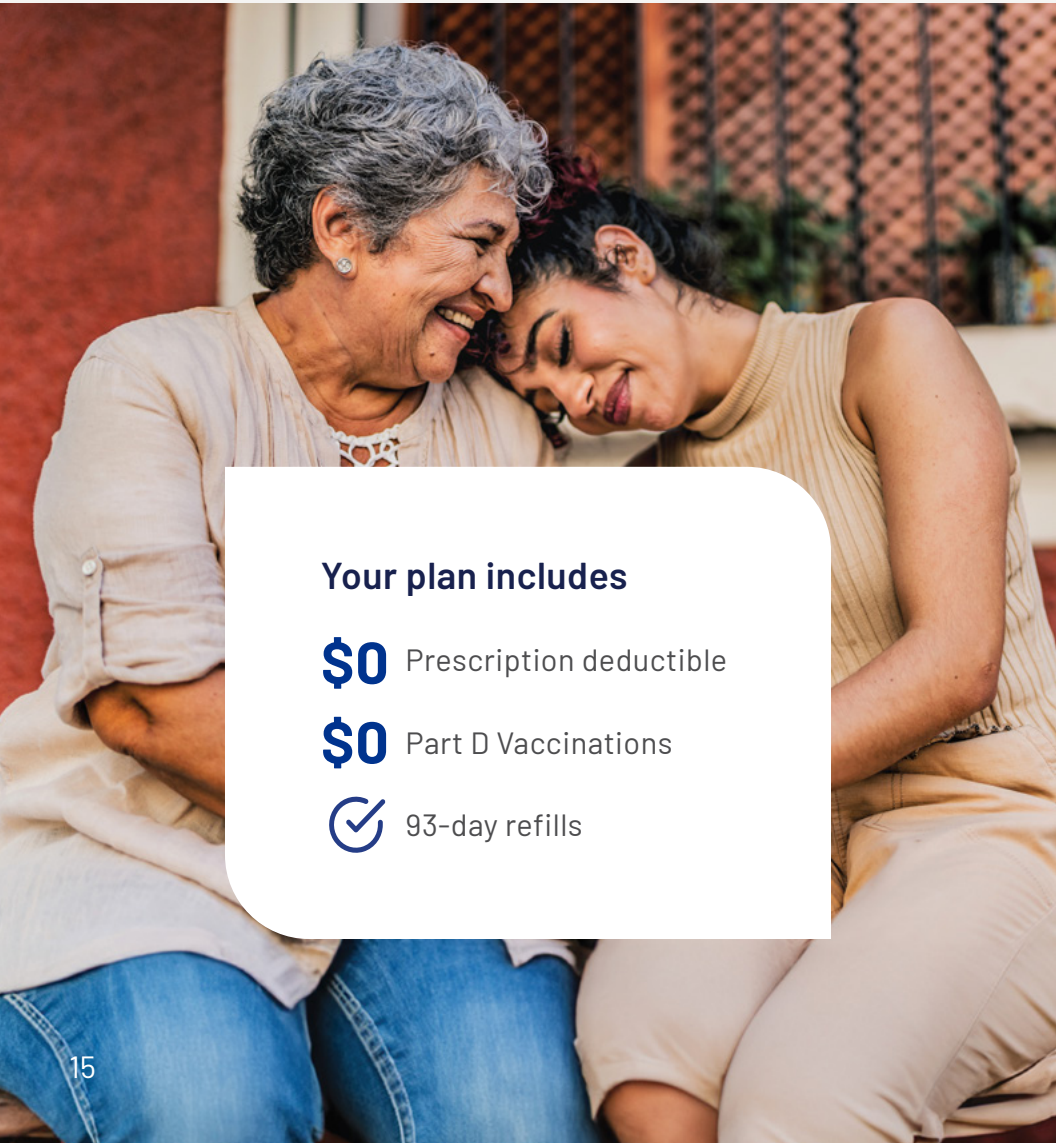


Find your in-network providers for all your care needs

- 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 Prescription deductible

\$0 Part D Vaccinations

 93-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

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 93-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

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

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.

More ways to save

Prescriptions

Get discounts on Rx

Rx Saving Solutions (RxSS) is a free service to help you find even more savings on prescriptions. When you set-up an account online, RxSS will already know what medications you need and how much you pay for them. They will then send you information on discounts and other ways to save.

Other services include:



Live pharmacy support to help you lower your prescription costs



Alerts when your prescriptions are ready and deals to help you save



Help switching to a lower-cost drug or setting up mail-order

To get started, visit MyRxSS.com/providencema or call **(800) 268-4476 (TTY: 800-877-8973)** Monday to Friday, 5 a.m. to 6 p.m. (PT)



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

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



Access to free fitness*

You 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

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



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.



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



Contact sheet



Providence Medicare Advantage Plans

Member hub

ProvidenceHealthPlan.com/hip

Customer service team

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

myProvidence / Help desk

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

Urgent care

TheProvidenceAdvantage.com/locations



Benefits

TruHearing

(855) 205-6201



Prescriptions

Costco Mail Order Pharmacy

Costco.com/home-delivery

(800) 607-6861

Postal Prescription Services

PPSRX.com

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

RxSS

MyRxSS.com/providencema

(800) 268-4476 or (TTY: 800-877-8973)



Wellness programs

Care management

ProvidenceHealthAssurance.com/CareManagement

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

Health coaching

TheProvidenceAdvantage.com/healthcoaching

OnePass

YourOnePass.com

(877) 504-6830



Perks and extras

LifeBalance

Providence.LifeBalanceProgram.com



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.