



2024  
Producer Toolkit

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Commercial groups sized 1-50

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









# 2024 Benefits Highlights

Welcome to healthcare that works the way the real world works. Care built around the needs of each unique individual. Access that's second-to-none. And all of it offered with an eye toward saving our employer groups and members money.



## Eliminate referral requirements on all plans

For Connect and Choice plans, referrals are no longer required from a PCP in order for a member to receive in-network Specialty care



## Finding more ways to drive Pharmacy cost savings through add-on programs

- **Smart RxAssist:** solution for high specialty drug costs, eliminating member co-pays and maximizing savings



## Introducing Delta Dental Plan of Oregon as our new dental partner solution

Providing access to the largest network of dentists nationwide, through Delta Dental PPO™ and Delta Dental Premier® networks.



## Increasing Behavioral health virtual solutions

Focused on broad access and additional specialty support

- **Talkspace:** telehealth provider of virtual psychotherapy for adults and teens 13+, available through text, voice, or video options
- **Equip:** virtual, eating disorder treatment for kids and young adults ages 6-24 – using Family Based Treatment (FBT)
- **Charlie Health:** Intensive Outpatient Program (IOP) delivered virtually and available 24/7, for teens and young adults ages 11-30

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## Choose from network options that best fit your groups' needs.

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### Explore a wide range of options

Choose from a variety of provider networks, each designed to pair well with different health plan options. Our variety of networks – from patient-centered medical homes to expansive and comprehensive national coverage – means we have the solution for your groups.

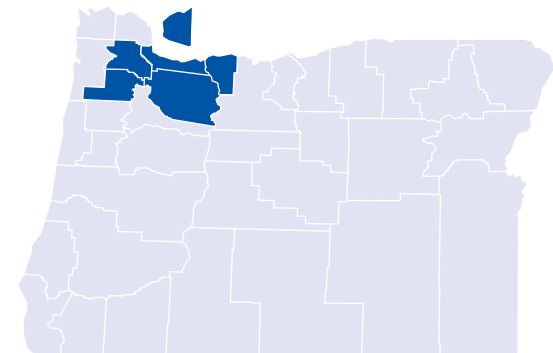


# These high-value networks put patients first

## Providence Connect network

Connect plans have each member's long-term health at its core. The Connect network is a group of over 2,000 physicians, including primary care and specialists, who come together regularly to review data, share best practices,

and create innovative care models. Connect plans help create better quality outcomes, improve clinical experiences, lower cost, and improve access by providers working together for the health of our members.



### Options galore

Connect includes Providence Medical Group and 14+ other high performing clinics around the Portland Metro area<sup>1</sup>.

## Connect is sold to businesses located in these counties

- Clackamas
- Hood River
- Multnomah
- Washington
- Yamhill (ZIP codes 97123 and 97132 only)

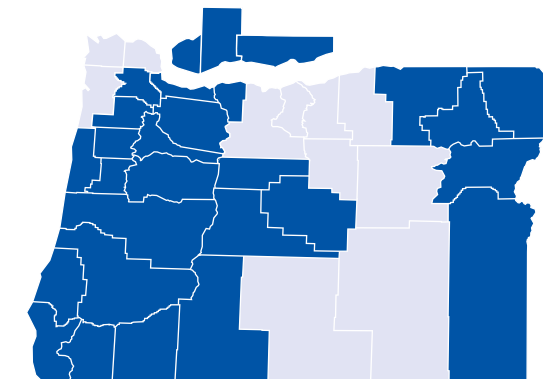
<sup>1</sup>Clinics include: The Portland Clinic, Metropolitan Pediatrics, Prism Health, Pediatric Associates, Northwest Primary Care, Sellwood Medical Clinic, Broadway Medical Clinic, Oregon Pediatrics, NW Internal Medicine, Internal Medicine of Oregon, Rose City Internal Medicine, Sunset Pediatrics, SW Family Physicians, South Tabor Family Physicians, The Children's Clinic, Pacific Medical Group, and Westside Pediatrics.

The Cigna PPO network applies to the following market segments: Fully-insured SG and LG (OR domiciled employers only) and self-funded ASO employers. It does not apply to WA domiciled fully-insured groups or individual plans at this time.

## Providence Choice network

With Choice plans, members get a network of more than 400 primary care clinics covering a wide reach of Oregon and Washington counties. An integrated network using the medical home model of primary and specialty care also includes access to the nationwide Cigna PPO network,\* and both our Providence delivery system providers as well as other local providers and hospitals.

Medical plans with the Choice network can include coverage for dependents, like family members who are attending college far away from home, or spouses who live in another city.



Choice members have nationwide access to the Cigna PPO Network.\*

## Choice is sold to businesses located in these counties

- Baker
- Benton
- Clackamas
- Clatsop
- Coos
- Crook
- Curry
- Deschutes
- Douglas
- Hood River
- Jackson
- Jefferson
- Josephine
- Klamath
- Lane
- Lincoln
- Linn
- Malheur
- Marion
- Multnomah
- Polk
- Umatilla
- Union
- Wallowa
- Washington
- Yamhill

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

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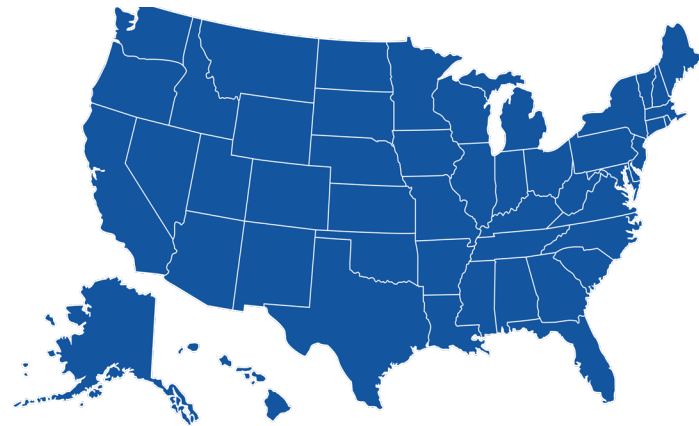


# Coast-to-coast coverage begins here

## Providence Signature network

For nationwide coverage, look no further than the Providence Signature network. It provides members with expansive in-network access to healthcare providers across the U.S.

A broad national network complements the Providence delivery system of 52 hospitals, more than 1,000 clinics and 25,000 physicians across seven western states.



## Quality, nationwide network access outside of Oregon

Through our agreement with Cigna Healthcare, groups will have peace of mind knowing its employees have access to nationwide coverage. The Cigna PPO Network\* is not just a travel network. With our integrated in-house care management, we support access to care, cost containment and positive health outcomes.

- Access to over 1 million providers across the country
- Includes primary and specialty care, clinics, hospitals, and labs

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The Cigna PPO network applies to the following market segments: Fully-insured SG and LG (OR domiciled employers only) and self-funded ASO employers. It does not apply to WA domiciled fully-insured groups or individual plans at this time.







# Pharmacy resources

A care center putting employers and members first, through enhanced support and cost savings solutions.

## Education and Assistance

- 24/7 Providence Health Plan pharmacist assistance (serving members and network providers).
- Formulary updates designed to promote safe, effective, and affordable drug therapy.
- Pharmacy safety and drug interaction education available as needed.

## Digital Resources

- Real-time benefit check helps prescribers find affordable alternatives and coverage information to ensure members get the most affordable and appropriate drug.
- Electronic prior authorization (ePA) accelerates approval timelines by enabling prescribers to submit and view approvals digitally.
- Primary Care Provider profile data adherence helps prescribers monitor patient medication adherence, leading to early issue identification and resolution.



## Mail order delivery – saves members time and money

- A 90-day supply of maintenance drugs are delivered direct to member's homes\*
- A 90-day supply through mail order may have a lower copay than at a retail pharmacy
- Prescriptions are sent to preferred pharmacies: Costco Mail Order or Postal Prescription Services\*\*
- 90-day prescriptions have also shown an increase in adherence for members

## NEW: Smart RxAssist

Taking the high cost out of specialty drugs, by maximizing manufacturer co-pay assistance.\*\*\*

- On average 50% of pharmaceutical spend is due to specialty drug costs. These rising costs can create a financial burden for members, leading to poor medication adherence and decreased disease control.
- Smart RxAssist program reduces employee co-pays to \$0.
- Program Navigators help support members by:
  - Automatically contacting eligible employees to talk about the program.
  - Sending letters and making follow-up calls to explain savings and value.
  - Assisting with ongoing questions and navigation support.



# \$3.2M

saved in less than a year on specialty drug costs, utilizing Smart RxAssist

\*Excludes specialty and compounded medications

\*\*Your network may require the use of just one of these mail order pharmacies for coverage

\*\*\*Non-HSA plans only





## Many plan options to support employee health.

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Our goal is to offer options to meet the various needs of employers. Employers may choose from plans with robust coverage and full access to a national network, high-value plans featuring a local network, or lower-premium high-deductible plans.

All plans are eligible for the Small Business Health Options Program (SHOP) tax credit. Employers with fewer than 25 full-time equivalent employees may qualify for a SHOP tax credit. Employers seeking more information should contact a tax professional or visit [Healthcare.gov](https://www.healthcare.gov) or call **1-800-706-7893 (TTY: 711)**.



# Robust coverage, national network plans

## Total Enhanced plans

Offering the most robust level of coverage, Total Enhanced plans offer best-in-class benefits with full access to the national Providence Signature network.

Plan version	Individual deductible	Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	Common	Common	Primary/Specialist			In/Out	T1	T2	T3	T4	T5
250 Platinum	\$250	\$3,500	\$5✓/\$10✓/\$25✓	10%/30%	\$250 then 10%✓	CIF✓	\$10✓	\$25✓	30%✓	50%*✓	50%✓
500 Platinum	\$500	\$3,500	\$5✓/\$10✓/\$25✓	10%/30%	\$250 then 10%✓	CIF✓	\$10✓	\$25✓	30%✓	50%*✓	50%✓
750 Platinum	\$750	\$3,500	\$5✓/\$10✓/\$25✓	10%/30%	\$250 then 10%✓	CIF✓	\$10✓	\$25✓	30%✓	50%*✓	50%✓
1000 Gold	\$1,000	\$7,500	\$5✓/\$20✓/\$40✓	30%/40%	\$250 then 30%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
1500 Gold	\$1,500	\$7,500	\$5✓/\$20✓/\$40✓	30%/40%	\$250 then 30%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
2500 Gold	\$2,500	\$7,500	\$5✓/\$20✓/\$40✓	20%/40%	\$250 then 20%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
3500 Gold	\$3,500	\$7,500	\$5✓/\$20✓/\$40✓	20%/40%	\$250 then 20%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
4500 Gold	\$4,500	\$7,500	\$5✓/\$20✓/\$40✓	20%/40%	\$250 then 20%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
5500 Gold	\$5,500	\$7,500	\$5✓/\$20✓/\$40✓	20%/40%	\$250 then 20%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓
7000 Gold	\$7,000	\$7,500	\$5✓/\$20✓/\$40✓	30%/40%	\$250 then 30%✓	CIF✓	\$10✓	\$40✓	30%✓	50%*✓	50%✓

\*50% up to \$200 ✓Deductible waived

- First three PCP and first three behavioral health visits have \$5 copay, deductible waived
- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year, deductible waived
- Deductible waived on emergency room visits
- In- and out-of-network common deductibles and out-of-pocket maximums
- Deductible waived on all six pharmacy tiers

**Full service vision benefits (exam, frames, and lenses) every 12 months.**

## Balance plans

With excellent benefits and a lower premium, this classic plan design is straightforward and flexible. Get full access to the national Providence Signature network.

Plan version	Individual deductible	Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	In/Out	In/Out	Primary/Specialist			In/Out	T1	T2	T3	T4	T5
750 Gold	\$750/\$1,500	\$8,200/\$16,400	\$5✓/\$30✓/\$50✓	20%/50%	\$250 then 20%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%
1500 Gold	\$1,500/\$3,000	\$8,200/\$16,400	\$5✓/\$30✓/\$50✓	20%/50%	\$250 then 20%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%
2500 Gold	\$2,500/\$5,000	\$8,200/\$16,400	\$5✓/\$25✓/\$45✓	20%/50%	\$250 then 20%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%
4000 Silver	\$4,000/\$8,000	\$9,300/\$18,600	\$5✓/\$40✓/\$65✓	40%/50%	\$250 then 40%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%
6000 Silver	\$6,000/\$12,000	\$9,300/\$18,600	\$5✓/\$40✓/\$60✓	35%/50%	\$250 then 35%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%
8000 Bronze	\$8,000/\$16,000	\$9,300/\$18,600	\$5✓/\$75✓/\$100✓	50%/50%	\$250 then 50%	CIF✓	\$35✓	50%	50%	50%*	50%

\*50% up to \$200 ✓Deductible waived

- First three PCP and first three behavioral health visits have \$5 copay, deductible waived
- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year, deductible waived
- Adult vision exam and hardware benefit
- Deductible waived on select benefits, including primary care and specialist office visits, urgent care and in-network physical therapy

**Cost-saving features tailored to your employees' needs.**

# High-value plans that use a patient-centered model of care

## Connect plans

Connect plans achieve substantial premium savings by combining a patient-centered medical home model of care with our Portland metro area Connect network.

Plan version	Individual deductible		Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	In/Out	In/Out					Primary T1/ Primary T2/ Specialist	In/Out	T1	T2	T3	T4
<b>750 Gold</b>	\$750/ \$1,500	\$8,200/ \$16,400	\$5✓/\$30✓ /\$50✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%	
<b>1500 Gold</b>	\$1,500/ \$3,000	\$8,200/ \$16,400	\$5✓/\$30✓ /\$50✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%	
<b>2500 Gold</b>	\$2,500/ \$5,000	\$7,700/ \$15,400	\$5✓/\$20✓ /\$40✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$45✓	50%✓	50%*	50%	
<b>4000 Silver</b>	\$4,000/ \$8,000	\$9,250/ \$18,500	\$5✓/\$45✓ /\$65✓	40%/50%	\$250 then 40%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>6000 Silver</b>	\$6,000/ \$12,000	\$9,250/ \$18,500	\$5✓/\$40✓ /\$60✓	35%/50%	\$250 then 35%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>6900 Silver</b>	\$6,900/ \$13,800	\$9,250/ \$18,500	\$5✓/\$40✓ /\$60✓	35%/50%	\$250 then 35%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>9450 Bronze</b>	\$9,450/ \$18,900	\$9,450/ \$18,900	\$5✓/\$75✓/ \$100✓	CIF/CIF	CIF	CIF✓	\$35✓	CIF	CIF	CIF	CIF	

\*50% up to \$200 ✓Deductible waived

- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year, deductible waived
- PCP and mental health provider telehealth visits have a \$10 copay
- Adult vision exam and hardware benefit
- First three PCP and first three behavioral health visits have \$5 copay, deductible waived

**Affordable member-selected medical home model of care.**

## Choice plans

Choice plans utilize a patient-centered medical home model of care to keep your employees healthy. The Choice network includes more than 400 primary care clinics.

Plan version	Individual deductible		Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	In/Out	In/Out					Primary T1/ Primary T2/ Specialist	In/Out	T1	T2	T3	T4
<b>750 Gold</b>	\$750/ \$1,500	\$8,200/ \$16,400	\$5✓/\$30✓ /\$50✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%	
<b>1500 Gold</b>	\$1,500/ \$3,000	\$8,200/ \$16,400	\$5✓/\$30✓ /\$50✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$50✓	50%✓	50%*	50%	
<b>2500 Gold</b>	\$2,500/ \$5,000	\$7,700/ \$15,400	\$5✓/\$20✓ /\$40✓	25%/50%	\$250 then 25%	CIF✓	\$15✓	\$45✓	50%✓	50%*	50%	
<b>4000 Silver</b>	\$4,000/ \$8,000	\$9,250/ \$18,500	\$5✓/\$45✓ /\$65✓	40%/50%	\$250 then 40%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>6000 Silver</b>	\$6,000/ \$12,000	\$9,250/ \$18,500	\$5✓/\$40✓ /\$60✓	35%/50%	\$250 then 35%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>6900 Silver</b>	\$6,900/ \$13,800	\$9,250/ \$18,500	\$5✓/\$40✓/ \$60✓	35%/50%	\$250 then 35%	CIF✓	\$20✓	\$65✓	50%✓	50%*	50%	
<b>9450 Bronze</b>	\$9,450/ \$18,900	\$9,450/ \$18,900	\$5✓/\$75✓/ \$100✓	CIF/CIF	CIF	CIF✓	\$35✓	CIF	CIF	CIF	CIF	

\*50% up to \$200 ✓Deductible waived

- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year, deductible waived
- PCP and mental health provider telehealth visits have a \$10 copay
- Adult vision exam and hardware benefit
- First three PCP and first three behavioral health visits have \$5 copay, deductible waived

**Medical home model provides patient-focused quality care that's affordable.**



# More cost-saving plans

## HSA Qualified plans

These lower-premium, high-deductible plans offer affordable coverage and the flexibility to choose any provider in the national Providence Signature network.

Plan version	Individual deductible		Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	In/Out	In/Out					Primary/Specialist	In/Out	T1	T2	T3	T4
<b>1600 Gold</b>	\$1,600/ \$3,200	\$6,000/ \$12,000		20%/20%	20%/50%	20%	CIF	20%	20%	20%	50%*	50%
<b>2500 Silver</b>	\$2,500/ \$5,000	\$7,000/ \$14,000		35%/35%	35%/50%	35%	CIF	30%	30%	30%	50%*	50%
<b>3500 Silver Embedded</b>	\$3,500/ \$7,000	\$7,000/ \$14,000		30%/30%	30%/50%	30%	CIF	30%	30%	30%	50%*	50%
<b>5500 Bronze Embedded</b>	\$5,500/ \$11,000	\$7,450/ \$14,900		40%/40%	40%/50%	40%	CIF	50%	50%	50%	50%*	50%
<b>6000 Bronze Embedded</b>	\$6,000/ \$12,000	\$7,450/ \$14,900		50%/50%	50%/50%	50%	CIF	50%	50%	50%	50%*	50%
<b>7100 Bronze Embedded</b>	\$7,100/ \$14,200	\$7,100/ \$14,200		CIF/CIF	CIF/CIF	CIF	CIF	CIF	CIF	CIF	CIF	CIF

\*50% up to \$200

- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year
- Adult vision exam and hardware benefit
- Embedded HSA deductible for 3500 Silver and all Bronze plans
- A formulary that includes ACA preventive and safe harbor medications that are exempt from the deductible
- In-network preventive care services covered in full; deductible waived

**Free health savings account through HealthEquity available for all eligible HSA Qualified plan members. HSA accounts are offered at no cost for employers.**

## Standard plans

These plans take advantage of the national Providence Signature network.

Plan version	Individual deductible		Individual Out-of-pocket max.	In-network copay	Coinsurance	ER	Rx tiers					
	In/Out	In/Out					Primary/Specialist	In/Out	T1	T2	T3	T4
<b>Gold</b>	\$1,800/ \$3,600	\$7,550/ \$15,100		\$5✓/\$20✓/ \$40✓	20%/50%	20%	\$10✓	\$10✓	\$30✓	50%✓	50%*✓	50%*✓
<b>Silver</b>	\$5,500/ \$11,000	\$9,450/ \$18,900		\$5✓/\$40✓/ \$80✓	30%/50%	30%	\$15✓	\$15✓	\$60✓	50%✓	50%✓	50%✓
<b>Bronze</b>	\$9,450/ \$18,900	\$9,450/ \$18,900		\$5✓/\$50✓/ \$150✓	CIF/CIF	CIF	\$25✓	\$25✓	CIF	CIF	CIF	CIF

\*50% up to \$500 ✓Deductible waived

- Coverage for 20 chiropractic manipulation and 12 acupuncture visits per year, deductible waived
- Separate deductibles and out-of-pocket maximums, in and out of the network
- First three combined PCP and behavioral health visits have \$5 copay, deductible waived
- Adult vision exam and hardware benefit
- Copays starting as low as \$20 and deductibles as low as \$1,800

**Defined by the state of Oregon. Available from Providence.**



# Optional dental plans

Available when paired with a medical plan\*, employers may choose from a range of dental plan options that provide comprehensive benefits to help promote overall good health. Members have access to more than 2,300 participating dentists in Oregon and more than 152,000 dental providers nationwide through Delta Dental PPO™ and Delta Dental Premier® networks.

Plan	Network	Annual Max.	Deductible	INN Cost Share	ONN Cost Share	EE	ES	EC	EF
Essential Value Access	PPO	\$1,000	\$50	20%✓/50%/75%		\$34.58	\$68.55	\$79.33	\$116.82
Essential Access Dental	PPO	\$1,000	\$50	0%✓/20%/50%	10%✓/30%/50%	\$40.89	\$81.81	\$93.94	\$138.65
Advantage Access 1500	PPO	\$1,500	\$25	0%✓/20%/50%	10%✓/30%/50%	\$48.55	\$97.73	\$112.31	\$166.03
Advantage Access 2000	PPO	\$2,000	\$25	0%✓/20%/50%	10%✓/30%/50%	\$52.56	\$106.06	\$121.93	\$180.39
Essential Premier	Premier	\$1,000	\$50	0%✓/20%/50%		\$47.35	\$95.24	\$109.43	\$161.76
Advantage Premier 1500	Premier	\$1,500	\$25	0%✓/20%/50%		\$56.07	\$113.39	\$130.37	\$192.99
Advantage Premier 2000	Premier	\$2,000	\$25	0%✓/20%/50%		\$61.43	\$124.53	\$143.22	\$212.16

- Seven dental plans to choose from
- No waiting periods
- Embedded pediatric coverage in all non-Standard plans
- Robust coverage in- and out-of-network

\*Medical and dental enrollment must match

✓ Deductible waived

Balance billing may apply for out-of-network services.

Maximum Plan Allowance (MPA): The maximum amount the Plan will reimburse providers. The MPA is based on a PPO fee schedule or a contracted rate. Members who go to an Out-of-Network dental provider who has contracted rates with our dental network provider will not be balanced billed for charges above the MPA. For services provided by an Out-of-Network dental provider who does not have contracted rates with our dental network provider, the Plan will reimburse the provider at the MPA, and any amount above the MPA is the member's responsibility.

When a service is provided by an In-Network provider, Usual, Customary and Reasonable (UCR) means charges based on a fee Providence Health Plan has negotiated with In-Network providers for that service. UCR charges will never be less than our negotiated fees.

## KEY

EE: Employee

ES: Employee and Spouse

EC: Employee and Child(ren)

EF: Employee and Family

# Multiple plan offerings

Employers can give employees a choice by offering two or three health plans with the defined contribution option.

## Advantages for the employer include:

- Wider choice of benefits
- Greater control over coverage to best meet their needs
- Maximizing dollars by choosing lower-priced options

## The plans you choose must meet a few guidelines:

- Groups with 1-4 enrolled subscribers can offer up to two plans
- Groups with five or more enrolled subscribers can offer up to three plans
- Employer contribution must be at least 50 percent of the employee-only rate for the lowest-cost plan

## Here's an example:

ABC Company has defined a benefit-eligible employee as someone who works 40-plus hours per week. This group has nine employees, six of whom are eligible for benefits, so the group may choose up to three plans.

### Plans chosen:

- Plan A = \$560 monthly premium
- Plan B = \$330 monthly premium
- Plan C = \$220 monthly premium

### Employer contribution:

This amount is up to the employer, but it must be a minimum of \$110 (50 percent of the lowest premium) in this example.





# Producer Portal

## Provides you secure convenience to essential information.

The Producer Portal Landing Page is the primary point of entry for all of our group producers. The portal allows access to essential information in a secure and user-friendly dashboard that houses a full book business. This gives the ability to freely navigate between sites, manage re-rate requests, and renewal processes. It also links out to all available tools and services via single-sign-on (SSO).

To access the portal, sign in by visiting

[ProvidenceHealthPlan.com/Producers](https://ProvidenceHealthPlan.com/Producers)

## Easing your way with quotes and enrollment.

Wired Quote and Wired Enroll supports your need for fast online quotes and enrolling solutions for small groups. Provided at no charge, drag and drop census entry and easier renewals allow you to save time, reduce errors, increase efficiency, and lower costs.

Learn more at

[ProvidenceHealthPlan.com/Producers/Get-A-Quote](https://ProvidenceHealthPlan.com/Producers/Get-A-Quote)

# Employer Portal

## Easing employer's way.

Employers have access to a fully equipped secure portal designed to help manage the group's health benefits program. After initial group enrollment, the employer may use the online tool to:

- Manage new enrollments
- Access additional enrollment tool features
- Manage open enrollment changes
- Review and pay your bill

First-time users can get started at

[Employer.Providence.org/Group](https://Employer.Providence.org/Group)

A downloadable how-to-guide offering step-by-step navigation is available at:

[ProvidenceHealthPlan.com/Employers/Employer-Portal](https://ProvidenceHealthPlan.com/Employers/Employer-Portal)







## **Easier access, more choice: matching each person to the right services and care.**

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Giving members more options for the kinds of care they need, delivered in ways that suit them best.





# Behavioral Health Suite of Services

Giving members more choice in how they want and need to access services and care.

## 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

**91%**

attended a scheduled session (65% for average IOPs)

Behavioral Health isn't a one-size-fits-all solution. 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:

<b>Resources for Improved Well-Being</b>	<b>Resources to Relax &amp; Recharge</b> <ul style="list-style-type: none"> <li>Savings on massage therapy, yoga, meditation, and more</li> </ul>	<ul style="list-style-type: none"> <li><b>LifeBalance:</b> <a href="https://www.providencehealthplan.com/Member-Perks/LifeBalance">ProvidenceHealthPlan.com/Member-Perks/LifeBalance</a></li> </ul>
<b>Self-Management and Mindfulness Tools</b>	<b>Stress Management Health Coaching</b> <ul style="list-style-type: none"> <li>Login to your member portal at <a href="https://myprovidence.org">myProvidence.org</a></li> <li>One-on-one health coaching sessions</li> <li>Personalized goal setting with manageable steps</li> <li>A program designed to empower members to achieve their health goals</li> </ul>	<b>Learn to Live</b> <ul style="list-style-type: none"> <li><a href="https://www.providencehealthplan.com/Member-Perks/LifeBalance">LearnToLive.com/Welcome/ProvidenceHealthPlan</a></li> <li>Self-directed virtual therapy to manage mental well-being</li> <li>One-on-one coaching, mindfulness exercises, and live and on-demand webinars</li> <li>Available at any time within the app</li> </ul>
<b>Telehealth/Virtual</b>	<b>Behavioral Health Concierge</b> <ul style="list-style-type: none"> <li><a href="https://www.providence.org/BHC">Providence.org/BHC</a></li> <li>Quick access to direct care with Providence providers</li> <li>Extended hours 7 a.m. - 8 p.m., seven days week</li> <li>Help with life stressors, mental health, and substance use disorder issues</li> </ul> <b>Equip:</b> <ul style="list-style-type: none"> <li>Virtual, eating disorder treatment</li> <li>Kids and young adults ages 6-24</li> <li>Family-Based Treatment (FBT) matched with a multi-disciplinary team</li> </ul>	<b>Talkspace</b> <ul style="list-style-type: none"> <li><a href="https://www.talkspace.com/ProvidenceHealthPlan">Talkspace.com/ProvidenceHealthPlan</a></li> <li>Telehealth provider of virtual psychotherapy for teens (13+) and adults</li> <li>Be matched to a provider within 48 hours</li> <li>Connect through text, call, or live video</li> <li>Access to therapy, psychiatry,* or both</li> </ul> <b>Charlie Health</b> <ul style="list-style-type: none"> <li>Virtual Intensive Outpatient Program (vIOP)</li> <li>Teens and young adults ages 11-30</li> <li>Personalized treatment plans, including group and family / individual therapy</li> </ul>
<b>Broad Clinical Support</b>	<b>Behavioral Health Network</b> <ul style="list-style-type: none"> <li>Local and nationwide access</li> <li>In-person and virtual services</li> <li>Age specific care (kids, teens, adults)</li> <li>Access to specialty behavioral health network</li> </ul>	<b>Provider Directory</b> <ul style="list-style-type: none"> <li><a href="https://www.providencehealthplan.com/FindAProvider">ProvidenceHealthPlan.com/FindAProvider</a></li> <li>Go to the Provider Directory and search using your Member ID</li> <li>Select "Find a care provider"</li> <li>Select "Mental Health/Substance Use Disorder"</li> </ul>
<b>Crisis Care</b>	<b>24/7 Crisis Line (HUB)</b> <ul style="list-style-type: none"> <li>Immediate access 24/7</li> <li>Team trained in crisis triage care</li> <li>Real time referrals</li> <li>Call customer service at <a href="tel:503-574-7500">503-574-7500</a> or <a href="tel:1-800-878-4445">1-800-878-4445</a> and they will help connect you directly to our clinical department</li> </ul>	<b>Urgent Care</b> <ul style="list-style-type: none"> <li>In-patient and residential care</li> <li>Partial hospital care</li> </ul>







# Care Management

## The right care at the right time.

Providence Health Plan's Care Management team includes a suite of Case Management, Disease Management, Behavioral Health, and other services including identification, stratification, assessment, care plan coordination, and intervention related to members' health care needs.

### Members connected to their care managers benefit from:

- Better outcomes
- Lower costs
- Increased clinical connection
- Improved member experience

## Over 240

Languages available for interpretive services

## Over 300

Community resources that Care Management can direct members to based on needs identified and health goals

### Care Management in action



## 97.9%

member satisfaction with high-touch advocacy solutions



## 8.14%

improvement in A1C stabilization for members engaged in Health Equity efforts

## Services Available:



### Case Management

- High Acuity: Transplants, Cancer
- Trans-Health
- High-Risk Maternity
- Rare Diseases
- Pain Management
- Complex Case Management
- Chronic Kidney Disease/End Stage Renal Disease



### Disease Management

- Heart Failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease
- Diabetes
- Asthma



### Behavioral Health

- Behavioral Health Navigation
- Eating Disorders
- Serious & Persistent Mental Illness
- Substance Use Disorders
- Self-harm
- ABA Therapy
- Emergency Department & In-patient Follow-up



### Other Care Management Services

- Care Coordination
- Care Transitions/Post Hospital Follow-up
- High ED Utilization
- High Expense
- Transition of Care
- Bariatric/Weight Management Treatment Navigation

For more information, visit

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



# In-person and virtual care

With several options to choose from, members can get the right care, at the right time, at the right place.



## Primary care

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



## ExpressCare clinics

Same-day in-person appointments or walk-ins (where available). Useful for treating common conditions like a cold, sore throat, or allergies.



## Urgent care

Urgent care is where members turn when they can't wait for a primary care appointment, to treat minor injuries like cuts, burns and pains.



## Emergency care

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



## Telehealth (phone or video appointment)\*

Members schedule a phone appointment to talk with a Primary Care Provider or specialist from anywhere using a video conferencing platform, such as Zoom.



## ExpressCare Virtual

Connect to on-demand virtual care in minutes and from anywhere using a smart device or computer to treat conditions like common colds, fever, heartburn, sore throat, pink eye, UTIs, allergies, dry skin and more.



## 24/7 nurse advice line (ProvRN)

Members can speak with a registered nurse anytime, any day, when they have a health concern and are looking for the best course of action.

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



## myProvidence Member Portal

Provides members with secure digital access to manage and use benefits.

- Find in-network providers
- Print and order a replacement ID card
- Estimate costs for medical, pharmacy, and dental
- View claims and explanations of benefits
- View progress towards deductibles and out-of-pocket maximums
- Take a personal health assessment
- Communicate with Customer Service via secure email and chat
- Access exclusive member discounts on fitness memberships, travel, and more

Members sign up at  
[myProvidence.com](https://myProvidence.com)





# Member Perks

**Additional benefits and programs available to cover every aspect of 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 home grocery delivery services. Start your journey for less than \$1 a day.



## ID Protection

Assist America protects from the theft of personal data and helps restore its integrity if it is used fraudulently. Store important information in a safe location, and if it's lost or stolen, take advantage of a fast and simple resolution process.



## LifeBalance

LifeBalance gives members and their family discounts on the things they love to do, like going to the movies or taking a vacation. They'll find ways to stay active, reduce stress and save money on thousands of recreational, cultural, well-being and travel-related purchases.



## Personal Health Coach

For members thinking about a healthier lifestyle. Our Providence health coaches are here to support their journey to a healthier, happier life.



## Travel Assistance®

We've partnered with Assist America Travel Assistance® to provide logistical support for emergency medical needs when away from home. Get help with prompt admission to a qualified hospital or replacing prescriptions that have been left behind, and much more.

For more information, visit

[ProvidenceHealthPlan.com/Member-Perks](https://ProvidenceHealthPlan.com/Member-Perks)





# Health For All

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When employees are healthy, they're inspired to do great things for their companies, their communities and the world at large. Healthcare is a human right – everyone has a right to quality health care. We're dedicated to the health and care of every member of the community because everyone's well-being matters.

## Ready to get started?

One of our sales associates will be glad to help.

**1-877-245-4077**

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