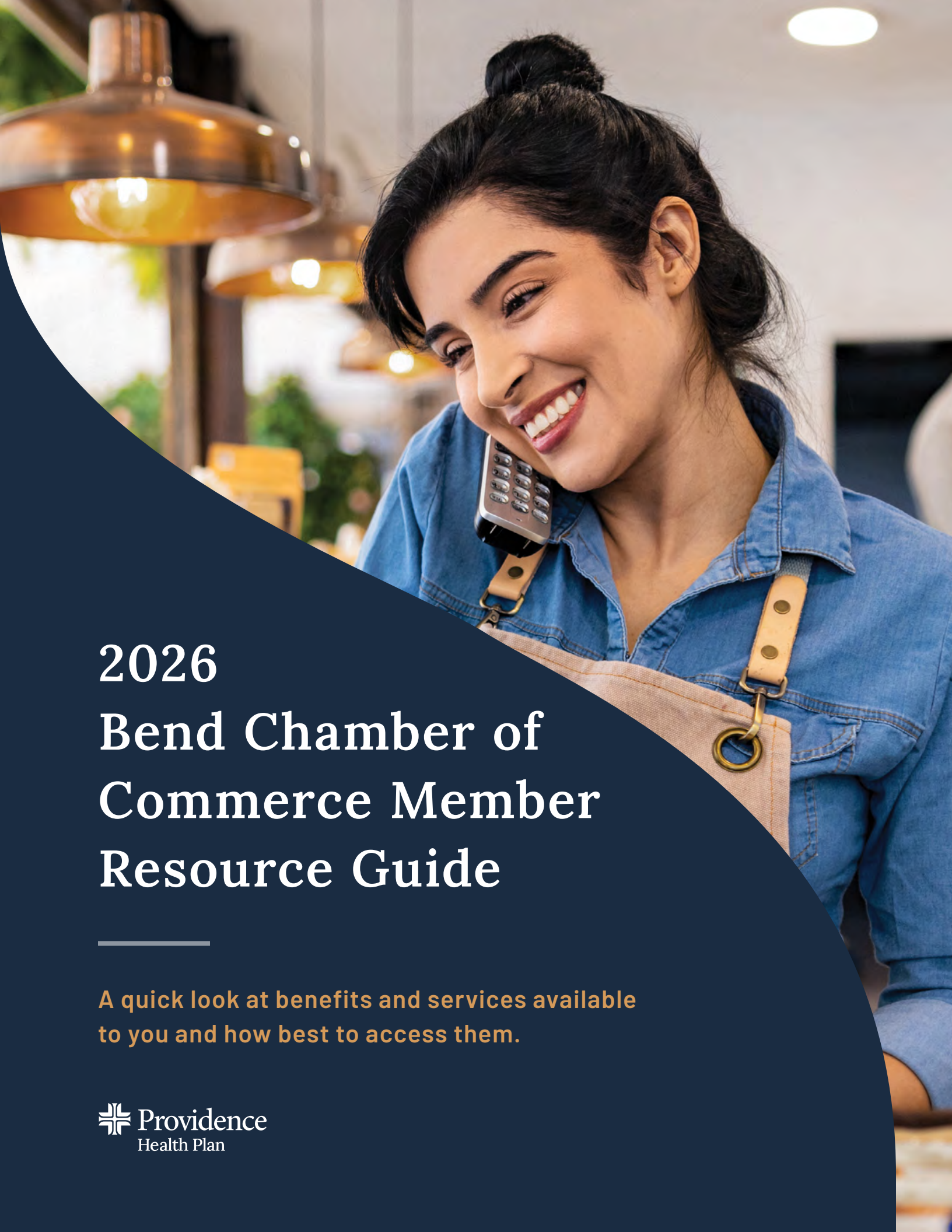

2026 Bend Chamber of Commerce Member Resource Guide

A quick look at benefits and services available to you and how best to access them.

Providence Health Plan

Providence
Health Plan

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myProvidence

Secure member portal

As a Providence Health Plan member, you have on-demand access to your personalized health plan information anytime, anywhere. Explore helpful tools and resources specific to your plan coverage. Access your member materials, provider and pharmacy directory, plan formulary, treatment cost calculator, and more. Visit **myProvidence.com** to log in or get started.

Register your account

Go to **myProvidence.com** and click "Create an account," then enter the following information:

- Group and member ID number
- Date of birth
- ZIP code
- Email address

Please review and accept the user agreement before submitting your information. Once you receive an email with an activation link, click on it to activate your account and log in to myProvidence.

Helpful tips for registration

- Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) can be found on your member ID card
  (Example: 12345678900 or 12345678901)
- Make sure your ZIP code matches the one on file with Providence Health Plan
- Use a personal email address for your account
- If you don't receive an activation link, please check your junk folder
- **NOTE:** Dependents must use their own personal email address when registering their account

> For help with registration or login, call the myProvidence Help Desk at **877-569-7768**, Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).

Member Portal Features

My Health Plan

Benefits Documents

View your member materials to learn about:

- How to use your plan coverage
- Covered services and costs
- Plan benefits, and more

Claims & Explanation of Benefits (EOB)

Reference claims and understand how services were billed.
Your EOB includes:

- Services provided
- Provider's billed amount
- Amount covered by insurance
- Member responsibility
- Reasons for denial (if any)

Pharmacy Information

Go to "Drug Lists" to see a list of FDA-approved drugs covered by your plan. The list includes:

- Brand-name, generic, and specialty medications
- Medications that require approval, that are part of a step therapy program, or have refill limits

Benefit Usage

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

- Insurance begins to pay a portion of your healthcare costs (deductible)
- Insurance typically covers most of your covered healthcare costs (out-of-pocket maximum)

My Providers

My Providers

Find in-network providers, pharmacies, and facilities, or select the Primary Care Provider of your choice. The directory includes:

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

Care Options

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

My Health

Member Perks

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

My Tools

Estimate Costs

Estimate medical, pharmacy, and dental treatment costs. You're able to:

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

ID Card Management

View your member ID card for plan details such as:

- Member and Group ID
- Covered plan network
- Care resources
- Claims submission information

Find a Provider

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

Pharmacy Resources

Our preferred retail pharmacy network allows you to save time and money when getting prescription drugs.

Prescription drugs covered under your plan

The plan formulary is a list of FDA-approved medications, including brand-name and generic options, as well as medications that require approval, follow a step therapy program, or have refill limits. Visit **ProvidenceHealthPlan.com/Bend-Chamber/Pharmacy-Resources** to view your plan formulary.

A specialty team for specialty pharmacies

Specialty drugs require special care, like refrigeration and handling instructions. Your specialty care team will provide extra support. This includes information, locating a pharmacy, and how to get financial assistance (when available).

Preferred retail pharmacy cost savings

In most cases, if you choose 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 nationwide. Visit **ProvidenceHealthPlan.com/FindAProvider** to find a pharmacy near you.

Medications delivered right to your door

Mail-order prescriptions allow you to order medications and have them delivered to your home,[1] saving trips to the pharmacy. Receive free shipping on 30-, up to 90-day medication.

Two programs available to maximize cost savings[2]

	Rx Savings Solutions	HelpScript™
Cost savings	• Reduces out-of-pocket expenses for medications • Free service to eligible members	• May reduce the copay to $0 on select specialty medications • No cost to participating members
Personalization	• Personalized to your health plan coverage and medications	
Convenience	• Notifies members of potential savings opportunities • Consultants work with your doctor to get approval for any changes, so you don't have to do anything	• Eligible members are enrolled automatically
Support	• Certified pharmacy technicians and pharmacists help navigate complexities while ensuring optimal savings	• Patient navigators to assist in accessing specialty medications

To learn more, visit **ProvidenceHealthPlan.com/Bend-Chamber/Pharmacy-Resources**

[1] Excludes specialty and compounded medications.
[2] Eligibility and participation criteria apply. Rx Savings Solutions and HelpScript™ programs are not available to all members. To determine program eligibility, call Pharmacy Customer Service at **503-574-7400** or **877-216-3644 (TTY: 711)**.

A guide to choosing the right care

	ProvRN	ExpressCare Virtual*	ExpressCare Clinics*	Primary Care Provider	Urgent Care	Emergency Care
	Speak with a Registered Nurse who can help answer questions and direct you to the right care.	Connect with a provider from anywhere-via tablet, smartphone, or computer.	Try an ExpressCare Clinic for quick, convenient care when your regular provider isn't available.	Your Primary Care Provider knows your medical history, so start with them for in-office care or specialist referrals.	If your condition isn't life-threatening but you can't wait for an appointment, visit Urgent Care. It's typically faster and cheaper than the ER.	If you need care immediately for something life-threatening, call 911 or go to your nearest ER.
	Least Urgent					*Most Urgent*
Cost	$0	$0	$0	$	$$	$$$$
	• General questions • Health concerns	• Prescriptions • Non-urgent needs (cold, rash, pink eye, etc.)	• Prescriptions • Colds • Stomach aches • Basic tests (not x-rays, MRIs, etc.)	• Colds • Screenings • Chronic conditions • UTIs • Sprains • Heart trouble	• Minor injuries • Cuts • Burns • Sprains • Imaging and X-rays	Conditions that require immediate care like: • Head trauma • Constant bleeding • Suspected heart attack
	• Call 800-700-0481 or 503-574-6520 • Available 24/7	• Visit Virtual.Providence.org • Available daily, 8 a.m. - 8 p.m. (Pacific Time)	• Visit Providence ExpressCare.org • Available 7 days a week	• Call your provider • Available by appointment	• Find your nearest Urgent Care at ProvidenceHealthPlan.com/FindAProvider • Hours vary by location	• Go to your nearest hospital • Available 24/7

For more information, visit
ProvidenceHealthPlan.com/Care-Options

*ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible; then services are covered in full.

Urgent Care clinics are often confused with **Immediate Care** clinics, but they are actually quite different. Immediate care is solely for non-emergency issues whereas Urgent Care is equipped to handle serious conditions that aren't severe emergencies.

911 If you think your life or well-being is in serious danger, **call 911 immediately.**

Care Management

Our experts help you every step of the way.

Providence Health Plan Care Management helps you better understand your health so you can take an active role in improving it. Whether you need help understanding a new diagnosis or assistance navigating health care services in your area, we've got you covered.

Get personalized support with health conditions including, but not limited to:

- Asthma
- Chronic obstructive pulmonary disease
- Heart failure
- Cancer
- Coronary artery disease
- Diabetes
- Pregnancy, post-partum, and fertility health
- Complex health issues requiring hospitalization, rehabilitation, or extensive outpatient therapies
- Parkinson's disease, multiple sclerosis, hemophilia, kidney disease, and more
- Support to caregivers of children who need help managing a chronic condition or illness
- Mental health and Substance use

Highly skilled care teams for complex and chronic conditions

Care managers provide:

- Ongoing one-on-one support
- Assistance finding health care services in your area
- Personalized health education about your medical concerns, including new innovations, medication therapy, and symptom management
- Coordination between your providers and care team
- An individualized plan to help you reach your health goals
- Advice on general health and lifestyle choices, including nutrition and exercise
- Help with prior authorizations, caregiver support, dental care, behavioral health, and much more

> **Participation is voluntary.**
> **Members may decline or opt out at any time by contacting the care manager.**

Expert support for things like:

High-risk maternity and fertility

High-risk maternity and fertility health services use tools and guidelines in alignment with industry standards. These expert care managers focus on important health and social factors to better the health results for mom and baby.

Disordered eating

Experienced care managers partner with providers and care teams to create treatment plans through a single point of contact to simplify access and management of care, thereby enhancing outcomes and providing continuous care for eating disorders.

TransHealth

Designated Care Managers collaborate with community partners, providers, and care teams, advocate for transgender individuals' well-being, and facilitate personalized and accessible health care across medical, surgical, and behavioral services.

Behavioral Health Hub

A one-stop shop where members are connected with a behavioral health navigator who is trained in all levels of care. From identifying the type of support needed to helping find providers and setting up appointments, one call gets members the support they need from beginning to end.

Get started

Call: **503-574-7247** or **800-662-1121 (TTY: 711),**
Monday - Friday, 8 a.m. to 5 p.m. (Pacific Time)
Email: **CareManagement@Providence.org**
Online: **ProvidenceHealthPlan.com/CareManagement**

Behavioral Health Suite of Services

Offering members more ways to access care.

At Providence Health Plan, we understand that behavioral health isn't a one-size-fits-all solution. Every person is unique. That's why we offer a variety of services that can help members feel supported and achieve positive outcomes.

Here's a quick look at our suite of offerings:

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

Charlie Health

60%

depression symptom reduction

Equip

81%

of patients are seeing improvement in eating disorder symptoms

Resources for Improved Well-Being | **Telehealth/Virtual** | **Broad Clinical Network** | **Care Management & Crisis Support**

Low Symptom Severity — *High Symptom Severity*

LifeBalance

Savings on massage therapy, yoga, meditation, and more.

ProvidenceHealthPlan.com/LifeBalance

Behavioral Health Concierge

Virtual appointments with licensed behavioral health clinicians within 7 days. *Available to eligible members in OR, WA, CA, ID, MT, and TX.*

Trusana.com/PHP

Talkspace

Virtual psychotherapy for ages 13+ provides access to therapy and psychiatry* through text, call, or video, with help available within 48 hours.

Talkspace.com/ProvidenceHealthPlan

Equip

Virtual eating disorder treatment using Family-Based Treatment (FBT), matched with a multi-disciplinary team, for ages 6+.

Equip.health

charlie health

Virtual Intensive Outpatient Program (vIOP) for ages 11-30 offers group, family, and individual therapy sessions.

CharlieHealth.com

*Psychiatrists have the ability to prescribe medication.

Behavioral Health Network

Local and nationwide in-person and virtual services for all ages, along with access to a specialized behavioral health network.

Provider Directory

ProvidenceHealthPlan.com/FindAProvider

- Go to the Provider Directory and search using your Member ID number
- Select "Find a care provider"
- Select "Mental Health/Substance Use Disorder"

Behavioral Health Hub

Navigators help find care at every stage, including support from a crisis-trained team with real-time referrals.

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

Emergency & Urgent Care Services

- In-patient and residential care
- Partial hospital care

For more information, visit **ProvidenceHealthPlan.com/BehavioralHealth**

Alternative Care

Holistic care to support your overall well-being.

Providence Health Plan offers coverage for alternative care therapies that can help alleviate pain to achieve physical and mental well-being.

Chiropractic care

Chiropractic care promotes health through improving your quality of life and alleviating pain. Chiropractors use clinical expertise and the best available evidence to diagnose and treat conditions that affect your body's movement without medication or surgery. Some of the most common reasons for getting chiropractic care are:

- Back pain
- Neck pain
- Headaches
- Allergy relief
- Numbness, tingling, or weakness

Acupuncture

Acupuncture therapy involves a licensed professional inserting small needles to stimulate specific parts of the body and its neural network. Studies show acupuncture may help manage the following conditions with little risk of side effects:

- Arthritis
- Low back pain
- Neck pain
- Migraines
- Anxiety, depression, or insomnia

Your plan may include other types of coverage. Please log in to myProvidence to view the full details of your plan benefit summary.

Visit **ProvidenceHealthPlan.com/FindAProvider** to find an in-network provider.

Member Perks

Explore additional benefits and programs available to cover every aspect of your 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.

Travel Assistance®

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

LifeBalance

LifeBalance offers 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 on thousands of recreational, cultural, well-being, and travel related purchases.

ID Protection

Assist America protects you from the theft of your 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.

To access these services and for more information, visit **ProvidenceHealthPlan.com/Bend-Chamber**

Providence Health Plan

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.

Have questions?

We're here to help.

Customer Service is available 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.

Give us a call at **503-574-7500** or **800-878-4445 (TTY: 711)**.

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