

Administered by



# Discover True Health

**Make this year the best one yet**



# Taking care of your whole self

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At Providence, we value whole self-care for all members. That's why we've enhanced our focus on behavioral health and substance abuse services. To help simplify the way you get whole self-care, we've established a direct access line to a dedicated behavioral health and substance abuse service support team that includes a crisis-trained staff. This team is available 24/7 for members.

**Find an in-network behavioral health provider in a few steps:**

- + Log in to your myProvidence account
- + Click the provider directory to find a provider in your area
- + Contact the provider and make an appointment – no referral required



**Need behavioral health or substance abuse services assistance?**

One of our support team members can help. The support team is available 24/7, every day. Call **800-878-4445**.



# Care when you need it



Maintaining your health today is more important than ever, and while COVID-19 is a concern, it shouldn't stop you from getting the care you need. At Providence, you can choose how you would prefer to receive care. You can schedule an appointment and go into your provider's office, or schedule with a provider for a telehealth visit through ExpressCare Virtual.



## New to ExpressCare Virtual?

ExpressCare Virtual visits are available nationwide and at no cost\*. Your visit is like FaceTiming with a doctor without having to leave your home. You'll have a secure online office visit, face-to-face with a provider from your tablet, smartphone, or computer. You might be surprised what can be treated through an ExpressCare Virtual visit.

**Visit [ProvidenceHealthPlan.com/virtualvisit](https://www.providencehealthplan.com/virtualvisit) to schedule an appointment.**

\*This service is covered in full for most members with Providence Health Plan. HSA plan members must first meet their plan deductible.





## Benefits that save you time and money

Your preferred pharmacy retail network has access to over 34,000 participating pharmacies, including retail, preferred retail, mail order, and specialty.

Check out your Pharmacy benefits to see how you can save both time and money when ordering your medications. Pharmacy benefits improve your access to needed prescriptions with help from a preferred retail pharmacy.



### Preferred retail pharmacies

With a preferred pharmacy, you usually pay less when you fill a 30- to 90-day supply of medications. Nearly all in-network pharmacies are preferred—including most major drug store chains.

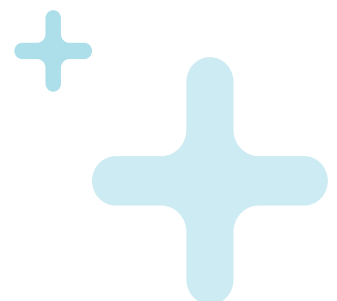


### Mail order pharmacies

With many plans, using mail order allows you to purchase a 90-day supply of medications at a reduced cost and have them delivered to your home.



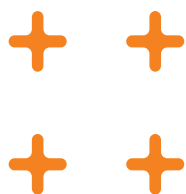
**Log in to your myProvidence account to access preferred pharmacy listings and mail order set-up.**



## Managing your health plan

Securely access and manage your health plan however and whenever you like through your myProvidence account. At myProvidence, you can:

- + Find in-network providers
- + Estimate treatment costs
- + View claims and payment status
- + Learn more about your benefits
- + Get a replacement ID card
- + Go paperless
- + Take a personal health assessment



## Unlock your health coverage perks

Providence Health Plan membership means more perks. Be sure to take full advantage of your member benefits in 2021.

- ✔ Enjoy retail shopping discounts, savings on alternative care, fitness services and more through our exclusive partnership with LifeBalance
- ✔ Do you have fitness or lifestyle goals you'd like to achieve this year? Access your health plan benefits to discover available wellness products and services. Make an appointment with your personal Providence health coach to help you reach those goals.

For information on these programs, visit [myProvidence.com](https://myProvidence.com)



## Questions?

One of our customer service members will be glad to help. Customer service is available 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday. Call **503-574-7500** or **800-878-4445 (TTY: 711)**.

