



# A Guide to True Health

Inside you'll find member perks, programs and benefits. Use this guide as a roadmap for your health plan, not just for emergencies but for creating a truly healthy life.



Administered by





# First things first...

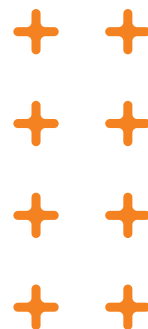
## Sign up for a myProvidence account

Register today to securely manage and access your health plan however and whenever you like.

- ✔ Find in-network providers
- ✔ Estimate costs for medical, pharmacy, and dental
- ✔ View claims and payment status
- ✔ Learn more about your benefits
- ✔ Get a replacement ID card
- ✔ Go paperless
- ✔ Take a personal health assessment

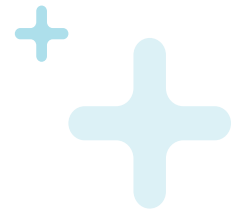


**myProvidence help desk 503-216-6463**  
8 a.m. to 5 p.m. (Pacific Time), Monday through Friday





# Get the right care at the right time at the right place



## ProvRN **Free**

### Access to care 24/7

Speak with a registered nurse anytime, any day. An easy first step when you have symptoms and you want to know if you need face-to-face care.

- ✓ Always free, always there for you
- ✓ Connect with a nurse at 800-700-0481 or 503-574-6520



## ExpressCare Virtual **Free\***

### Getting the care you need, when you need it

Talk with a provider from anywhere using your tablet, smartphone or computer. This is a great option for prescriptions and treatment that don't require hands-on care. Available nationwide.

- ✓ 8 a.m. – 8 p.m., (Pacific Time) daily



## ExpressCare Clinics **Free\***

### Same-day, in-person treatment

When you need to see someone and your regular care provider isn't available. With many convenient locations (some in your local Walgreens), it's easy to find a clinic near you.

- ✓ 7 days a week



## Primary Care **\$**

### Your primary healthcare partner

Primary care providers develop a relationship with you and know your health history. Visit them for check-ups, managing chronic conditions and specialist referrals.

- ✓ By appointment
- ✓ Call your primary care provider



## Urgent Care **\$\$**

### When you need help right away

Urgent care is where you turn when you know you need help and can't wait for an appointment. This is best for minor injuries, cuts, burns, pains and sprains.

- ✓ Hours vary by location



## Emergency **\$\$\$\$**

### When you think you may be in danger

Use emergency care for suspected heart attack, stroke, severe abdominal pain, poisoning, choking, loss of consciousness and uncontrolled bleeding.

- ✓ Available 24/7
- ✓ Get a ride to the nearest hospital

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

\*ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible.

# More ways to reach True Health



## Active&Fit Direct®

Ready to kick-start a routine or looking to take it to the next level? Access more than 11,000 participating fitness centers, 2,500 digital workout videos or daily weekday workout classes on Facebook Live and YouTube for just \$25 per month (plus a \$25 enrollment fee and applicable taxes; 3-month commitment required).\*

*\*Prices, terms and programs subject to change.*



## Personal Health Coach

Thinking about a healthier lifestyle but don't know where to start? Our Providence health coaches are here to support your journey to a healthier, happier life.



## LifeBalance

Get discounts on the things you love to do from movies to travel to a night on the town. LifeBalance provides savings on more than 20,000 travel, cultural, recreational and other fun activities.



## ChooseHealthy

We want to give you every opportunity to achieve your health goals. Save big on fitness and wellness products, services and memberships.



## ID Protection

Get peace of mind with Assist America Identity Theft Protection's fraud monitoring, warning and resolution.



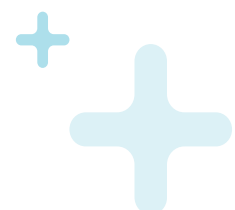
## Emergency Travel Assistance

Get emergency medical help while traveling away from home, or even internationally, with Assist America Travel Assistance.



## Behavioral Health Network

We've enhanced our focus on behavioral health and substance abuse services. To help simplify the way you get whole self-care, you can connect with 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, seven days a week for members. Just call **800-878-4445** for assistance.



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

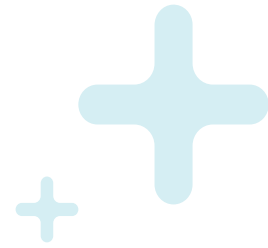
# Get the most from your plan

Our Northwest-based Providence customer service team will help you make the most of your plan — even before membership begins. Some of the things we can do are:

✓ **Help find the right providers and specialists**

✓ **Transfer prescription medication**

✓ **Seamlessly transition existing care**



## **Convenient access to medication**

Our preferred pharmacy retail network gives you access to more than 34,000 participating pharmacies, including retail, preferred retail, mail order and specialty. Our aim is to improve convenience and access to the medications you need. This helps you save time and money when obtaining prescription drugs.

✓ **Preferred retail pharmacies**

With a preferred pharmacy, you usually pay less when you fill a 30- to 90-day supply of medications. Nearly all our 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.

**For preferred pharmacy listings and mail order set-up,  
log in to your myProvidence account.**



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A photograph of two women on a boat. The woman on the left is wearing a red cap and orange overalls over a patterned shirt. The woman on the right is wearing a teal cap and orange overalls over a blue shirt. They are both smiling and looking towards each other. The background shows a body of water and hills.

# We all deserve True Health

When you're healthy, you can feel inspired to do great things for your community and the world at large. We believe healthcare is a human right — everyone has a right to quality healthcare. We're dedicated to the health and care of every member of our community, no matter where they live or who they work for.

Because everyone's well-being matters.

**Ready to get started?** 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 **800-878-4445 (TTY: 711)**.