



# 2024 Member Resource Guide

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

Administered by



# myProvidence.com

## First things first...

Sign up for a **myProvidence.com** account to access your member portal. Register today to securely access and manage your health benefits right from our website on any smart device.

- Find in-network providers
- Print a replacement member ID card
- Estimate costs for services
- View claims and explanations of benefits
- View progress towards your deductible and out-of-pocket maximum
- Take a health assessment to better understand your current health status
- Communicate with Customer Service via secure email and chat
- Access exclusive member discounts on fitness memberships, travel, and more

## Tips to ease registration

- Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) and 6-digit Group ID can be found on your Providence Health Plan ID card
- ZIP code must match the current ZIP code on file with Providence
- To help ensure the activation link is received, use a personal email rather than a work email
- Email address entered must be unique to the user. If a family email address is being used for more than one myProvidence account – see example below:
  - Include a plus sign with numbers to allow for multiple instances of the email address:  
firstnamelastname@gmail.com  
firstnamelastname+1@gmail.com

### To register:

Visit **myProvidence.com** or call the myProvidence help desk at **877-569-7768** 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.

# Provider Directory

The provider directory with you in mind. The many search options help you find the right fit.

### Important identifiers include:

- Race and ethnicity
- Personal identity
- Cultural competency
- LGBTQ+
- Location
- Provider type
- Specialty
- Languages spoken
- Gender affirming care

## Finding a provider is easy

- 01** Log in to **myProvidence.com** and select Find a Provider  
Or, visit **ProvidenceHealthPlan.com/FindAProvider** and search using your ID number from your member ID card
- 02** Choose “Find a Provider” then select which type of provider you’re looking for
- 03** Adjust filters to find the right provider: ZIP code, specialty, language, gender, race and ethnicity, personal identity, and more

### Check out the provider directory today

**ProvidenceHealthPlan.com/FindAProvider**





# Care Options

Knowing your options for care helps you get the care you need when you need it.



## Primary Care

Visit your Primary Care Provider (PCP) to build a relationship and establish a personalized health history. If you need a primary care provider, visit [myProvidence.com](https://myProvidence.com) and select "Find a Provider" after logging in. Then choose Primary Care Providers.



## Telehealth (Phone or Video Appointment)\*

Arrange a phone appointment to talk with your provider from wherever you are. Schedule a visit with your PCP or specialist using a video conferencing platform such as Zoom.



## 24/7 Nurse Advice Line (ProvRN)

Speak with a registered nurse anytime, any day. Call when you have a health concern and are looking for advice. Have your member number available and call **800-700-0481**.



## ExpressCare Virtual

On-demand virtual care with Providence ExpressCare Virtual. Connect to care in minutes from anywhere using your tablet, smartphone, or computer. Conditions treated by this service include things like common colds, fever, heartburn, sore throat, pink eye, UTIs, allergies, dry skin, and more. To get started, visit [Providence.org/Services/ExpressCare-Virtual](https://Providence.org/Services/ExpressCare-Virtual).



## Urgent Care

Urgent care is where you turn when you can't wait for a primary care appointment for minor injuries like cuts, burns, and pains. To find an urgent care clinic, login to [myProvidence.com](https://myProvidence.com) and select "Find a Provider." Then choose "Find a Service or Place; Urgent Care Clinic."



## Emergency Care

Call 911 or go to the nearest emergency room if you think your life is in danger. Use for symptoms like suspected heart attack, severe abdominal pain, poisoning, or loss of consciousness.

For more information, visit

[ProvidenceHealthPlan.com/Care-Options](https://ProvidenceHealthPlan.com/Care-Options)

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



# Pharmacy Resources

Understand your benefits and save money on prescriptions.



## Formulary – Your List of Covered Medications

A formulary is just a list of generic and brand name prescription drugs that are covered under your health plan. The medications listed on your formulary have been approved based on their safety, quality, effectiveness, and affordability. Providence provides this comprehensive list to all members with pharmacy benefits.

To access your formulary, visit [ProvidenceHealthPlan.com/FindMyFormulary](https://ProvidenceHealthPlan.com/FindMyFormulary)



## A Specialty Team for Specialty Pharmacies

Specialty drugs require careful handling or administration (like refrigeration or complex injection instructions). To make sure you have the information you need, you'll have access to a dedicated, specialty care team. They'll provide you with extra support, including where to find your nearest specialty pharmacy, and how to get financial assistance when available.



## Save a Trip to the Pharmacy – Have Your Medication Delivered

When you switch to mail order you can get what you need delivered directly to your home.<sup>2</sup> Just have your provider send your prescriptions to one of our preferred mail order pharmacies: Costco Mail Order or Postal Prescription Services.<sup>3</sup>

## Questions about pharmacy benefits?

Visit [ProvidenceHealthPlan.com/Pharmacy](https://ProvidenceHealthPlan.com/Pharmacy) or call **877-216-3644 (TTY: 711)** Monday – Friday between 8 a.m. and 5 p.m. (Pacific Time).



## Find a Preferred Pharmacy

Our network of preferred pharmacies includes those affiliated with Providence along with major retailers like Rite Aid, CVS, Costco, Walmart, and many more. To get the best experience using our directory, search using your ID number from your member ID card.

To search for in-network pharmacies, visit [ProvidenceHealthPlan.com/FindAProvider](https://ProvidenceHealthPlan.com/FindAProvider)



## Enjoy Access to a Nationwide Network

There are thousands of participating pharmacies you can choose from to get the medication you need. Retail and preferred retail pharmacies offer a 30-day supply, or up to 90 days for maintenance medication. Also, when you fill a prescription at a preferred retail pharmacy, you may save money.

<sup>1</sup> HSA plan drugs are covered in full after the deductible is paid

<sup>2</sup> Excludes specialty and compounded medications

<sup>3</sup> Your network provisions may require the use of just one of these mail-order pharmacies for coverage



# Care Management

**Care Management services are open to all Providence Health Plan members and available at no cost.**

The registered nurses, social workers, clinical support coordinators, and technicians who make up the Providence Care Management team will help 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 options for a diagnosis that has been affecting one's life for a long time, Providence Care Management is here to help.

Care managers help you better understand your condition and support you on your journey so you can take a more active role in meeting your health goals.

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## Care Management includes:

- Support for conditions like asthma, heart failure, diabetes, and more
- Assistance finding health care services in your area
- Personalized health education about your medical concern, including new innovations, medication therapy, and symptom management
- Coordination with your provider and other members of your care team, as needed
- Ongoing one-on-one telephone support
- An individualized plan developed with you to help you reach your health goals
- Advice on general health and lifestyle choices to help reduce risks, including nutrition and exercise
- Encouragement and support to help through the easy, and not so easy, times
- Support with prior authorizations or provider referrals

**To get started or for more information, visit**

**[ProvidenceHealthPlan.com/CareManagement](https://ProvidenceHealthPlan.com/CareManagement)**



## Alternative Care

**We want to help you be your best and achieve both physical and mental well-being. That's why we offer coverage for alternative care therapies that can help alleviate pain and positively impact your overall health.**

### 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



# Behavioral Health Suite of Services

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

## Behavioral Health Concierge

 **42%**

of members would not ask for help without this service

## Equip

 **81%**

of patients are seeing improvement in eating disorder symptoms

## Learn to Live

 **44%**

improvement in psychometric outcomes, when working with a Learn to Live coach

## Charlie Health

 **91%**

attended a scheduled session

## What is behavioral health?

Behavioral health includes the emotions and behaviors affecting your overall well-being and is treated by caring for your mental health or challenges with substance use. Covered services include things like counseling, addiction support programs, and psychotherapy treatment.

For more information, visit

[ProvidenceHealthPlan.com/BehavioralHealth](https://ProvidenceHealthPlan.com/BehavioralHealth) or call Providence Customer Service at **800-878-4445**

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>LifeBalance: <a href="https://ProvidenceHealthPlan.com/LifeBalance">ProvidenceHealthPlan.com/LifeBalance</a></li> </ul>
 <b>Self-Management and Mindfulness Tools</b>	<b>Stress Management Health Coaching</b> <ul style="list-style-type: none"> <li><a href="https://ProvidenceHealthPlan.com/HealthCoaching">ProvidenceHealthPlan.com/HealthCoaching</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://LearnToLive.com/Welcome/ProvidenceHealthPlan">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://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 addiction issues</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>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>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://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:800-878-4445">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>Inpatient and residential care</li> <li>Partial hospital care</li> </ul>

\*Psychiatrists have the ability to prescribe medication



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

# Health For All

We believe everyone should have access to quality healthcare. Healthcare is a human right. And we're dedicated to the health and care of every member of the community because everyone's well-being matters.

## 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)**.

**ProvidenceHealthPlan.com**