



# Employer Onboarding Guide

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2025 Informational Overview

# Health For All

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For more than 160 years, our non-profit has set the health and well-being standard for the community. Our commitment isn't solely about treating sickness, it's about investing in health. This means we intervene earlier and improve outcomes.

By combining Providence's clinics, hospitals, and physicians with Providence Health Plan's flexibility and benefits, we have created a unique member experience. This integrated system improves the connection between care and coverage, allowing us to design clinical pathways collaboratively and reduce member friction. Direct engagement with our provider partners helps us seize innovative opportunities and achieve positive healthcare outcomes.

As healthcare costs continue to rise, we remain committed to finding solutions that ensure accessible and equitable care for our communities.

### Expanded Access

- Continued focus on growing our medical and behavioral health networks, particularly in rural communities
- Expanded telehealth providers and programs for Behavioral Health services for teens and young adults

### Pharmacy Savings

- Enhanced programs offering cost savings for every day and specialty medications
- Focused strategies around top cost drivers like GLP1's and gene and cell therapy

### Improved Quality & Member Experience

- Enhanced initiatives through our Care Management team around high-risk maternity / fertility, TransHealth, and disordered eating support





# Employer Portal

## Manage Group Benefits Online

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)



# Employer Administration

Looking for something? We've got you covered.

## Manage Enrollment

Administer your company's health benefit program, plan benefits, and membership.

To access, visit  
[ProvidenceHealthPlan.com/  
Employers/Manage-Enrollment](https://ProvidenceHealthPlan.com/Employers/Manage-Enrollment)



## FAQs

Frequently asked questions about administering your health benefits program.

To access, visit  
[ProvidenceHealthPlan.com/  
Employers/FAQ](https://ProvidenceHealthPlan.com/Employers/FAQ)



## Forms & Documents

One-stop access to every form and document you need to manage your group.

To access, visit  
[ProvidenceHealthPlan.com/  
Employers/Forms-and-  
Documents](https://ProvidenceHealthPlan.com/Employers/Forms-and-Documents)



## Workplace Wellness Resources & Toolkits

We've got several options to keep employees – and the bottom line – healthy.

To access, visit  
[ProvidenceHealthPlan.com/  
Employers/Workplace-Wellbeing-  
Resources-and-Toolkits](https://ProvidenceHealthPlan.com/Employers/Workplace-Wellbeing-Resources-and-Toolkits)



## Benefit Summaries

Looking for the benefit summary for your plan? Look no further.

To access, visit  
[ProvidenceHealthPlan.com/  
Employers/Benefit-Summaries](https://ProvidenceHealthPlan.com/Employers/Benefit-Summaries)



## Provider & Pharmacy Directory

Use our online directory to search for in-network providers and pharmacies.

To access, visit  
[Phppd.Providence.org](https://Phppd.Providence.org)



## Accessing Employer Benefit Management Online

01

Go to [ProvidenceHealthPlan.com](https://ProvidenceHealthPlan.com)

02

Select "Manage Your Plan" from "Producers and Employers" dropdown

03

Click "Employer Hub"



# Easily manage your plans and find information

You can securely access the Providence Employer Group Portal at [Employer.Providence.org/Group](https://Employer.Providence.org/Group)

Your group's Primary and Billing contacts will be registered to access our Employer Group Portal. Access will be enabled coinciding with your group's effective date.

You can do things like:

- Pay your bill online one time or set up recurring payments
- Manage eligibility and enrollment
- View or download fully detailed invoices
- Download your group census

For any questions, call Membership Accounting at **503-574-5754** or **855-210-1520**



# Group Administration

Access information and answer questions about your plan.

## Membership Accounting

Membership Accounting Supports Employers with processing.



### Enrollment Assistance:

Enrollments, enrollment changes, and terminations for members



### Billing Assistance:

- Invoice questions
- Bill payments



### Contact Information:

#### Membership Accounting

Enrollment and billing assistance

Phone: **503-574-5754**

**855-210-1520**

Fax: **503-574-8601**

Email: [PHPgroupServiceTeamHood@Providence.org](mailto:PHPgroupServiceTeamHood@Providence.org)

## Account Manager

Account managers provide concierge-level service to employers and liaise with internal teams within Providence Health Plan.



### Contact Information:

Mailing Address:  
Providence Health Plan  
Attn: Group Sales  
PO Box 4327  
Portland, OR 97208-4327

Phone: **503-574-6300**

**877-245-4077**

Email: [PHPgroupService@Providence.org](mailto:PHPgroupService@Providence.org)

## Customer Service



### Customer Service supports member level questions:

- Benefit eligibility and coverage information
- Provider directory assistance
- Member ID card requests
- Claims questions
- Connecting members to additional resources



### Contact Information:

Phone: **503-574-7500**

**800-878-4445**







## Common plan features

A unique workforce requires a customized solution, so we've developed robust options that offer flexibility based on your employees' needs.

### Some standard features

- Plans to choose from with a variety of benefit designs, varying from lean to rich
- For Connect and Choice plans, referrals are not required from a PCP in order for a member to receive in-network Specialty care.
- Low-cost plan options with Choice and Connect networks that use patient-centered medical homes
- Many preventive medications with a \$0 copay
- 90-day supply of maintenance medications for two copayments
- All plans have an embedded vision exam benefit
- Chiropractic (20 visits) and acupuncture (12 visits) embedded for each covered member
- Employee Assistance Program (EAP) - 3 visits
- Pediatric Dental and Pediatric Vision\*

\*Not available on Standard Plans



## Tailored plan designs that perform

Below is a summary of what our plans include, as well as the high-level differences in the specific plan options.

### Most plans include:

- In-network preventative services at no cost (\$0 deductible)
- Robust support for mental health and substance abuse needs
- Access to the nationwide Cigna PPO network\*
- Chiropractic manipulation and acupuncture
- Wellness resources to help with chronic disease, stress, diet and exercise, sleep, and much more
- Discounted first three primary care and first three behavioral health visits
- Signature, Extend PPO, Choice, or Connect networks
- Virtual office visits for in-network primary care and mental health visits covered
- Primary care and behavioral health visits not subject to the deductible on all non-HSA plans
- Rich pharmacy benefit with ACA Preventive drugs at a \$0 copay

### HSA Qualified Plans

- Signature network with Cigna as the national network
- Prescription drug coverage included in all HSA plan options
- Insulin not subject to the deductible
- Vision exam benefit

\*Choice and Connect plans have access to Cigna through the out-of-network benefit

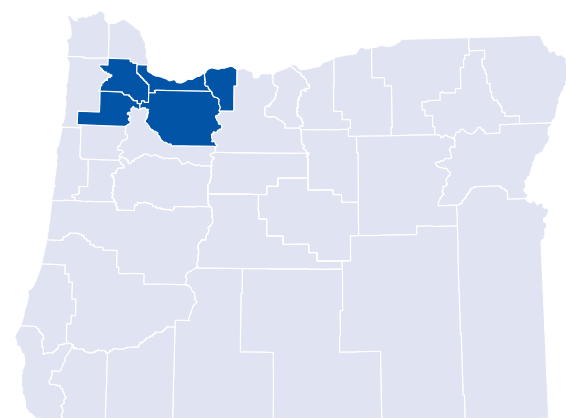




# These high-value networks put patients first

## Providence Connect network

Connect plans prioritize each member's long-term health. The Connect network comprises over 2,000 physicians, spanning primary care and specialists, who convene regularly to analyze data, exchange best practices, and devise inventive care models. By fostering collaboration among providers, Connect plans enhance quality outcomes, elevate clinical experiences, reduce costs, and enhance access to care for our members.



### Clinic options to choose from

Connect includes Providence Medical Group and 14+ other high performing clinics around the Portland Metro area.\*

## Connect is sold to businesses located in these counties

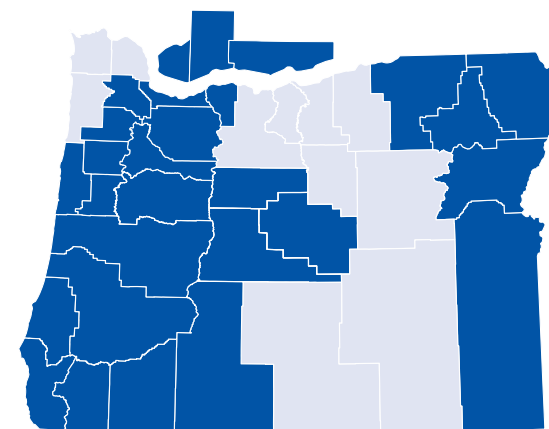
- Clackamas
- Hood River
- Multnomah
- Washington
- Yamhill (ZIP codes 97123 and 97132 only)

\*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.

## Providence Choice network

Choice plans provide members with access to a vast network of over 400 primary care clinics spanning various Oregon and Washington counties. This integrated network, following the medical home model of primary and specialty care, offers access to the nationwide Cigna PPO network\*, Providence delivery system providers, local providers, and hospitals.

Medical plans within the Choice network also extend coverage to dependents, such as family members attending distant colleges or spouses residing in different cities.



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

## Choice is sold to businesses located in these counties

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

\*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.

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.

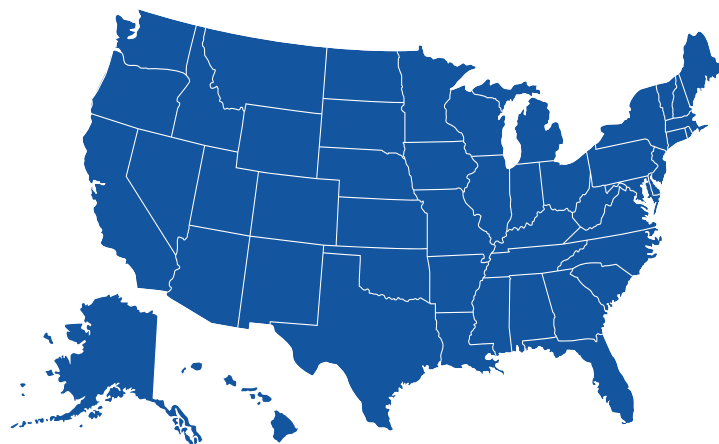




# Coast-to-coast coverage begins here

## Providence Signature network

With the Providence Signature Network, members get access to the Cigna PPO Network which provides a broad national network of more than 1 million providers, complementing the Providence delivery system of 52 hospitals, more than 1,000 clinics and 25,000 physicians across seven western states.



## Not just a travel network

Other health plans offer access to care when you live out of state or are traveling, but with Providence Health Plan you get so much more. Our collaboration with Cigna Healthcare isn't simply a travel network, you also have access to our integrated Care Management team. It's open to all members and available at no cost.

Our care managers offer help with:

- Finding services that fit your needs
- Authorizations and referrals
- Coordination between providers
- And more...

## Accessing behavioral health outside of Cigna

Behavioral Health providers and clinics are available only through Providence Health Plan — not through Cigna's PPO network. To find an in-network behavioral health provider or clinic, call customer service at **800-878-4445 (TTY: 711)**, or find more information at [ProvidenceHealthPlan.com/BehavioralHealth](https://ProvidenceHealthPlan.com/BehavioralHealth).



## Open access PPO network featuring over 1 million providers nationwide

- Preferential contracts with Providence providers and facilities in Oregon and southwest Washington
- In-network access to some of the best major healthcare systems in Oregon, including Providence, OHSU, Legacy, and Adventist
- Nationwide coverage with the Cigna PPO Network
- The full network is available to all enrolled members regardless of member's residential address

**Access to the quality Providence delivery system and a broad national network, plus OHSU and Legacy Health in Oregon.**

\*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.

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 Employee Assistance Program (EAP) Benefit Overview

For Providence Health Plan members covered by a small group employer plan.

## Your guide to confidential employee assistance

The Providence Employee Assistance Program (EAP) makes it easy for you to get the help you need to deal with life's challenges. Your employer offers the EAP benefit as a confidential, easy-to-use resource that focuses on your wellbeing. Professional assistance is available free of charge, 24 hours a day, 365 days a year. The EAP is available to **ALL employees** and their dependents, regardless of enrollment in medical benefits.

## Here's how to access the following services:

- 01** Call **800-255-5255** and provide the code: PHPSMG
- 02** Let our intake specialist know which resources you want to access. You can make an appointment with a counselor or ask to have a counselor call you to discuss your concerns.
- 03** The EAP counselor will assist in evaluating the problem, provide short-term counseling, and as needed, offer referrals for any professional help which is beyond the scope of the EAP.

At your first session, you should be prepared to give the counselor some background information to assist in formulating an action plan. Many people find it helpful to prepare a list of things they wish to discuss at each session.

## Face-to-face counseling services and assessments

Need to discuss confidential personal issues? Schedule up to three sessions per issue to address a variety of your concerns. Providence EAP counselors are experienced in helping individuals, couples and families work through everyday challenges. Get help with:

- Personal and work pressures
- Relationship conflicts
- Career changes
- Stress
- Parenting
- Alcohol and drug problems
- Life crises related to death, divorce, illness, and other major events

## Telephonic services

Your life is busy and in-person counseling sessions don't always meet your needs. That's why we now offer telephonic counseling sessions. This works well for participants who are uncomfortable meeting with an EAP provider face-to-face, or for those with limitations which make in-person counseling inconvenient.

## Legal and financial services

As a Providence EAP member, you can receive a free 30-minute consultation with an attorney in your area. Once you've completed your initial consultation, you can receive a 25% discount off the attorney's normal rate, should you wish to retain his or her services.

**Need financial guidance?** As a Providence EAP member, you're eligible for a free phone consultation. Typical matters include credit counseling, debt and budgeting assistance and tax planning. Local referrals are available for more complex financial planning issues. Please note: You are responsible for any costs incurred since this is not a covered EAP benefit.

## Elder and childcare consultation and referral services

Information and referrals are available for a broad range of elder and childcare services. Via the web or phone request you can access: exhaustive searches, customized matches, referrals (minimum of three) verified every time, and detailed profiles. Referrals and education packets are emailed within 12 business hours or mailed within 24 hours of request; emergency referrals and education packets are emailed within six business hours or mailed overnight.

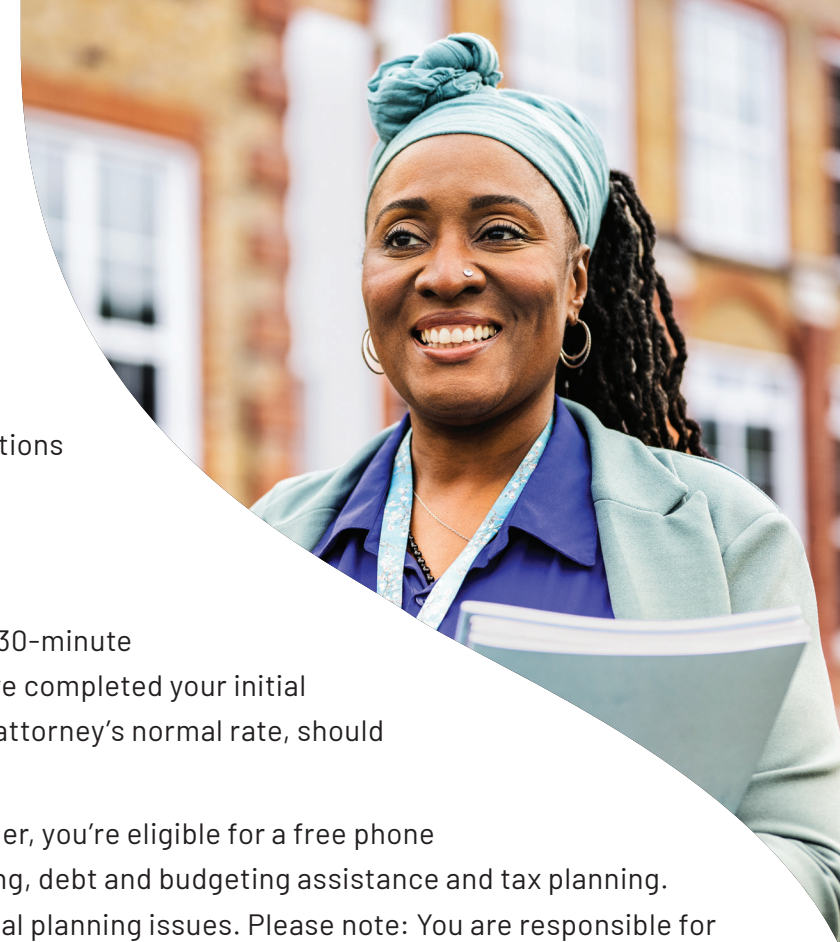
## Work/Life Resources on the web

Our comprehensive website (also available in Spanish) provides you with interactive tools, calculators, and current information about wellness, education, eldercare, and everyday life issues. Each month, the websites' main pages are updated with feature articles that follow a topical theme. New articles and resource links are added every month. Go to [ProvidenceHealthPlan.com/EAP](https://ProvidenceHealthPlan.com/EAP) and click on the Work/Life Resources link.

## Privacy is a priority

Providence EAP upholds strict confidentiality standards. Your personal information is kept confidential in accordance with federal and state laws. No one will be provided any information about you without your written consent.

To learn more, visit us online at [ProvidenceHealthPlan.com/EAP](https://ProvidenceHealthPlan.com/EAP) or call **800-255-5255** and provide the code: **PHPSMG**





Behavioral Health Suite of Services

Offering members more ways to access the care they need.

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 our members a variety of services that can help them feel supported and achieve positive outcomes.

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

Our services in action



80%

found Talkspace to be as effective or more effective than traditional therapy



42%

of members would not ask for help without this service



44%

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



81%

of patients are seeing improvement in eating disorder symptoms








60%

depression symptom reduction



87%

effective recovery from severe symptoms

 <div>Resources for Improved Well-Being</div>	 <div>Self-Management &amp; Mindfulness Tools</div>	 <div>Telehealth/ Virtual</div>	 <div>Broad Clinical Network</div>	 <div>Care Management &amp; Crisis Support</div>	
<div>Resources to Relax &amp; Recharge</div> <ul style="list-style-type: none"><li>Savings on massage therapy, yoga, meditation, and more</li><li><a href="#">ProvidenceHealthPlan.com/LifeBalance</a></li></ul>	<div>Health Coaching</div> <ul style="list-style-type: none"><li><a href="#">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> <div>Learn to Live</div> <ul style="list-style-type: none"><li><a href="#">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>	<div>Behavioral Health Concierge</div> <ul style="list-style-type: none"><li><a href="#">Providence.org/BHC</a></li><li>Quick access to direct care with Providence providers</li><li>Extended hours 7 a.m. – 8 p.m. (Pacific Time), 7 days a week</li><li>Help with life stressors, mental health, and addiction issues</li><li>Available to eligible members residing in OR, WA, ID, CA, MT, and TX</li></ul> <div>Talkspace</div> <ul style="list-style-type: none"><li><a href="#">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> <div><small>*Psychiatrists have the ability to prescribe medication.</small></div>	<div>Equip</div> <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> <div>Charlie Health</div> <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> <div>Joon Care</div> <ul style="list-style-type: none"><li>Suicide and crisis support</li><li>Virtual sessions with a licensed therapist</li><li>Teens and young adults ages 13-26</li><li>Available to eligible members residing in OR, WA, TX, CA, DE, PA, and NY</li></ul>	<div>Behavioral Health Network</div> <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> <div>Provider Directory</div> <ul style="list-style-type: none"><li><a href="#">ProvidenceHealthPlan.com/FindAProvider</a></li><li>Customized provider search by using Member ID number</li><li>Select “Find a care provider”</li><li>Select “Mental Health/Substance Use Disorder”</li></ul>	<div>Behavioral Health Hub</div> <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></ul> <div>Emergency &amp; Urgent Care Services</div> <ul style="list-style-type: none"><li>In-patient and residential care</li><li>Partial hospital care</li></ul>

For more information, visit [ProvidenceHealthPlan.com/BehavioralHealth](#)



# Care Management

The right care at the right time.

Providence Health Plan's Care Management team provides a range of services, including Case Management, Disease Management, Behavioral Health, and maternity and fertility assistance. This includes proactive identification, assessment, care plan coordination, and interventions tailored to members' healthcare needs.

## 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

#### Disease Management

Helping members manage chronic conditions effectively saves

**\$6.21 PMPM**

#### Utilization Management

Ensuring appropriate and medically necessary care saves

**\$2.40 PMPM**

#### Clinical Editing

Improving accuracy and efficiency in claims processing, payment, and reporting saves

**\$3.76 PMPM**

### Services Available:



#### Case Management

- High acuity: transplants, cancer
- High-risk maternity/fertility
- Rare diseases
- Pain management
- Complex case management
- Chronic kidney disease/end stage renal disease



#### Behavioral Health

- Trained crisis-care navigators, available 24/7 for triage support
- Eating disorders
- Serious & persistent mental illness
- Substance use disorders
- Applied Behavioral Analysis (ABA) Therapy
- Emergency department & in-patient follow-up



#### Disease Management

- Heart failure
- Coronary artery disease
- Chronic obstructive pulmonary disease
- Diabetes
- Asthma



#### 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
- TransHealth support

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 care they need – at home, or in person – anytime, anywhere.



### Primary Care

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



### 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.



### 24/7 Nurse Advice Line (ProvRN)

Members can speak with a registered nurse anytime, any day, when they have a health concern, a sick newborn, or just need advice – it's a simple first step to determine if they need in-person care.



### ExpressCare Virtual

Connect in minutes via phone or video to treat conditions like common colds, flu and fever, or infections like pink eye, laryngitis, or bronchitis. Reproductive and pediatric health concerns can be addressed at these virtual visits, along with prescription refills and scheduling labs or procedures.



### 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.

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



# 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 their lifestyle and access digital fitness apps, gym memberships, and home grocery delivery services. Members can start their journey for less than \$1 a day.

## 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.

## 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.

## 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.

## 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.

For more information, visit  
[ProvidenceHealthPlan.com/  
Member-Perks](https://ProvidenceHealthPlan.com/Member-Perks)







# 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.

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## Ready to get started?

One of our sales associates will be glad to help.

**877-245-4077**

**ProvidenceHealthPlan.com**

## Need to review SBCs?

