

# Questions? Welcome. Member Advocates are here to help.

Our Member Advocates (AKA real humans) get you the answers you need. From clearing up provider billing to researching the finer details of your benefits coverage, our experts can get you what you need.

## Advocacy is built within our tools

Providence Health Plan Powered by Collective Health's mission is to make navigating your healthcare easy. We created our member tools with this in mind. In your account, you'll be able to find jargon-free statements and policies, easy to access digital cards, tools to find providers and programs for your care needs, and a Help Center to fill in the blanks. Jump in with our app or on our website, at [providencehealthplan.collectivehealth.com](https://providencehealthplan.collectivehealth.com).



### Reminder

You'll need to be registered to sign in to the app or website.

## When you're looking for more, we're ready for you.

Our Member Advocates are ready to answer your questions in a few different ways:

1. **Send us a secure message** - Keep your health benefits questions safe and in one spot when you use secure messages through your account in the app or online.
2. **Chat online** - Have something a little more urgent? Use our chat feature through My Collective™ ([providencehealthplan.collectivehealth.com](https://providencehealthplan.collectivehealth.com)) or the Collective Health app to get answers fast.
3. **Give us a ring** - Prefer things the old fashioned way? We've got team members waiting by the phone for you. Call us at with the number on the back of your card, from Monday - Friday 4:00 AM–6:00 PM PT, and Saturday 7:00 AM–11:00 AM PT.

### WHY WE BELIEVE IN "ADVOCACY," NOT JUST "CUSTOMER SUPPORT"

We believe something as important as your and your family's health deserves the utmost care and attention so you can get back to living. Our Member Advocates focus on solving complex problems and giving helpful direction that enables you to confidently take advantage of your benefits.