Providence Health Plan

Employer Portal

Step-by-step instructions

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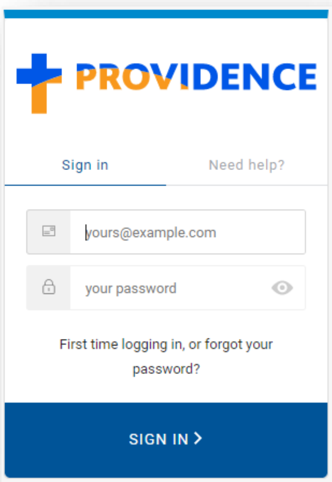
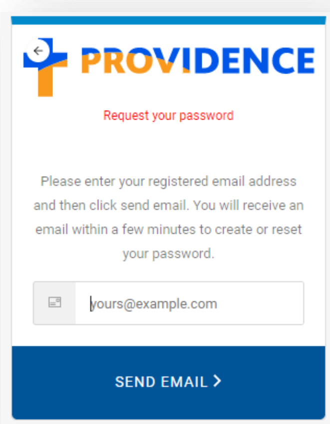
Registration

1. Send an email to phpaccountsvs@providence.org to request access to the employer portal. Please include the group name and number, first and last name, and email address(es) of the users who need to be registered.
2. Users will receive an email confirming that the registration is complete.

First time logging in

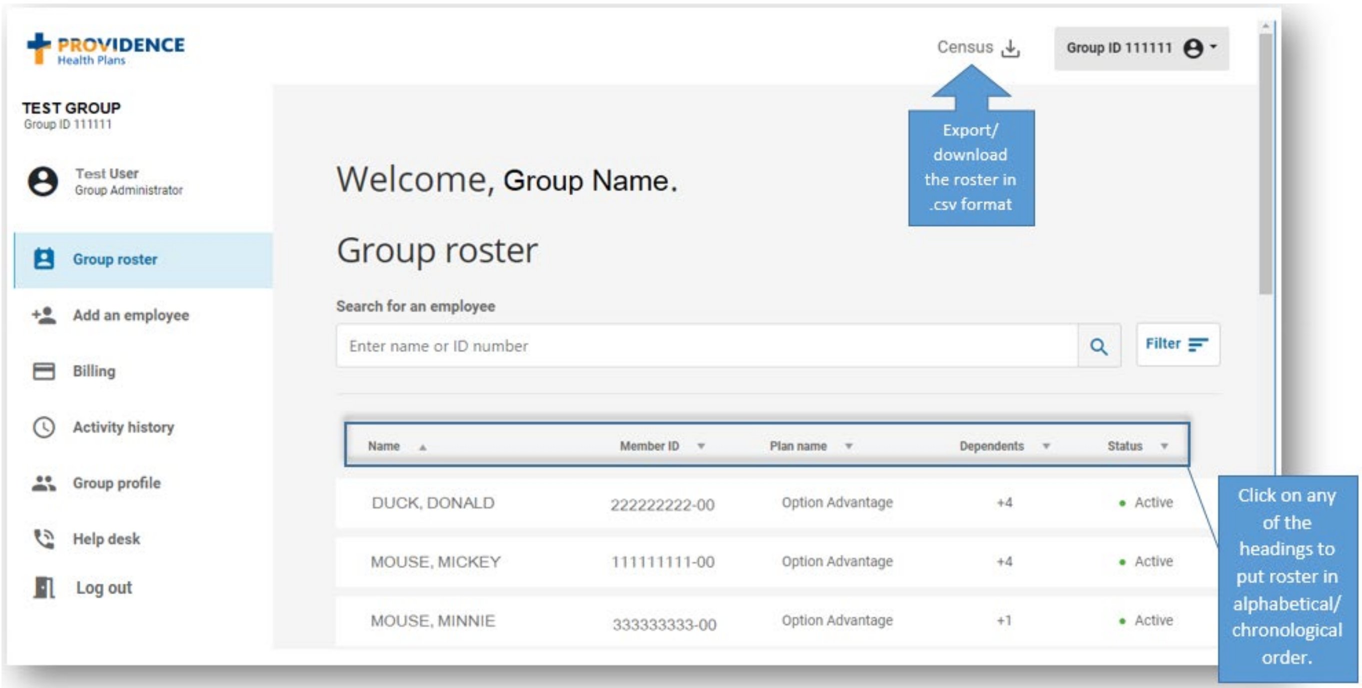
1. Visit the employer portal and click on "First time logging in, or forgot your password?"
   a. Enter the registered e-mail address. From there, a password reset e-mail will be sent.
   b. Click on the orange **confirm button** in the e-mail message and a pop-up window will appear to change your password. Change your password.
2. You will receive "your password has been reset successfully" email.
3. You're all set! Log in using your e-mail and password.





Group Roster

Once you log in, you will be directed to the group roster landing page.

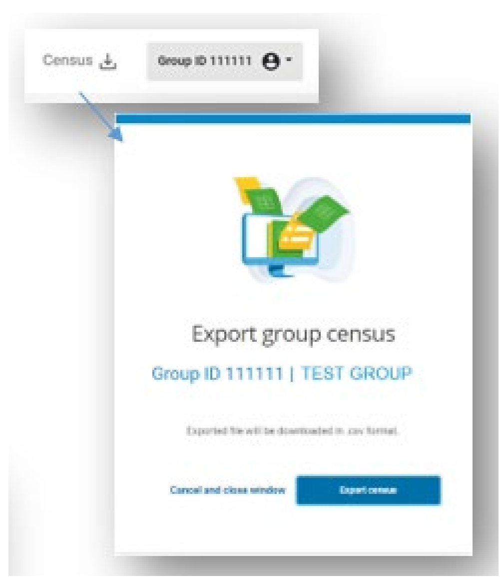


The group roster will default to active and future effective member status, displayed in alphabetical order by last name. Current functionality will also display Cobra/State Continuation members listed as an active status. The roster will include all members on all subgroups.

Export/Download Roster

You may export the current group roster in an excel format. This will show all active and inactive subscribers and dependents, their ID numbers, and when they were originally enrolled. As noted on the previous page, this will include all members including Cobra/State Continuation.

1. In the top right corner of the page, click on **census.**
2. Then, a pop-up will appear, click on **export census.**
3. Open the excel file.



	A	B	C	D	E
1	Name	MemberId	Enrolled	Dependents	Status
2	MOUSE, MICKEY	111111111-00	6/1/2014	1	Active
3	MOUSE, MINNIE	111111111-01	6/1/2014	D	Inactive
4	DUCK, DONALD	222222222-00	6/1/2017	4	Active
5	DUCK, HUEY	222222222-01	6/1/2017	D	Active
6	DUCK, DEWEY	222222222-02	6/1/2017	D	Active
7	DUCK, LOUIE	222222222-03	6/1/2017	D	Active
8	DUCK, DAISY	222222222-04	6/1/2017	D	Inactive

Below are the column descriptions.

Column A: Name of each member.
Column B: ID number listed in numeric order.
Column C: Original effective date of each member.
Column D: On the same row of the subscriber, there will be a number of the corresponding dependents listed on the plan. Under each number, the “D” represents the member being a dependent.
Column E: Indicates if the member is active or inactive on the policy.

Filter Group Roster

To see all members that are both active and inactive:

1. Click on filter.
2. Select the status from the drop-down menu.
3. Click apply filters.
4. Clear filters will set back to the default of active status.

Note: By selecting active and future effective from the drop down, you can see the new employees who are on the roster, but not active yet.

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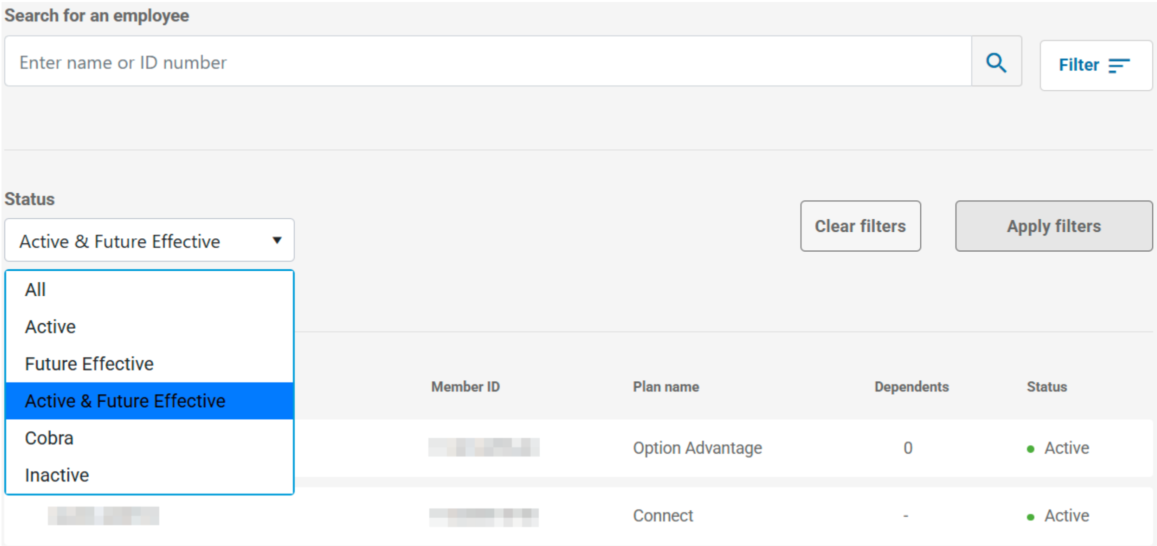
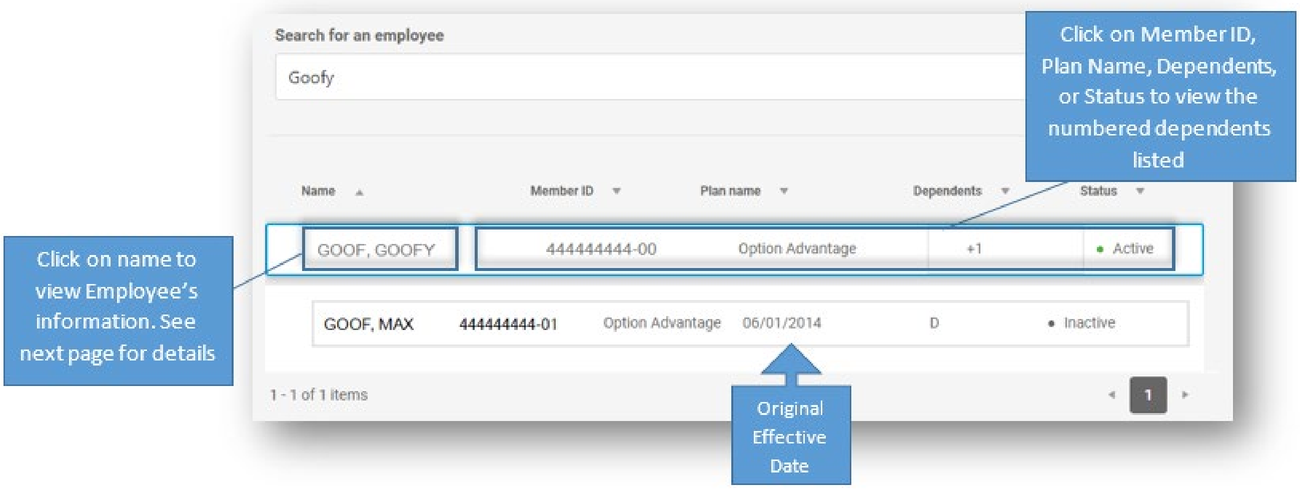


Search Group Roster

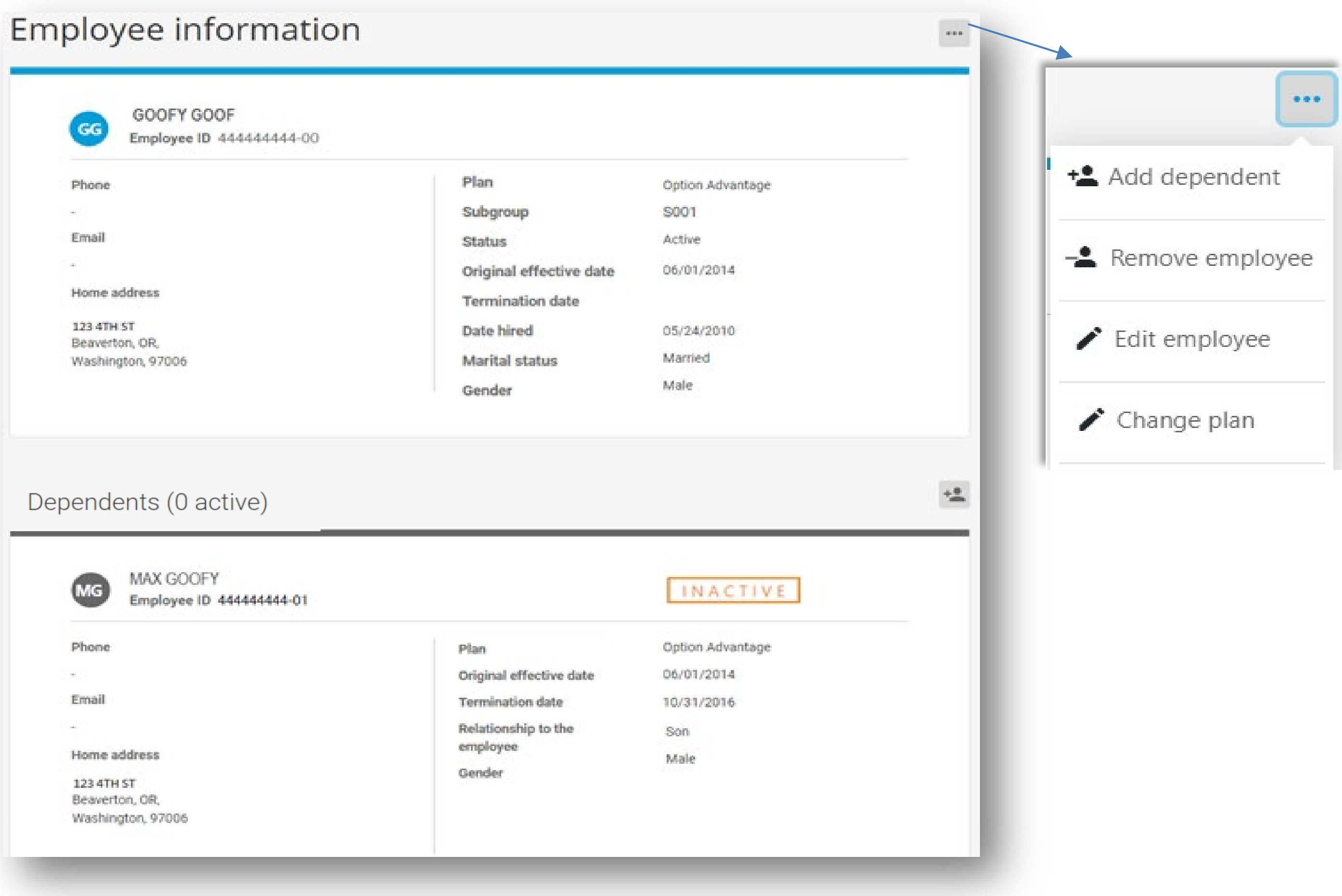
You can look for a specific member by typing their name or member ID in the search field, then clicking the magnifying glass or by pressing enter.



Employee Information

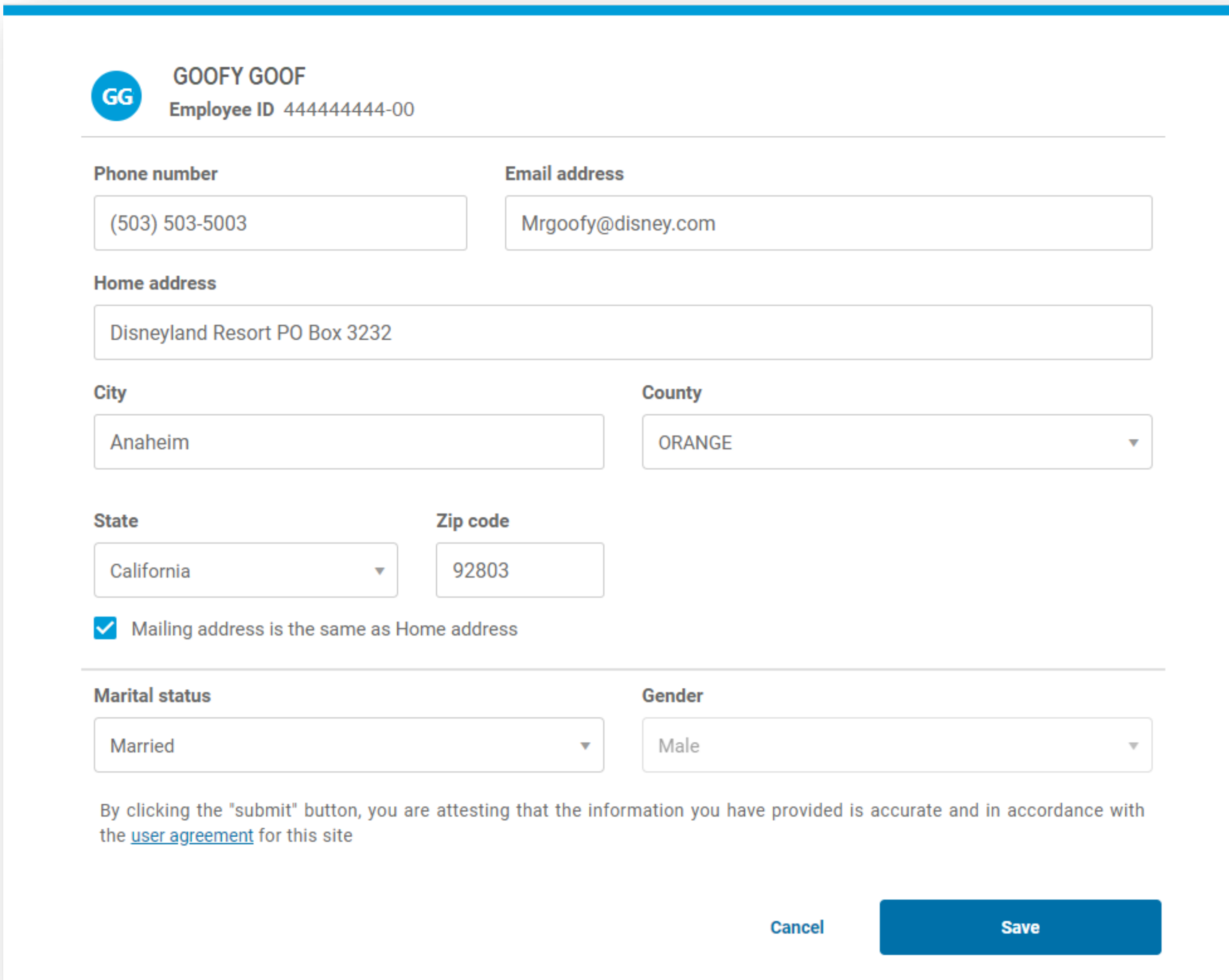
To view employee and dependent information such as phone, e-mail, address, plan, subgroup, status, original effective date, termination date, date hired, marital status and gender, click on the name (as shown above). The ellipsis in the top right corner (shown below) gives the option to add a new dependent, remove employee, edit employee demographic information such as phone, e-mail, home/mailing address, marital status, and change plans.

Note: Date of birth and SSN will not be reflected for any member. Please call your Providence Health Plan Membership Accounting Representative if verification of data is required.



Editing Employee

All fields below can be edited (with the exception of gender) at any time. If gender information needs to be changed, contact your Providence Health Plan Membership Accounting representative. See Help Desk for contact information. The county cell will auto-populate as you enter data or enter the first letter of the county. From there you can scroll until you find the county you need. Once editing is complete, click on **save.**



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Qualifying Events and Coverage Effective Dates

Qualifying Event	Coverage Effective Date
Qualified Medical Support Order	Date of event: Issuance of order If no date is specified on the order, coverage begins first of the month following date of event
Adoption, Placement of Adoption, or Legal Guardianship	Date of event: Placement or assumption of financial responsibility *OR* First of the month following date of event
Birth of Subscriber's Child or Grandchild	Date of event: Child's birth
Involuntary Loss of Other Coverage	First day after the other coverage ended or if member chooses first of the month following loss of coverage
Marriage	Date of event: Marriage *OR* First of the month following date of event
New Hire	In accordance with the group's probationary period
Newly Acquired Domestic Partner	Date of Event: Date in which they were registered with the State of Oregon (same sex), or the date the affidavit is signed (opposite sex) *OR* First of the month following date of event
Open Enrollment	In accordance with the group's renewal date
Promotion or Job Change	First of the month following promotion or job change

Add Dependent(s)

To add a dependent, click on the ellipsis in the top right corner or  from the employee information page.

Outside of the Open Enrollment Period, a qualified event is required to add dependents to the policy. If a dependent needs to be added retroactively over 90 days, you must reach out to your Providence Health Plan Membership Accounting Representative. See Help Desk for contact information.

Required Fields:

- First and last name (no special characters or numbers)
- Other insurance coverage (yes or no; if yes, you'll be asked for more information)
- Gender
- Relationship
- Reason for event (qualifying event)
- Qualifying event date
- Coverage effective date (to determine when coverage is to become effective, see previous page)
- Date of birth

Once all fields are completed, click **submit.**

Updated 04/23/2025

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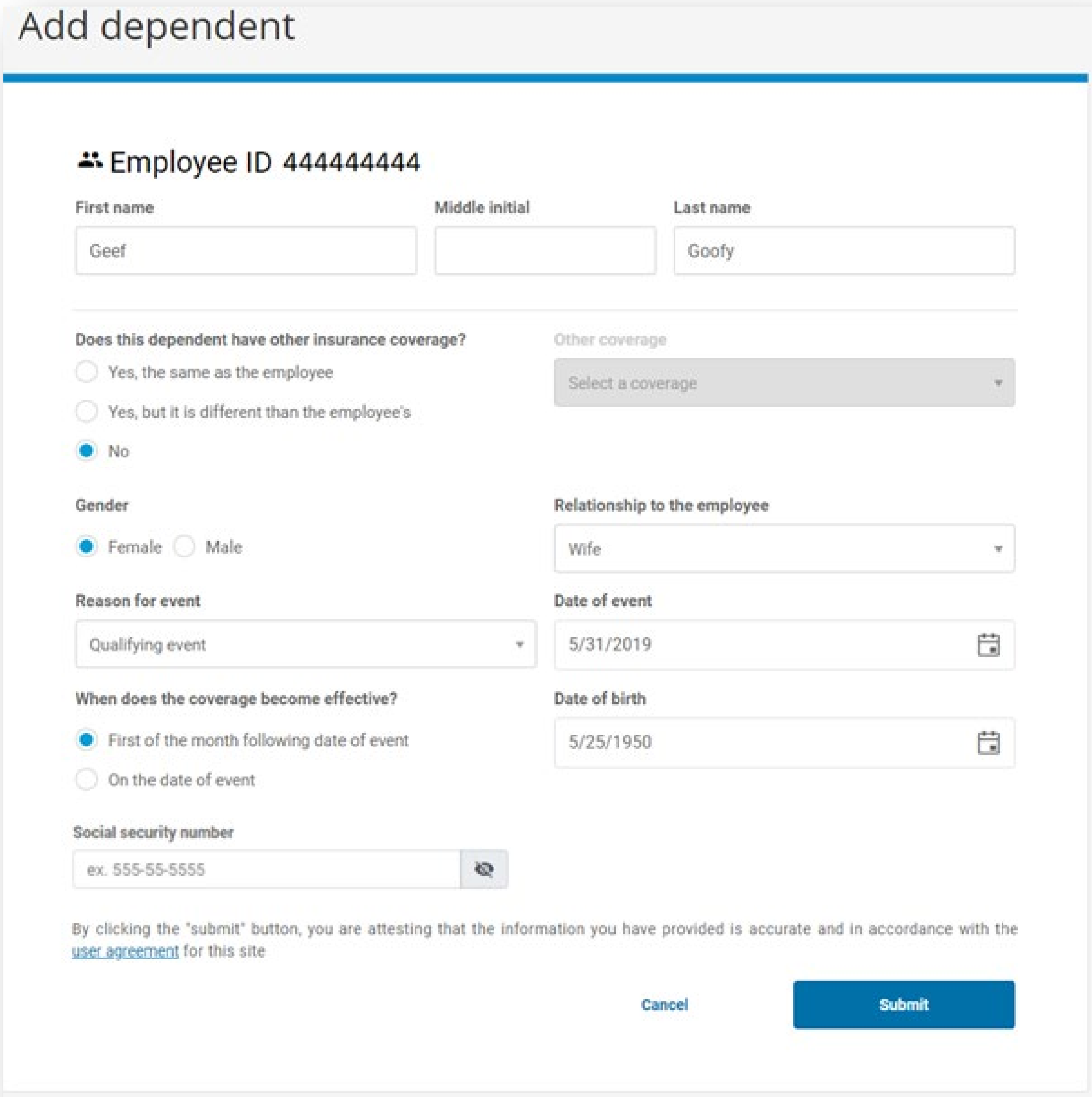
Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.


Add dependent

Employee ID 444444444

First name: Geef
Middle initial:
Last name: Goofy

Does this dependent have other insurance coverage?
- Yes, the same as the employee
- Yes, but it is different than the employee's
- No

Other coverage: Select a coverage

Gender: Female / Male

Relationship to the employee: Wife

Reason for event: Qualifying event

Date of event: 5/31/2019

When does the coverage become effective?
- First of the month following date of event
- On the date of event

Date of birth: 5/25/1950

Social security number: ex. 555-55-5555

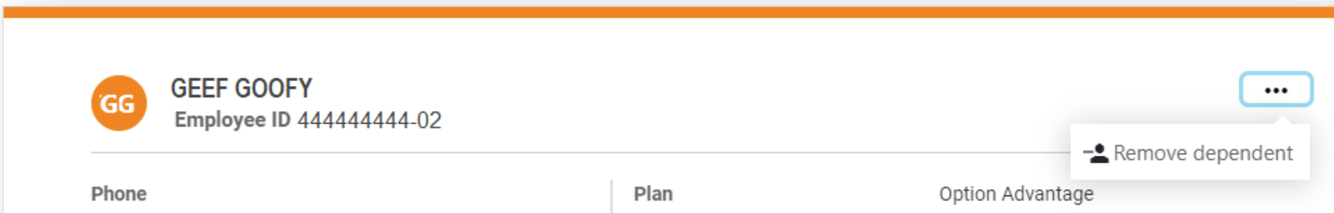
By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the user agreement for this site

Cancel

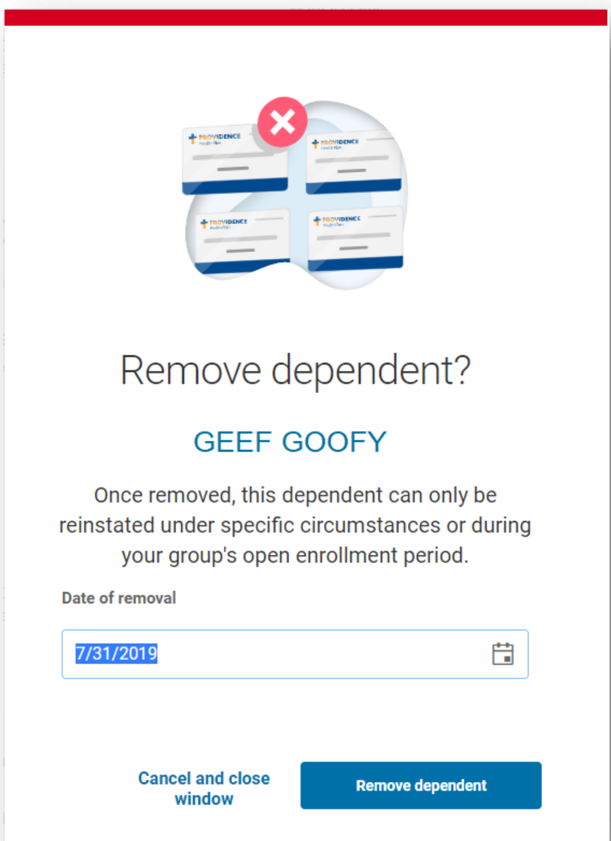
Submit

Terminating Dependents

Only active dependents can be terminated. There will be an ellipsis in the top right of the dependent section that gives the option to remove the dependent. If submitting a retroactive request, the date of removal cannot be older than 90 days.

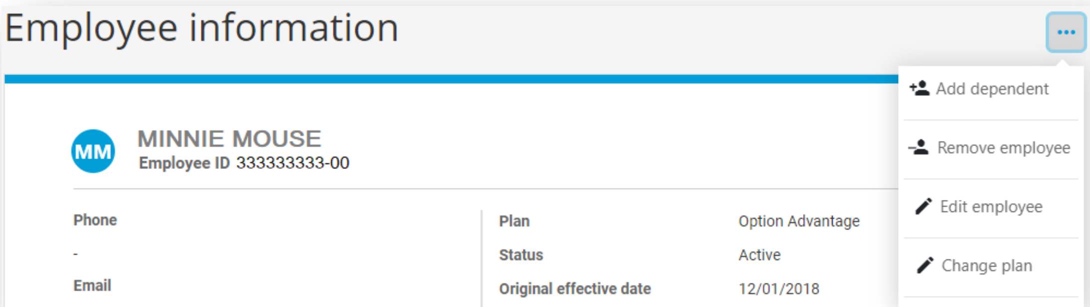


A pop-up window will appear where the date of removal is required. Dependents should be removed based on the effective date. If the date entered is the first of the month, the termination date will automatically be pushed to the end of that month. For example, if you enter in the date of removal as 8/1, our system will reflect an 8/31 termination date.



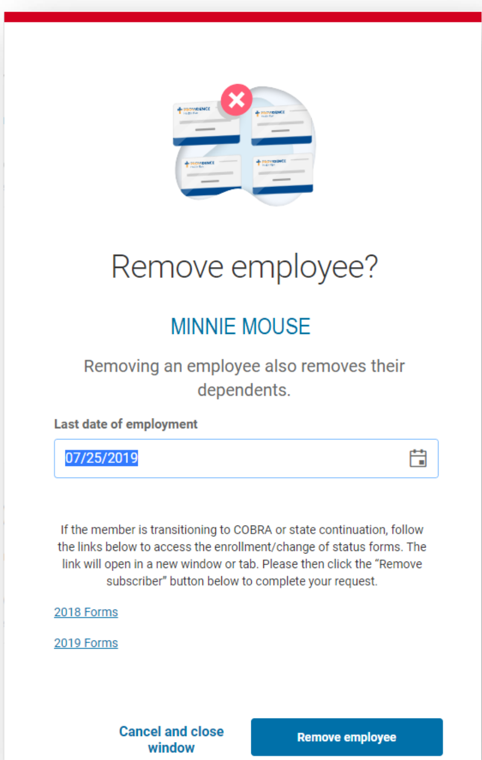
Terminating an Employee

Only active employees can be terminated. There will be an ellipsis in the top right of the employee section that gives the option to remove the employee. If submitting a retroactive request, the date of removal cannot be older than 90 days.



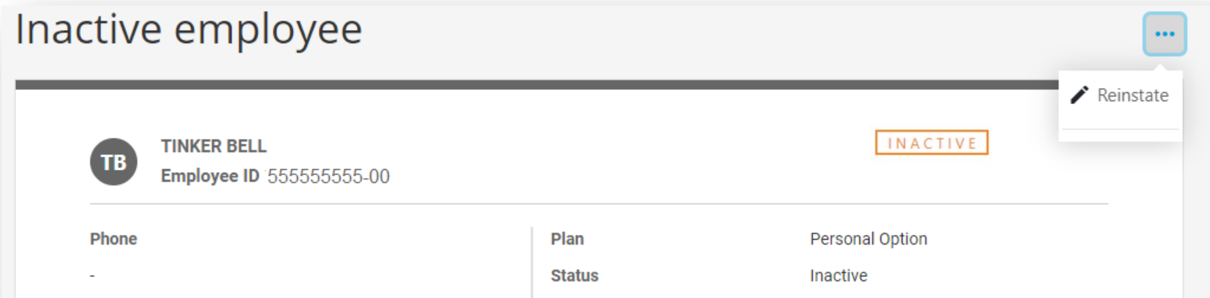
A pop-up window will appear where the last day of employment is required. Cobra or state of continuation forms are available by clicking on the corresponding links.

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.



Reinstate an Employee (Step 1 of 5)

Only inactive employees can be reinstated. There will be an ellipsis in the top right of the employee section that gives the option to reinstate. If submitting a retroactive request, the effective date cannot be older than 90 days.



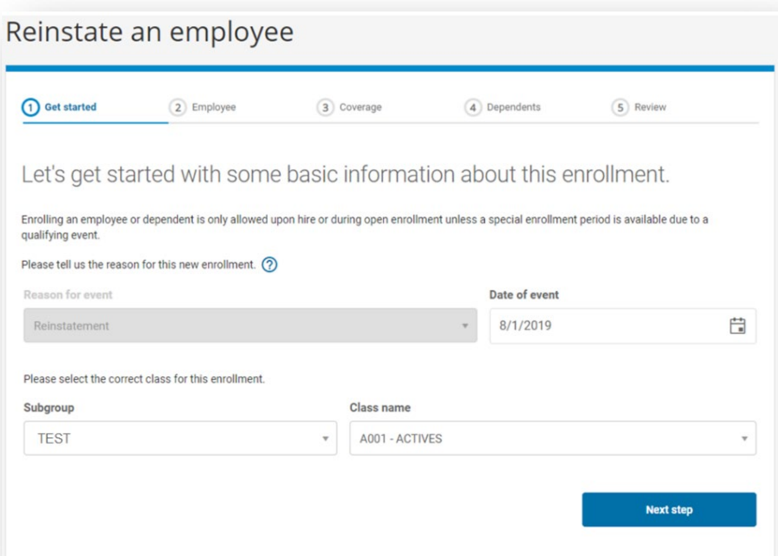
Required Fields to Process Reinstatement:

- Date of event

*Note: Future date of events will not be allowed. On step 3 you will be able to select **first of the month** following the date of event for coverage start date.*

- Subgroup selection from the drop down.
- Class name selection from the drop down.

Once all fields are complete, click **next step**.



Reinstate an Employee (Step 2 of 5)

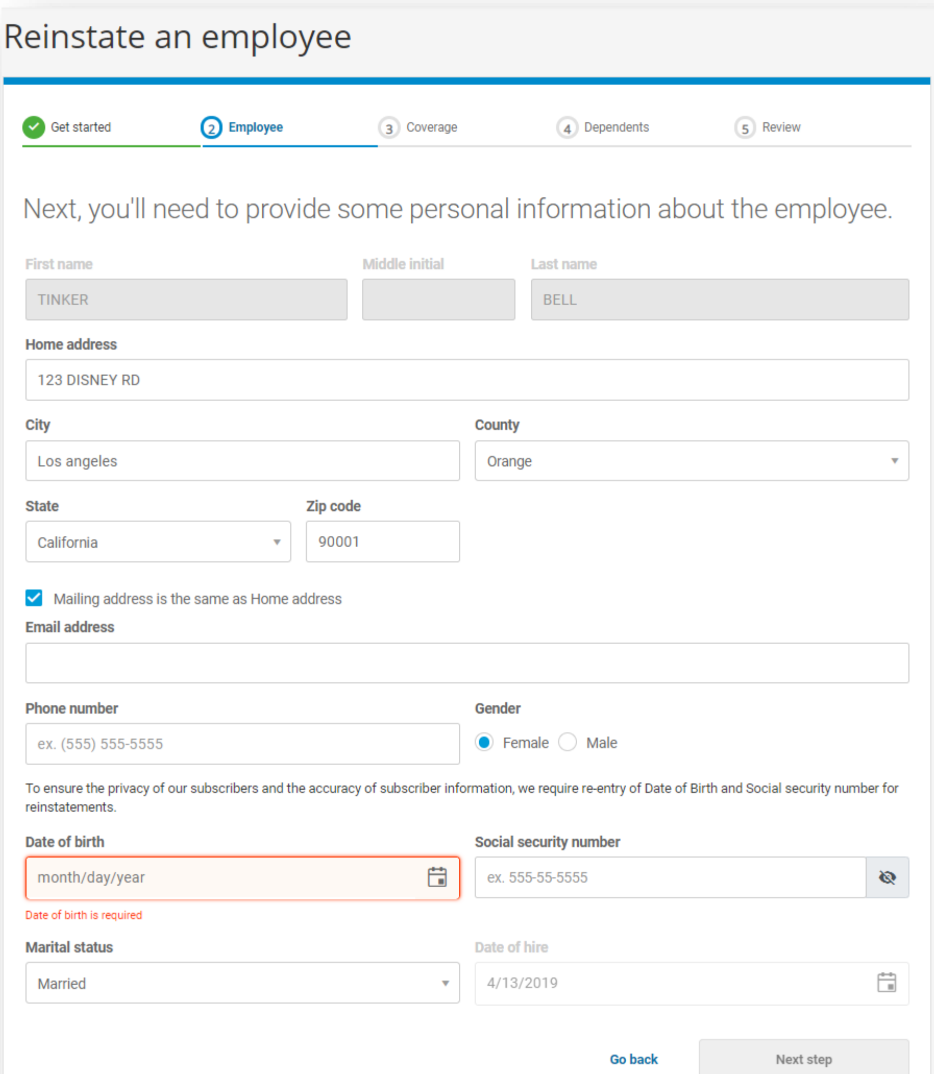
Verify and/or change any demographic information for the employee.

First and last name and date of hire cannot be changed. If the employee's name needs to be changed, reach out to your Providence Health Plan Membership Accounting Representative. See Help Desk for contact information. *Note: County will auto-populate.*

The date of birth is required before moving forward. It is important the date of birth is entered correctly to ensure the policy is reinstated rather than creating a new, duplicate entry.

The SSN will remain hidden unless you click on 

Once all fields are complete, click **next step.**



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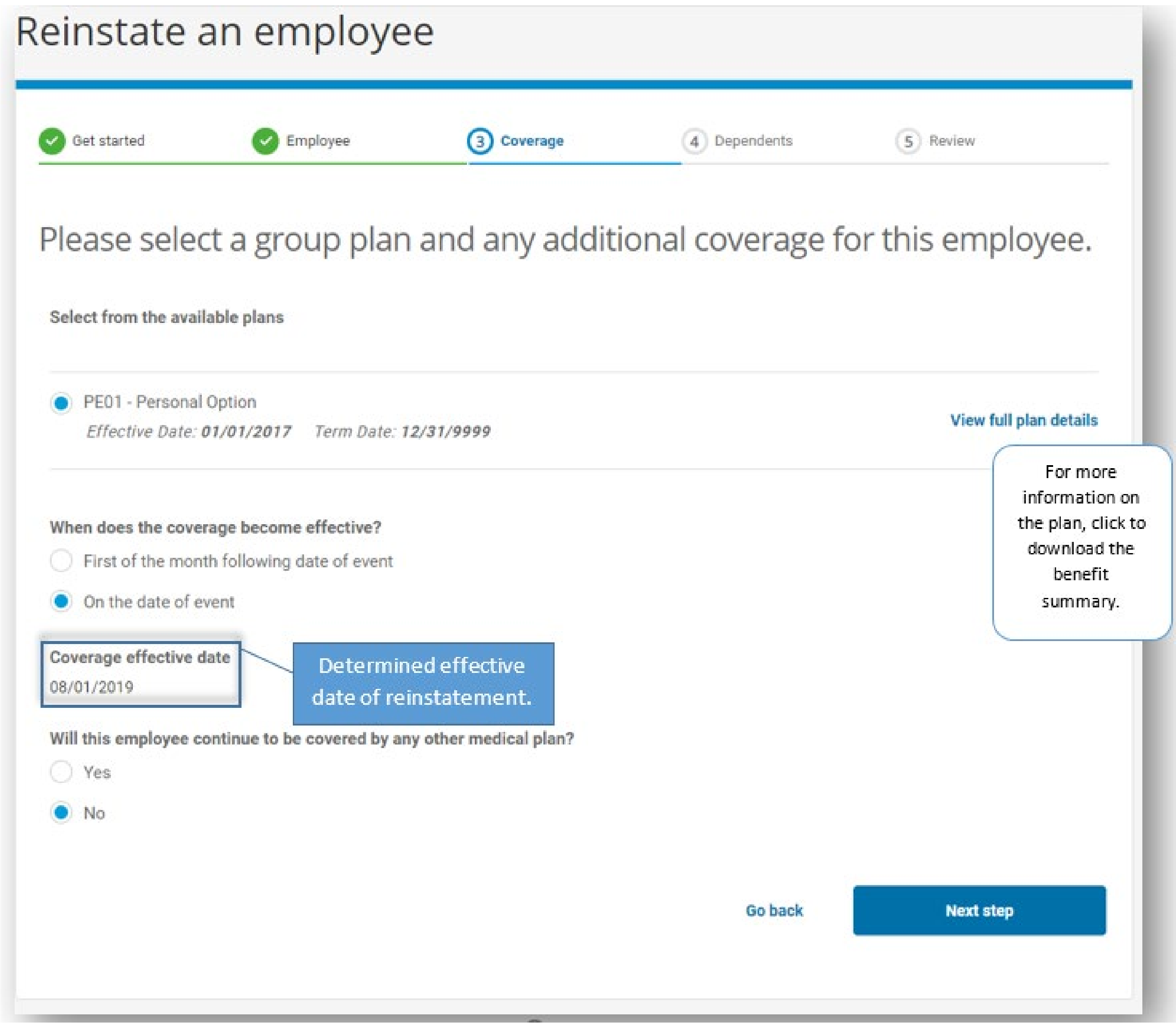
Reinstate an Employee (Step 3 of 5)

Select from the available plans.

Note: The 12/31/9999 date does not mean this plan is available on an ongoing basis. It is available until your next open enrollment.

To determine when coverage should become effective, see [Qualifying Events](#) page.

Once all fields are complete, click **next step.**



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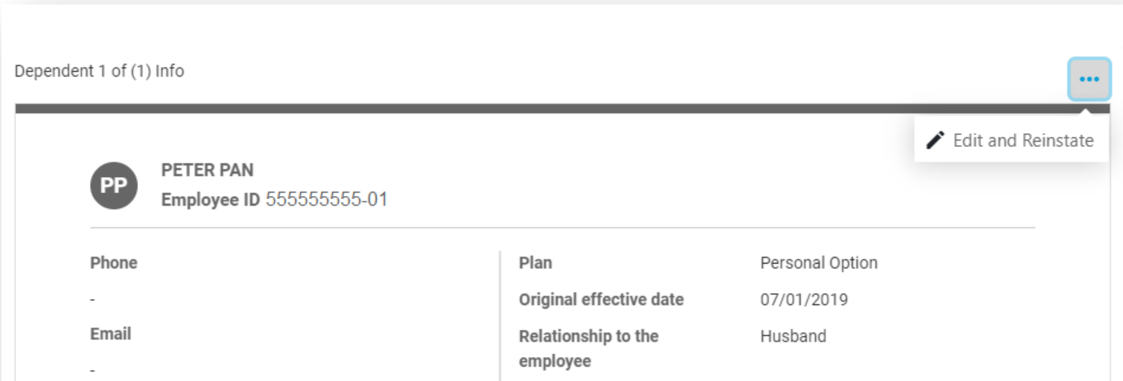
Reinstate an Employee (Step 4 of 5)

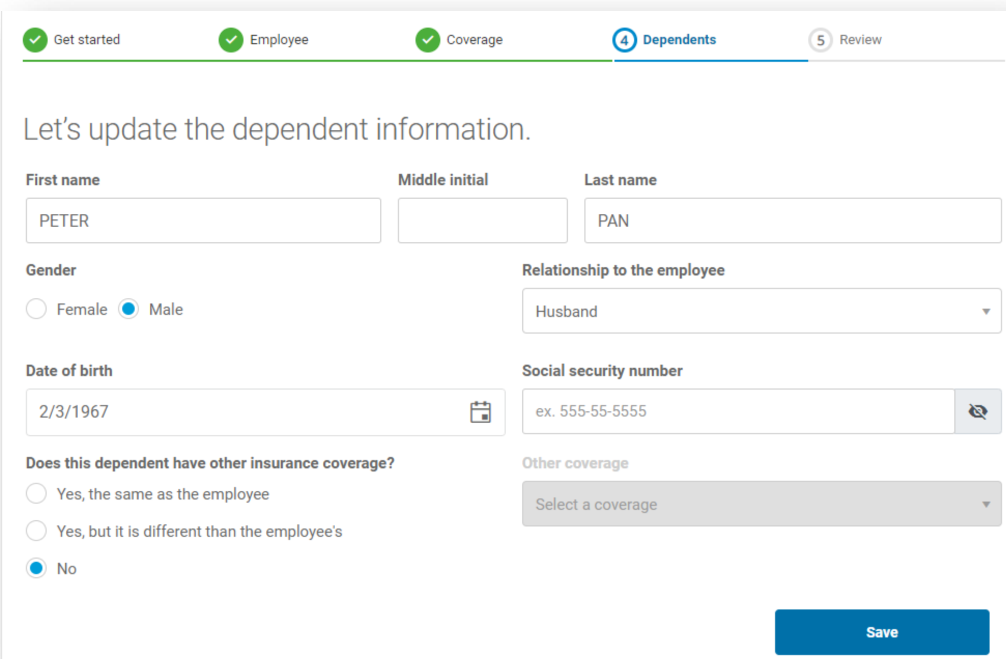
Dependent(s) that were on the policy can be reinstated, and new dependents can be added. To reinstate a dependent, click the ellipsis in the top right corner. To add a dependent that is not listed, click **add new dependent** at the bottom of the page. If no dependents need to be added, click **reinstate.**



Validate dependent information such as name, gender, and relationship to employee. Please note that the date of birth and other coverage fields are required to move forward.

Once all fields are complete, click **save**. A confirmation will pop-up stating the dependent has been added and the color around the dependent will change from gray to orange.

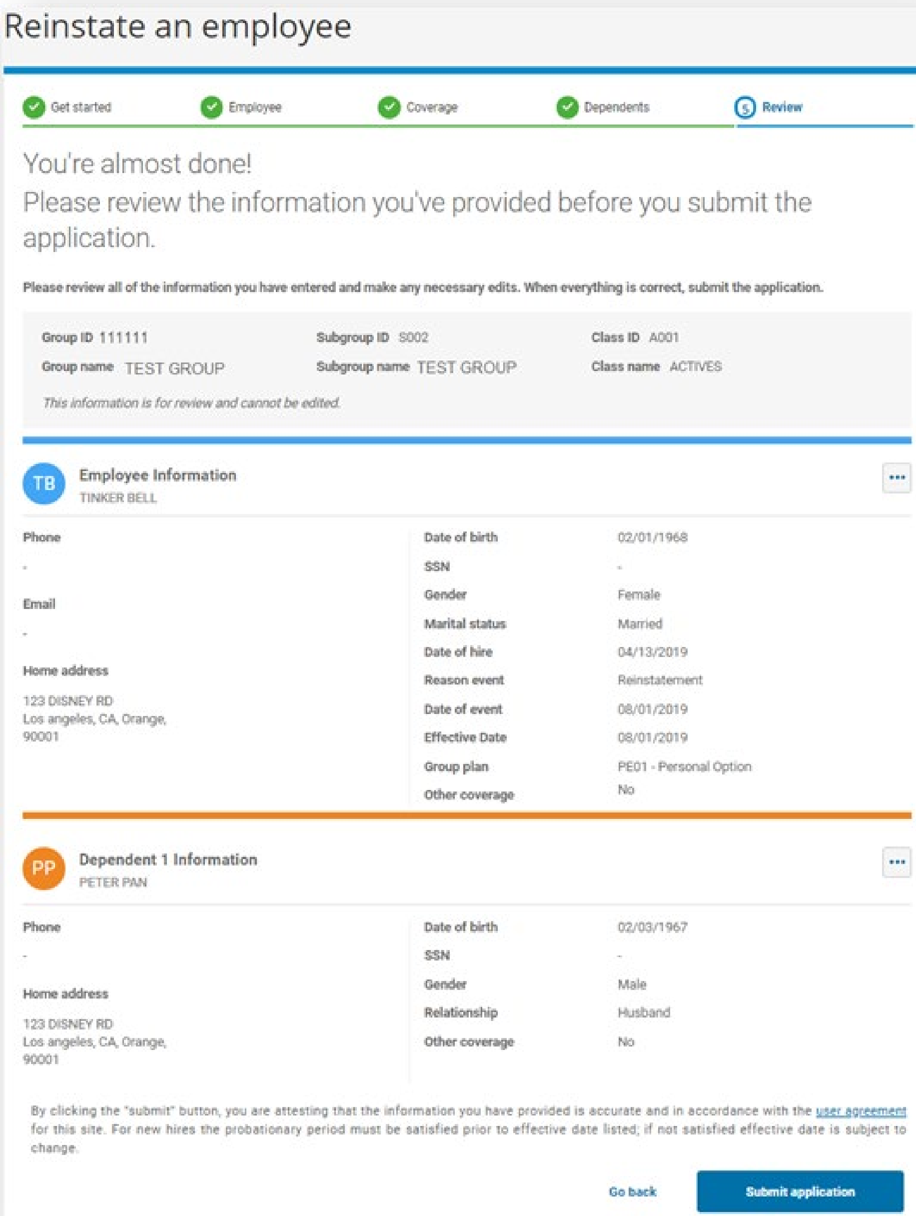
Once all desired dependents are reinstated/added, click **reinstate.**



Reinstate an Employee (Step 5 of 5)

Review the information for accuracy. The ellipsis in the top right corner of the employee information and dependent information will allow you to edit any fields entered in previous screens. If the plan chosen is an HSA with a Health Equity account, verify that the social security number is accurate. A social security number must be provided with this plan selection. Submit the application once the information is reviewed and ready for processing.

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.


Reinstate an employee

Get started | Employee | Coverage | Dependents | 5 Review

You're almost done!
Please review the information you've provided before you submit the application.

Please review all of the information you have entered and make any necessary edits. When everything is correct, submit the application.

Group ID 111111 | Subgroup ID S002 | Class ID A001
Group name TEST GROUP | Subgroup name TEST GROUP | Class name ACTIVES

This information is for review and cannot be edited.

TB Employee Information
TINKER BELL

Phone		Date of birth	02/01/1968
-		SSN	-
Email		Gender	Female
-		Marital status	Married
Home address		Date of hire	04/13/2019
123 DISNEY RD Los angeles, CA, Orange, 90001		Reason event	Reinstatement
		Date of event	08/01/2019
		Effective Date	08/01/2019
		Group plan	PE01 - Personal Option
		Other coverage	No

PP Dependent 1 Information
PETER PAN

Phone		Date of birth	02/03/1967
-		SSN	-
Home address		Gender	Male
123 DISNEY RD Los angeles, CA, Orange, 90001		Relationship	Husband
		Other coverage	No

By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the user agreement for this site. For new hires the probationary period must be satisfied prior to effective date listed; if not satisfied effective date is subject to change.

Go back | Submit application

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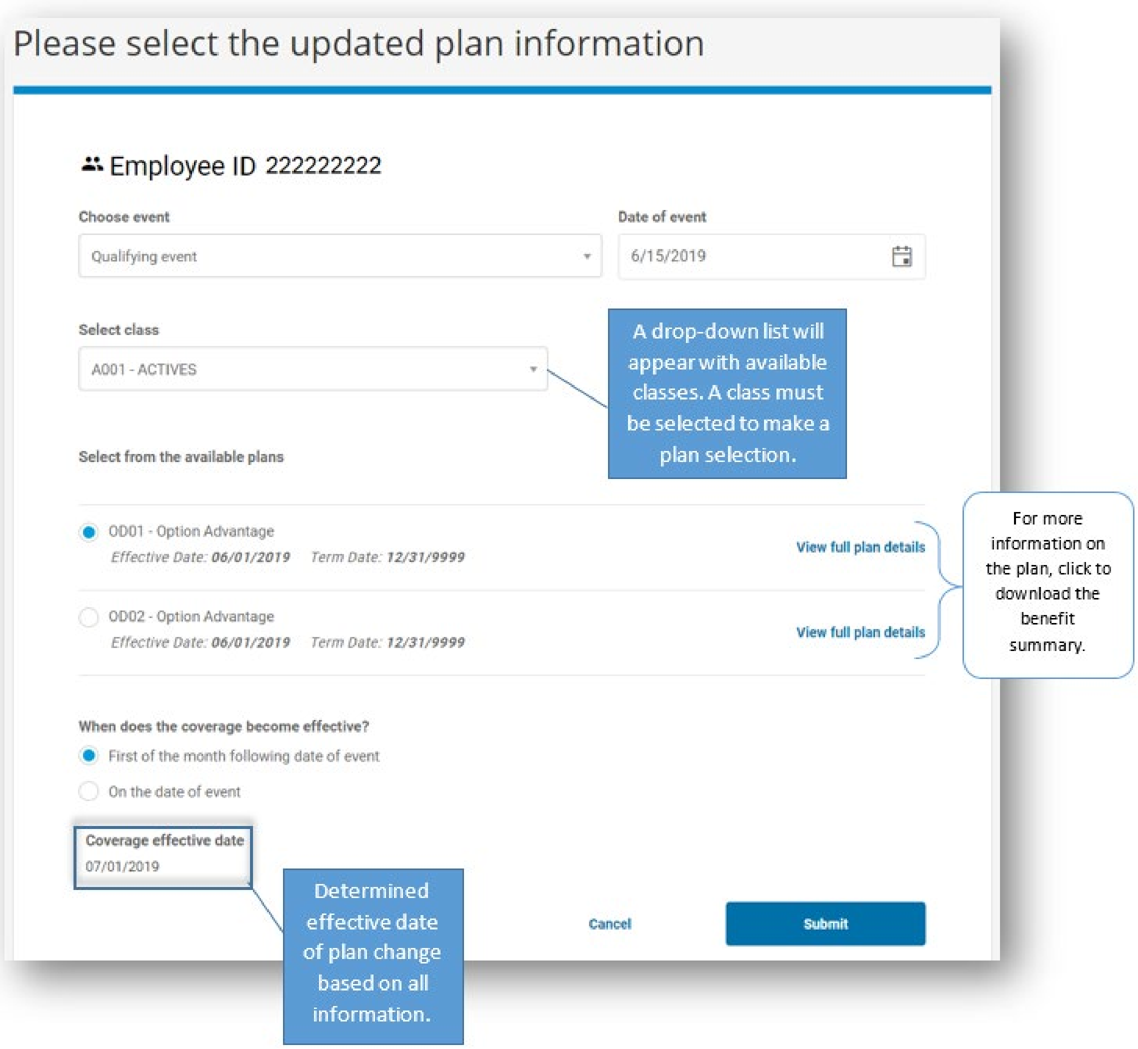
Change Plans

Outside of open enrollment, a qualifying event is required to change plans. Click on the ellipsis in the top right corner from the employee information page and select **change plan.**

These are the available plans and their effective dates.

Note: The 12/31/9999 date does not mean this plan is available on an ongoing basis. It is available until your next open enrollment.



To determine when coverage will become effective, see the [Qualifying Events](#) page. Once all fields are complete, click **submit**.

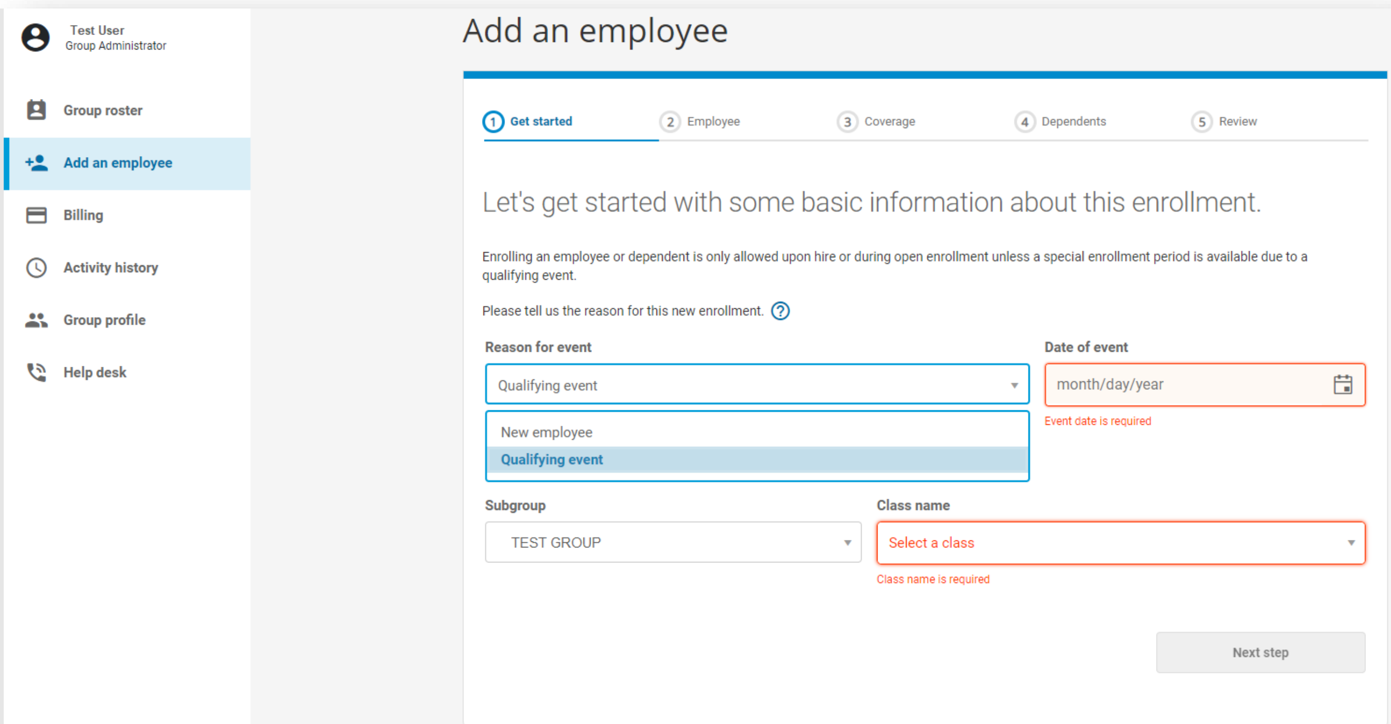
Add an Employee (Step 1 of 5)

Choose a reason from the drop-down menu for adding a new employee. An Open Enrollment event will be added once that date approaches. See the Open Enrollment page below for more information.

Ensure the required fields below are complete to proceed to the next step:

- Reason for event
- Date of event (if selecting a qualifying event)
- Class name

If submitting a retroactive request, the effective date cannot be older than 90 days.



Note: The reason for the event, date of event, (or hire date) will determine the employee's effective date of coverage.

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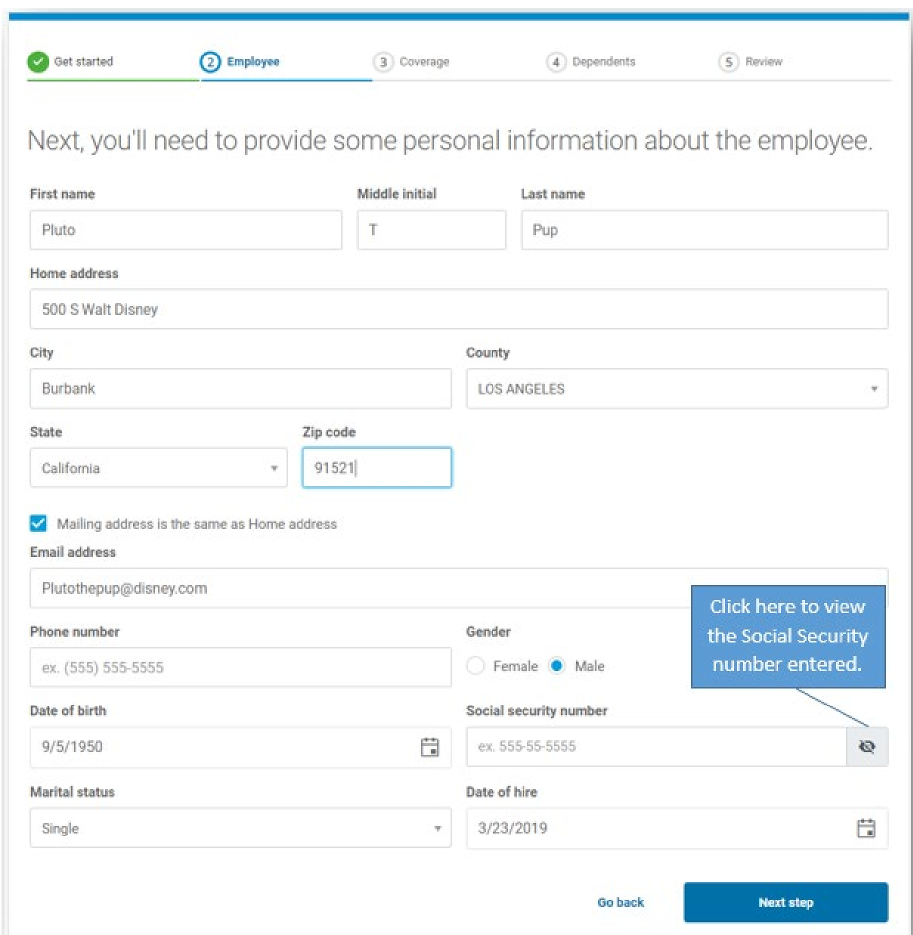
Add an Employee (Step 2 of 5)

To add an employee, make sure the required fields below are complete to proceed to the next step.

- First and last name (no special characters or numbers)
- Home address (if the mailing address is the same as the home address, check the box)
    - Note: The county cell will auto-populate as you enter the data. You can also enter the first letter of the county and scroll until you find the correct one.
- Gender
- Date of birth
- SSN is not required unless the member is enrolling in an HSA plan with a Health Equity account
- Marital status
- Date of hire

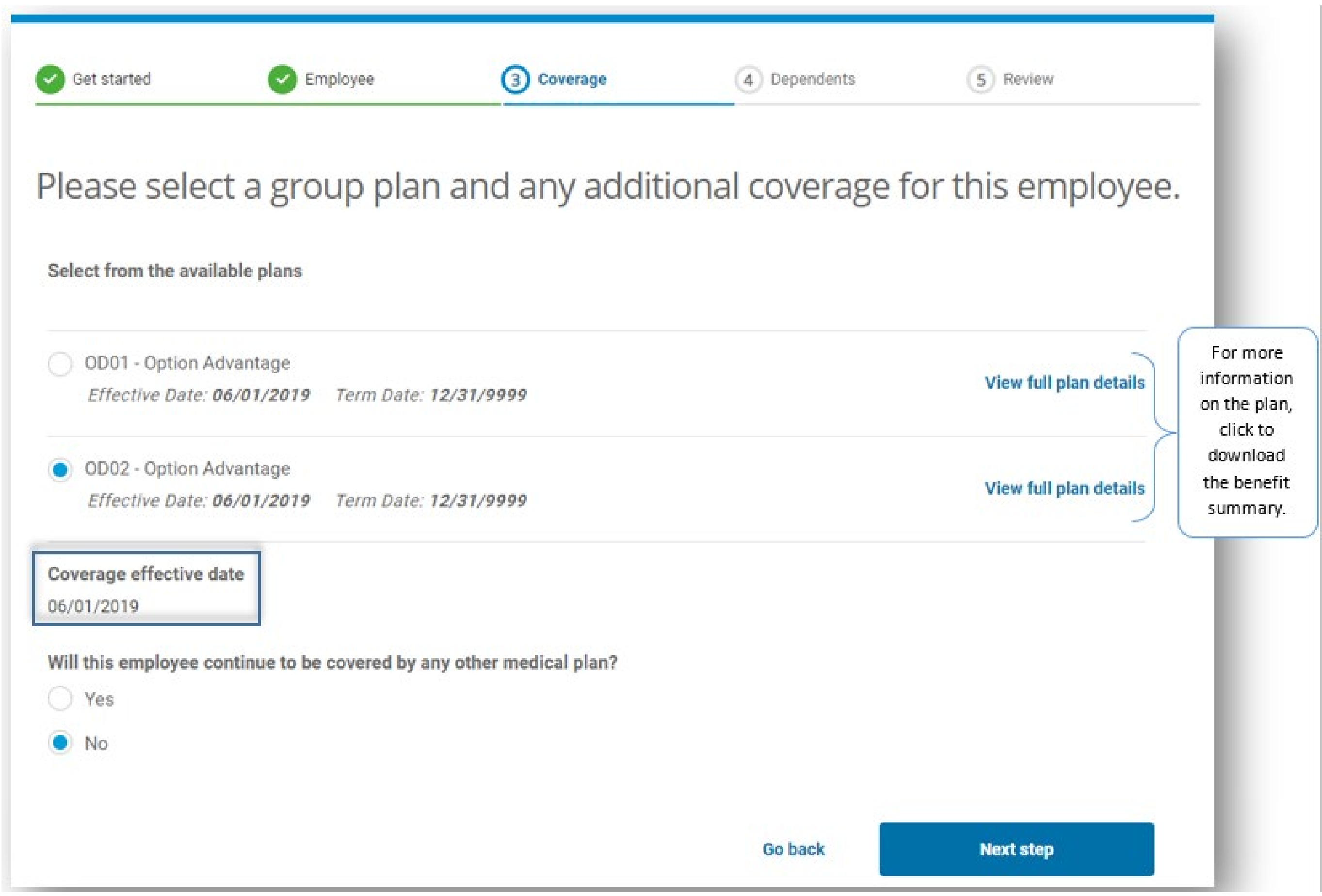
Note: The date of hire will determine the employee's effective date of coverage based on the probationary period contracted with the group.

Once all fields are complete, click **next step.**



Add an Employee (Step 3 of 5)

Please select from the available plans. The effective date of the plan is when the plan became available. The determined effective date is based on all entered information.



Note: The 12/31/9999 date does not mean this plan is continuously available. It is available until your next open enrollment.

Once all fields are complete, click **next step.**

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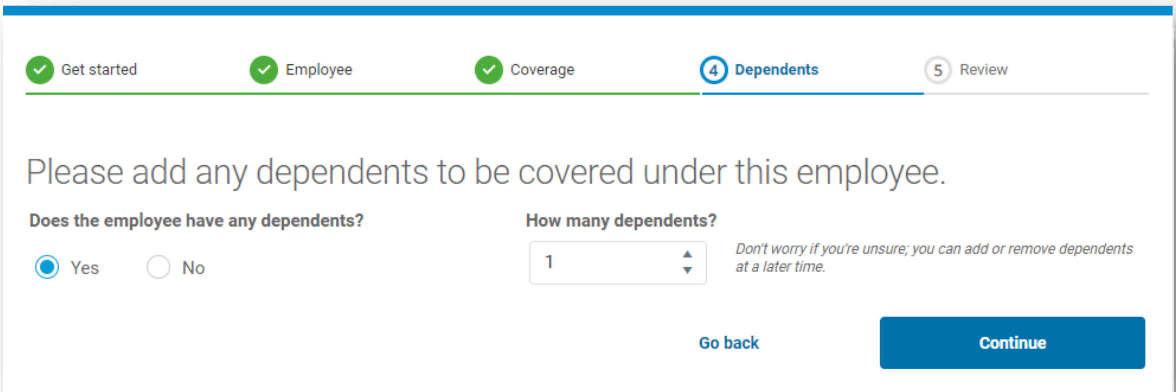
Add an Employee (Step 4 of 5)

If no dependents need to be added, select **no** and **review application**. Note: A dependent can be a spouse, life partner, child or grandchild.

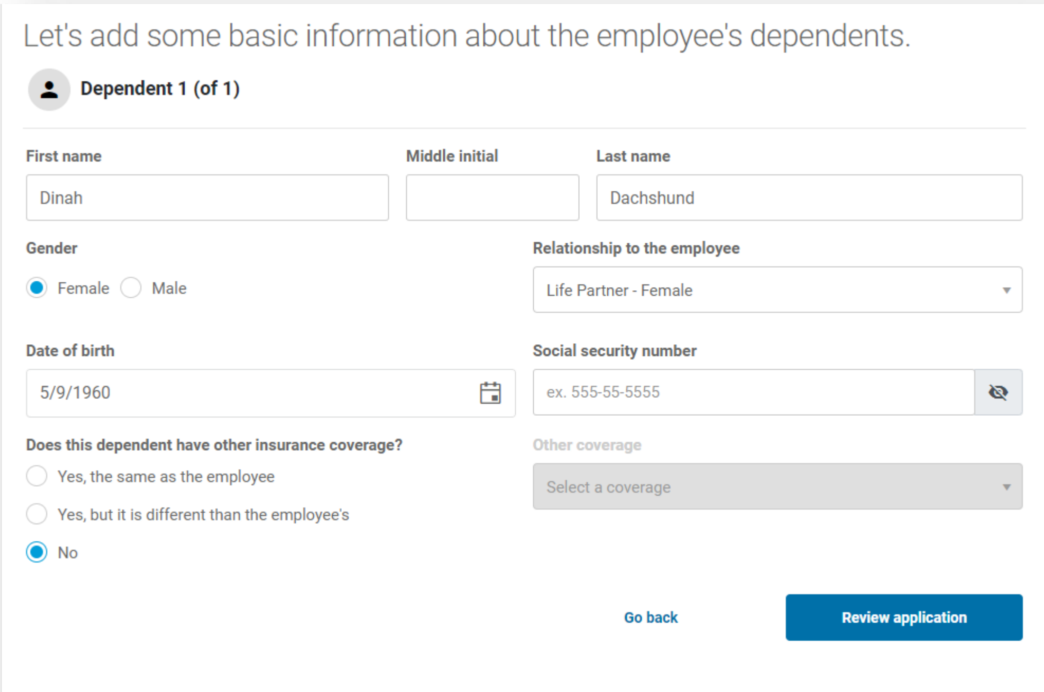
If there are dependents, select **yes** and the number of dependents.



Make sure the required fields below are complete to proceed to the next step.

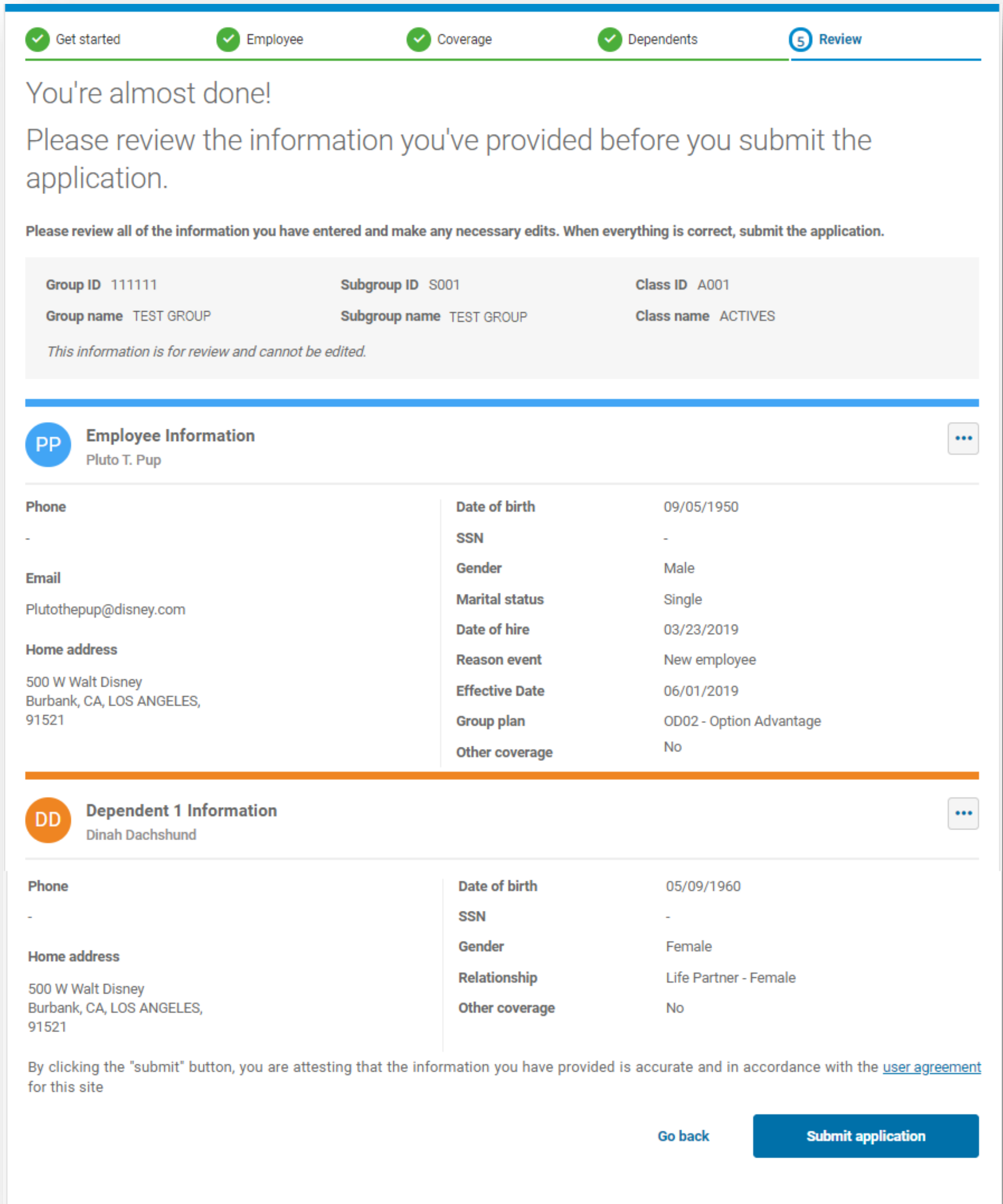
- First and last name (no special characters or numbers)
- Gender
- Relationship
- Date of birth
- Other insurance coverage (yes or no; if yes, you'll be asked for more information)

Once all fields are complete, click **review application.**



Add an Employee (Step 5 of 5)

Review the information for accuracy.



The ellipsis in the top right corner of the employee information and dependent information allows you to edit any fields entered in previous screens.

If the chosen plan is an HSA with a Health Equity account, verify the SSN is accurate. An SSN must be provided with this plan selection.

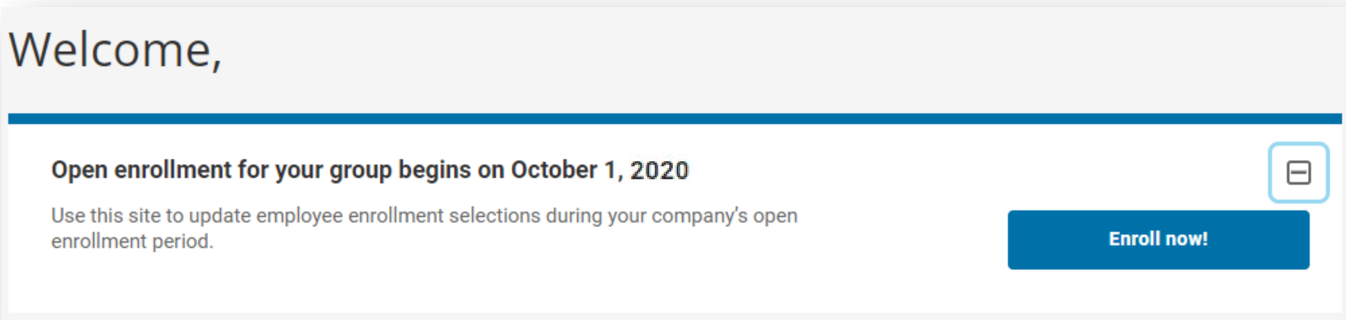
Submit the application once the information is reviewed and ready for processing.

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.

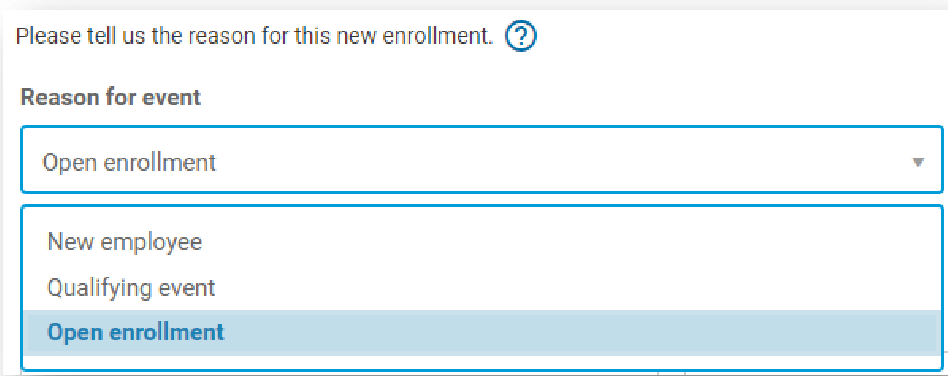
Open Enrollment

An Open Enrollment banner will appear 45 days prior to the renewal date and will remain for 60 days after the renewal date. During Open Enrollment, new employees/dependents can be added and existing employees can change plans. To add a new employee, click on **enroll now** from the banner, or select **add an employee** from the left hand side.

Note: If your banner isn't available as expected, please contact your membership accounting representative and supply a screen shot of your display. Your representative may offer an alternative.



When adding an employee/dependent or changing plans, select **Open Enrollment** from the **reason for event** drop down menu. Follow the previous steps to complete desired transactions.



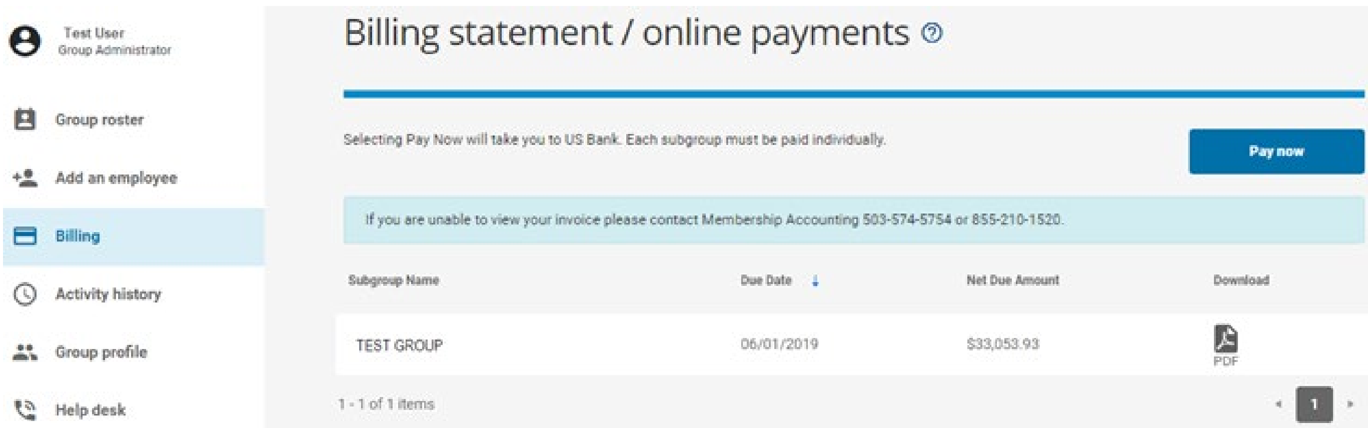
Note: The transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.

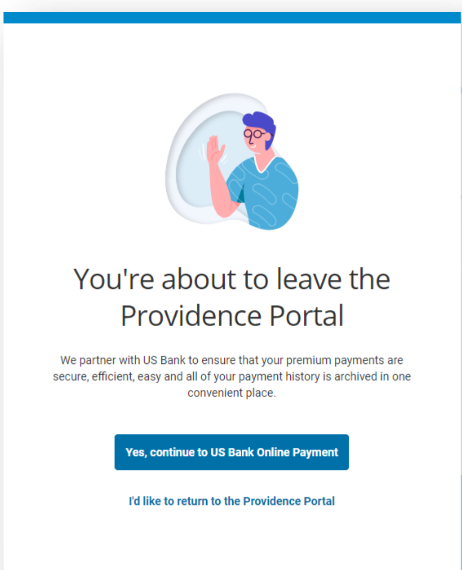
Billing

You can view the monthly billing statements and/or pay the amount due. The most recent due date will be at the top of the page along with net due amount. Click on the **PDF icon** to download the billing statement that corresponds with the due date month. When you're ready to pay, click the **pay now** button to be directed to the US Bank payment.

Note: Once your invoice is generated, it will be uploaded in approximately 2 business days for portal viewing.

For support on how to use the US Bank online payment system, please refer to the [eBill user guide].

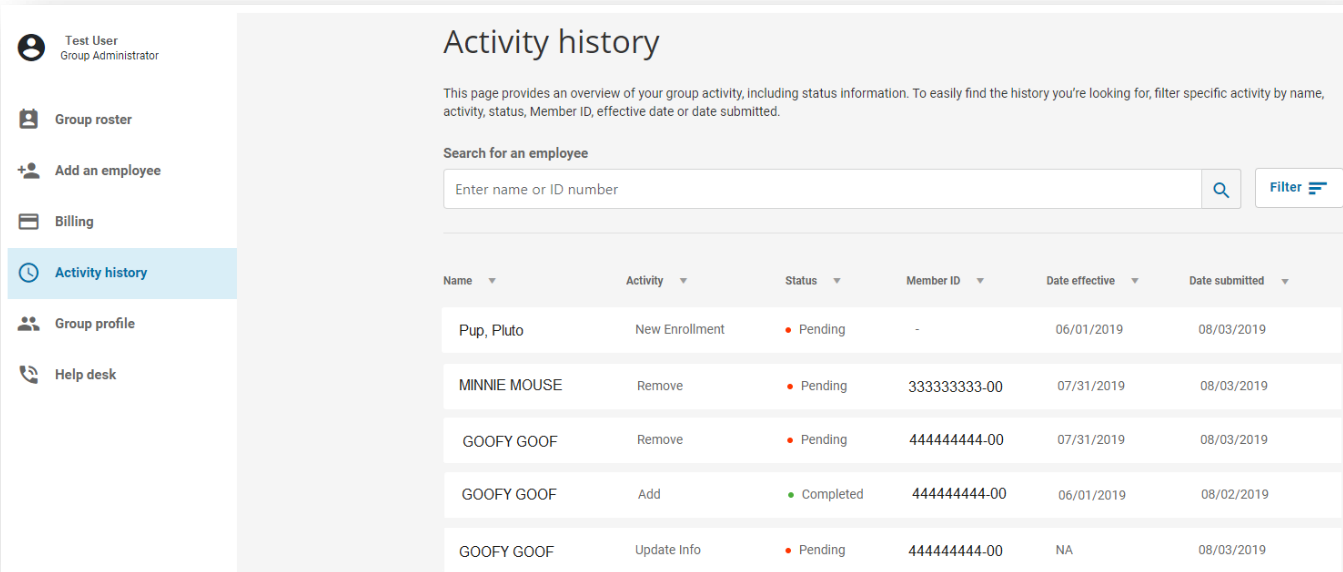




Activity History

Each row will represent a single transaction submitted through the portal only. Transactions processed outside of the portal (i.e: manual transactions done by Membership Accounting) will not appear in this activity history.

By default, the display is in descending order based on the date submitted with the most recent transactions at the top.



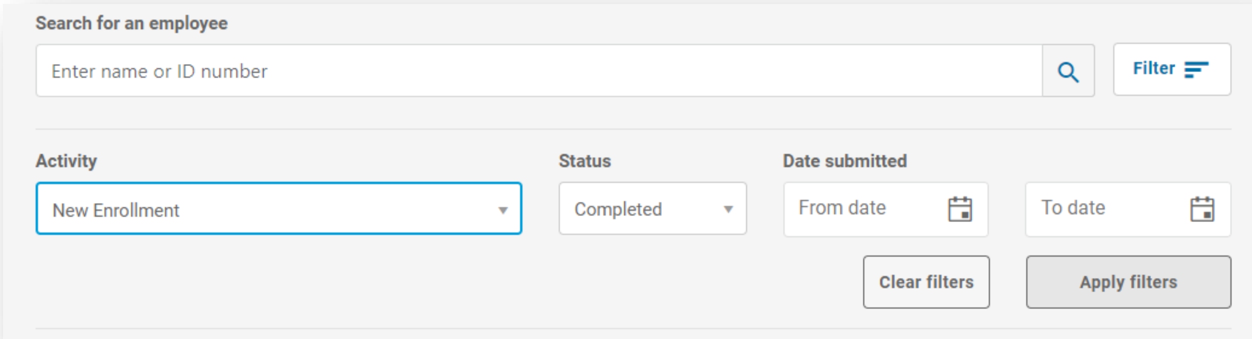
Type of Activity:

- New enrollment
- Update information (demographics/plan change)
- Remove (employee or dependents)
- Add (new dependent)
- Reinstate

Status:

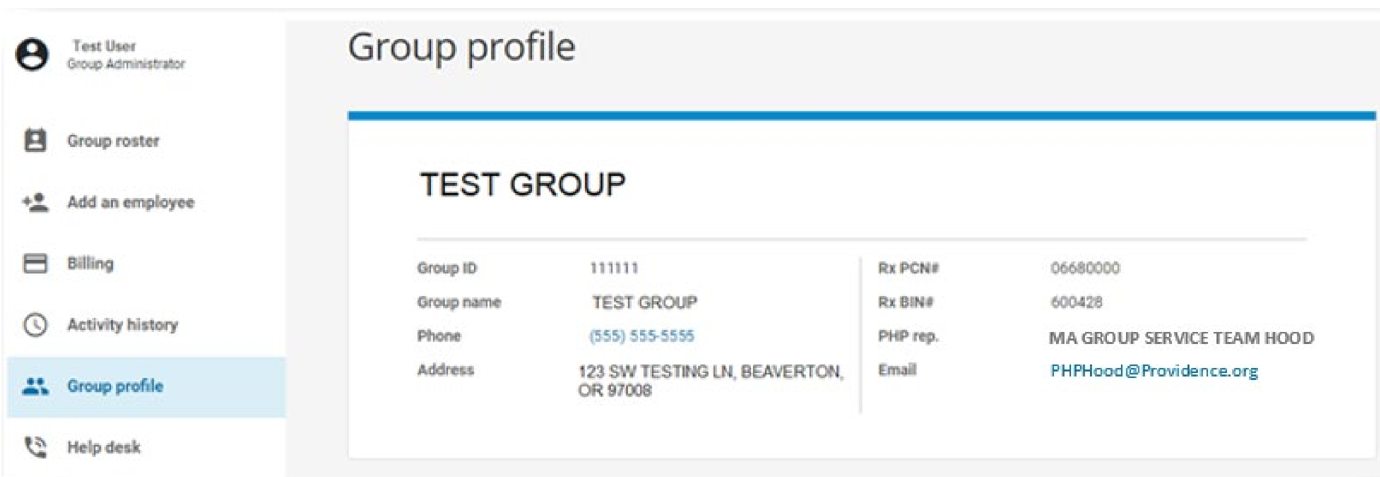
- Pending – Transaction is under review by a Providence Health Plan Membership Accounting representative.
- Completed – Transaction went through the Providence Health Plan system successfully.
- Cancelled – Transaction was not completed. This is typically due to issues with the information received.

You may click on the filter to look for a specific activity within a date range:



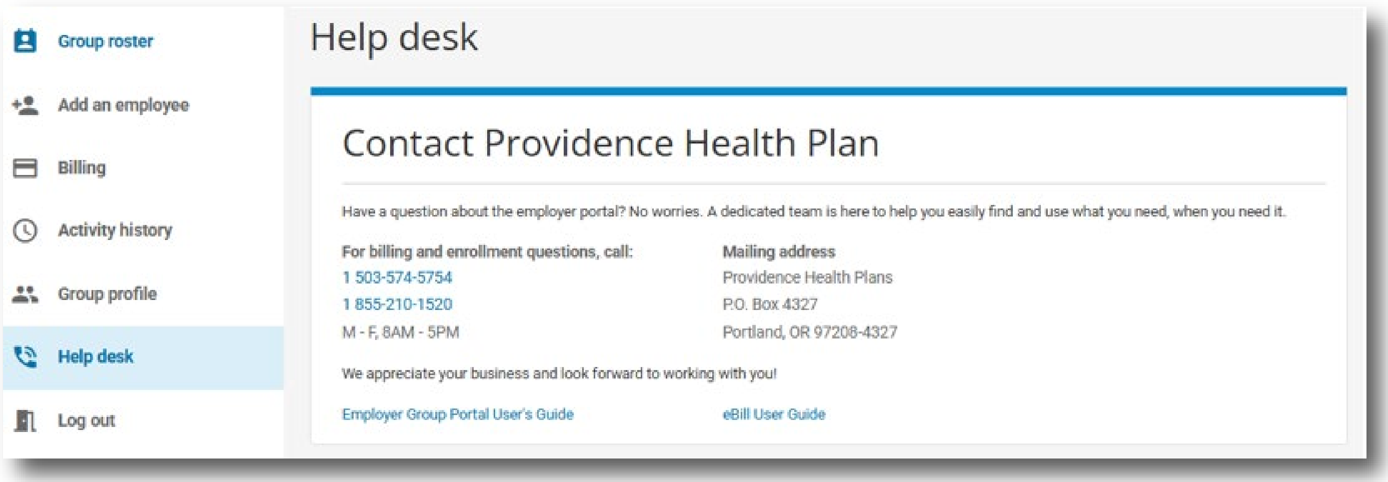
Group Profile

The group file contains the 6-digit group ID number, group name, phone number, physical address, and PCN# / BIN# for pharmacy (also located on every member's ID card).



Help Desk

If you have any questions or concerns navigating the portal, contact our dedicated team to get assistance at 503-574-5754 or 855-210-1520, Monday – Friday, 8 a.m. – 5 p.m. (Pacific Time).



Updated 04/23/2025