



# 2023 Member Resource Guide

Your Guide to True Health

Administered by  
 **Providence**  
Health Plan

 **pebb**  
Public Employees' Benefit Board

# See what's inside

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# 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 ID card
- Estimate costs for services
- View claims and explanations of benefits
- View progress towards your deductible and out-of-pocket maximum
- Take a personal health assessment so we can help serve you better
- Communicate with Customer Service via secure email and chat
- Access exclusive member discounts on fitness memberships, travel and more

### 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.

# Simplifying your True Health journey with a personal Pathfinder

With one click or call, you will be connected to a personal Pathfinder who is dedicated to help you. They will guide you to the answers, virtual tools, or resources you need to support your True Health. For more complex needs, your Pathfinder will connect you directly to a True Health Guide, a specialized expert there to help you every step of the way.



## Navigating healthcare can be complex

How do I find a Primary Care Physician or specialist?

What can I do if I'm feeling depressed and need support?

My medication is expensive, do I have other options?

What support is available for diabetes?

My needs are complicated, how do I even get started?

I want a doctor who looks like me, how do I find them?

## Providence Pathfinder keeps it simple

Enhanced support from experienced, knowledgeable Pathfinders

Robust options for behavioral health support and 24/7 crisis assistance

Pharmacy specialists provide cost information and guidance on best options

A suite of programs designed for your health needs

True Health Guides proactively help you get the most out of your benefits

Pathfinder and True Health Guides understand your unique circumstances in order to overcome obstacles

**A better experience delivered**

**94%** of issues resolved in a single call with a Pathfinder

**92%** of members working with True Health Guides meet their stated goals

**Contact us:**  
800-878-4445  
myProvidence.com





# Care Options

Knowing all of your available care options means you'll 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](tel:800-700-0481).



## ExpressCare

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).



## ExpressCare clinics

Find a same-day in-person appointment or walk-in where available. Treat common conditions like a cold, sore throat, or allergies. Most clinics are open from either 7 a.m. to 7 p.m. or 8 a.m. to 8 p.m. To find a location and schedule an appointment, visit [Providence.org/expresscare](https://Providence.org/expresscare).



## 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

Use emergency care 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



## Provider Directory

We built 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

Check out the updated Provider Directory today

[ProvidenceHealthPlan.com/FindAProvider](https://www.providencehealthplan.com/FindAProvider)







# 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 licensed professionals inserting small needles to stimulate specific parts of the body and its neural network. Studies show that acupuncture can help manage chronic pain, headaches and migraine, with little risk of side effects. Conditions that may benefit from acupuncture include the following:

- Arthritis
- Low back pain
- Neck pain
- Migraines
- Anxiety, depression or insomnia

## Massage therapy\*

Massage therapy is performed by a trained massage therapist, who will apply gentle or strong pressure to the muscles and joints of the body to ease pain and tension. Important reasons for getting massage therapy can include:

- Relief from pain
- Diminish stress/better mood
- Relaxation
- Increase mobility
- Reduce injury or improve already injured parts of the body

\*Only available for Choice plans

## Finding a provider is easy

- ✓ Log in to [myProvidence.com](https://myProvidence.com) and select Find a Provider  
Or, visit [ProvidenceHealthPlan.com/ProviderDirectory](https://ProvidenceHealthPlan.com/ProviderDirectory) and search using your ID number from your member ID card
- ✓ Select "Alternative Care"
- ✓ Adjust filters to find the right provider: zip code, specialty, language, gender, race and ethnicity, personal identity and more



# Behavioral Health Resources

**As a Providence member, you have options when it comes to behavioral health care:**

## Behavioral Health Network

We value whole self-care for all members. Our expansive network of providers offers care close to home or while you're away. And to simplify whole self-care, we've established a direct access line to a 24/7 dedicated support team, trained in crisis care.

- Covered services include diagnostic evaluation, individual and group therapy, and more
- Medications prescribed by providers as needed
- Virtual and in-person appointments to help with whole self-care

## Finding a provider is easy

- ✓ Log in to [myProvidence.com](https://myProvidence.com) and select Find a Provider  
Or, visit [ProvidenceHealthPlan.com/ProviderDirectory](https://ProvidenceHealthPlan.com/ProviderDirectory) and search using your ID number from your member ID card
- ✓ Select "Mental Health/Substance Use Disorder"
- ✓ Adjust filters to find the right provider: zip code, specialty, language, gender, race and ethnicity, personal identity and more

## 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****

## Talkspace

As a Providence Health Plan member, you also have access to virtual therapy through Talkspace. Get personal behavioral health and emotional wellness support through online counseling and therapy from one of the thousands of licensed and verified counselors in the Talkspace clinical network.

- Connect with a counselor on a private, secure and HIPAA-compliant digital platform
- Choose how and when you communicate with a counselor through text, voice, or video that can be sent anytime, anywhere
- Access self-guided exercises, such as journaling and meditation
- Speak to a Talkspace counselor in your preferred language with a U.S. network that supports 32 different languages

## Behavioral Health Concierge

Members in Oregon, Washington, California, Idaho, Montana and Texas can access virtual and confidential appointments at no cost.

Call **877-744-9355** from 7 a.m. to 8 p.m. (Pacific Time), seven days a week. Visit [Providence.org/bhc](https://www.providence.org/bhc) to request an appointment online.

- Appointments with licensed providers can be made on the same day or next day
- Get help with common issues like stress, anxiety, depression, burnout, navigating the mental health system and more
- Visits include a brief overview of the service, clarification of the challenge you are experiencing and a personalized treatment plan
- Call to speak with a liaison and schedule a same or next-day virtual appointment

## Learn to Live

For comprehensive whole-health support, we provide a virtual self-directed program called Learn to Live. Take advantage of interactive resources that are confidential and accessible from anywhere.

- Learn to Live offers 5 highly effective programs based on the proven principles of Cognitive Behavioral Therapy (CBT).
- Programs: Social Anxiety; Depression; Stress, Anxiety & Worry; Insomnia; Substance Use; Panic; Resilience
- CBT is a treatment approach that helps you recognize negative or unhelpful thought and behavior patterns.
- Identify the problem, understand how your mind works and learn ways to deal with the problem. Then practice, repeat and live well.



# Pharmacy

**Our pharmacy network gives you access to thousands of participating pharmacies. With in-person and mail-order options, you can conveniently access the prescriptions you need, while saving yourself both time and money.**

## Formulary

Providence provides members with a comprehensive list of generic and brand name prescription drugs covered under your health plan, known as a formulary, designed to promote safe, effective and affordable medication. Every drug on the formulary has been approved based on safety, quality and cost-effectiveness. On the formulary, drugs are categorized into tiers, with drugs in the lowest tier costing the least, and drugs in higher tiers, like specialty medications, costing more.

## Participating pharmacies

You have access to thousands of participating pharmacy locations nationwide. Take advantage of retail and preferred pharmacies for 30 or 90-day supplies. To find a pharmacy, visit [ProvidenceHealthPlan.com/FindAProvider](https://ProvidenceHealthPlan.com/FindAProvider).

## Mail-order

Get a 90-day supply of medication delivered directly to your home. This service is available from both Costco Home Delivery and Postal Prescription Services (PPS).

## Specialty pharmacies

Specialty drugs include those that require careful handling or administration (like refrigeration or complex injection instructions). Your specialty care team will help coordinate everything for you and provide support to help reduce costs.



### **Smart RxAssist – reduces copay to \$0**

Our Smart RxAssist program lowers specialty drug costs. Eligible members are enrolled automatically. A specialized patient navigator will assist you every step of the way.

**For more information, visit**

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



## Providence 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 are ready to walk with you step-by-step until your needs are met. Whether you need help with understanding a new diagnosis or assistance navigating options for a diagnosis that has been affecting you for a long time, Providence Care Management is here to help.

### 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)**



# More tools and resources to help you on your journey to True Health

**Increased options for care through digital solutions that provide more convenient access, at your preferred time.**



## **Kaia Health**

**Join over 500,000 people who have turned to Kaia for pain relief**

Kaia's at-home therapy program is here to help you manage pain, whether it's sudden, occasional, or chronic, with support every step of the way. Connect to an evidence-based digital therapy app to identify and treat joint and muscle pain, and to get a customized therapy plan of exercise, relaxation and expert advice.



## **Omada**

**Take steps to prevent diabetes**

Omada for Prevention helps members achieve and maintain a healthy weight by closing gaps in care with guidance and support from any smart device. Quickly connect to a personalized care team to get support through your journey and to track progress between appointments.



## **Virta Health**

**Type 2 diabetes reversal is here**

Virta is a provider-led and research-backed treatment that can help patients lower their blood sugar and A1c, reversing type 2 diabetes. Personalized treatment plans include medical supervision from a physician-led care team, a one-on-one health coach, diabetes testing supplies and educational tools. Available as both mobile and desktop apps.



## **WW (Weight Watchers)**

**Assistance in tracking what you eat and working towards your goals**

Whether it's eating better, moving more, or developing a positive mindset, WW has the right plan that suits your lifestyle, helping you build healthy habits. Track your food, activity and weight with an easy to use app; access an online community with an expansive database of food recipes; and get help from WW coaches 24/7.

**To access these programs and for more information, visit**

**[ProvidenceHealthPlan.com/PEBB](https://www.ProvidenceHealthPlan.com/PEBB)**



# Health Coaching



**Whether you'd like to increase your activity level, reduce stress, improve your eating habits, lose weight, quit tobacco, or just feel better every day, teaming up with a Providence health coach can help.**

## The Providence standard health coaching program

- One-on-one health coaching sessions
- Personalized goal setting with manageable steps
- A program designed to empower you to achieve health goals
- Guidance to help you take action toward a healthier lifestyle
- Educational materials
- Other resources to support your success in the program

**To get started or for more information, visit [ProvidenceHealthPlan.com/Coaching](https://ProvidenceHealthPlan.com/Coaching)**

## Help to quit smoking

Your Providence Health Plan benefits give you free comprehensive support to quit tobacco. Connect with a coach over the phone or use live chat to create a personalized plan and get support every step of the way. You'll also get access to resources to help you manage your triggers and overcome your cravings. All Providence members are eligible.



Call Quit for Life at **1-866-QUIT-4-LIFE (1-866-784-8454)** to opt in or out of the program



# Member Perks

Explore additional benefits and programs available to cover every aspect of your life.



## Active&Fit Direct

Ready to kick-start a routine or looking to take it to the next level? Access thousands of participating fitness centers and online workout videos.



## 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.



## ChooseHealthy®

With the ChooseHealthy® Program you can save big on your road to better health. Get exclusive deals on fitness and wellness products, chiropractic care, acupuncture and massage therapy, and enjoy access to free and self-guided online health classes based on up-to-date clinical information.

To access these services and for more information, visit

[ProvidenceHealthPlan.com/PEBB](https://www.ProvidenceHealthPlan.com/PEBB)

# Glossary

## **Coinsurance**

The percentage of costs of a covered health care service you pay (30%, for example) after you've paid your deductible. In general, a copay is what you pay up front, while coinsurance is what you pay later.

## **Copay**

A fixed amount (\$10, for example) you pay for a covered health care service after you've paid your deductible. Copays can vary for different types of services within your plan. For example, your copay to visit a specialist may be different from your copay for a lab test, or a visit to your primary care provider. Most services will either have a copay or a coinsurance.

## **Deductible**

The amount you pay for covered health care services before your health plan starts to pay.

## **Explanation Of Benefits (EOB)**

An explanation of benefits (EOB) is a written explanation regarding a claim, showing what we paid and what you must pay. The EOB is not a bill, although it will explain any charges you still owe.

## **In-network provider**

In-network refers to providers or health care facilities with which we have negotiated a discount. You usually pay less when visiting an in-network provider, because they provide services at lower cost as a result of their negotiated contract.

## **Out-of-network provider**

A provider that has not signed a contract agreeing to accept our negotiated prices. Depending on your plan, the cost for services provided by an out-of-network provider are generally higher than if you received them from an in-network provider. Services may not receive any coverage at all.

## **Personal health assessment**

A quick, simple, confidential annual questionnaire that gives you an immediate snapshot of your current health and health risks and gives you a personal plan for healthy living.

## **Prior authorization**

Approval from Providence that may be required before you get a service or fill a prescription in order for the service or prescription to be covered by your plan. By using prior authorization, we want to make sure that the drug or service is medically necessary and is recommended for your situation.

## **Referral**

A written order from your primary care provider for you to see a specialist or get certain medical services. In many situations, you need to get a referral before you can get medical care from anyone except your primary care doctor. If you don't get a referral first, you may pay more for your service.

## **Specialists**

A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a provider who has more training in a specific area of health care.



# We all deserve True Health

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. When you're healthy, you can feel inspired to do great things for the community and the world at large.

## 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](https://www.ProvidenceHealthPlan.com)**