2024 Member Resource Guide

A quick look at benefits and services available to you and how best to access them.
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
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 access your formulary, visit ProvidenceHealthPlan.com/FindMyFormulary

Questions about pharmacy benefits?
Visit 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.

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.

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. Just have your provider send your prescriptions to one of our preferred mail order pharmacies: Costco Mail Order or Postal Prescription Services.

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

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.

A Specialty Team for Specialty Pharmacies

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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.
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

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
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 or call Providence Customer Service at 800-878-4445

Behavioral Health Suite of Services

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

Talkspace
- 80% found Talkspace to be as effective or more effective than traditional therapy

Behavioral Health Concierge
- 42% of members would not ask for help without this service

Learn to Live
- 44% improvement in psychometric outcomes, when working with a Learn to Live coach

Equip
- 81% of patients are seeing improvement in eating disorder symptoms

Charlie Health
- 91% attended a scheduled session

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:

**Resources to Relax & Recharge**
- LifeBalance: ProvidenceHealthPlan.com/LifeBalance
- ChooseHealthy: ProvidenceHealthPlan.com/ChooseHealthy

**Stress Management and Mindfulness Tools**
- ProvidenceHealthPlan.com/HealthCoaching
- 80% of members would not ask for help without this service
- 42% improvement in psychometric outcomes, when working with a Learn to Live coach

**Learn to Live**
- LearnToLive.com/Welcome/ProvidenceHealthPlan
- Self-directed virtual therapy to manage mental health, and addiction issues

**Telehealth/Virtual**
- Providence.org/BHC
- Quick access to direct care with Providence providers
- Extended hours 7 a.m. – 8 p.m., seven days week
- Help with life stressors, mental health, and addiction issues

**Talkspace**
- Talkspace.com/ProvidenceHealthPlan
- Telehealth provider of virtual psychotherapy for teens (13+) and adults
- Be matched to a provider within 48 hours
- Connect through text, call, or live video
- Access to therapy, psychiatry,* or both

**Broad Clinical Support**
- ProvidenceHealthPlan.org/FindAProvider
- Go to the Provider Directory and search using your Member ID
- Select “Find a care provider”
- Select “Mental Health/Substance Use Disorder”

**Behavioral Health Concierge**
- ProvidenceHealthPlan.com/HealthCoaching
- One-on-one health coaching sessions
- Personalized goal setting with manageable steps
- A program designed to empower members to achieve their health goals

**Charlie Health**
- Virtual Intensive Outpatient Program (vIOP)
- Teens and young adults ages 11-30
- Personalized treatment plans, including group and family / individual therapy

**Equip**
- Virtual, eating disorder treatment
- Kids and young adults ages 6-24
- Family-Based Treatment (FBT) matched with a multi-disciplinary team

**Charlie Health**
- Virtual Intensive Outpatient Program (vIOP)
- Teens and young adults ages 11-30
- Personalized treatment plans, including group and family / individual therapy

**Learn to Live**
- LearnToLive.com/Welcome/ProvidenceHealthPlan
- Self-directed virtual therapy to manage mental health, and addiction issues
- One-on-one coaching, mindfulness exercises, and live and on-demand webinars
- Available at any time within the app

**Telehealth/Virtual**
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**Behavioral Health Network**
- Local and nationwide access
- In-person and virtual services
- Age-specific care (kids, teens, adults)
- Access to specialty behavioral health network

**Provider Directory**
- ProvidenceHealthPlan.org/FindAProvider
- Go to the Provider Directory and search using your Member ID
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**Crisis Care**
- 24/7 Crisis Line (HUB)
- Immediate access 24/7
- Team trained in crisis triage care
- Real time referrals
- Call customer service at 503-574-7500 or 800-878-4445 and they will help connect you directly to our clinical department

**Urgent Care**
- Inpatient and residential care
- Partial hospital care

*Psychiatrists have the ability to prescribe medication
Health Coaching

Reach your goals with support from a Providence Health Coach.

Whether you’d like to increase your activity level, reduce stress, improve your eating habits, lose weight, quit tobacco, or just feel better, a Providence Health Coach can help. We’re here to remove barriers, motivate you when you need a nudge, and be a resource on your journey.

The Providence Health Coaching program offers telephonic or virtual sessions at no cost to members, along with:

- 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 healthier lifestyle

Talk to a Health Coach today
ProvidenceHealthPlan.com/HealthCoach

Help to quit smoking

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 866-QUIT-4-LIFE (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.

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.

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.

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.

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.

Your road to better health

- Weight management
- Nutrition
- Physical activity
- Stress
- Sleep
- Social support
- Digital wellbeing

To access these services and for more information, visit
ProvidenceHealthPlan.com/Member-Perks

1 Eligibility and participation criteria apply. Health Coaching services are not available for all members. To determine program eligibility, please contact the health coaching program.
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