



Welcome to

Providence Health Plan

Your quick guide to benefits and resources

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.

Let's get started

Your member ID card is included with this guide. To ensure the best experience at medical appointments and places like the pharmacy, please bring your member ID card with you.



First things first...



Sign up for a myProvidence account

Log in to myProvidence for secure, on-demand access to personalized benefit information, tools, and resources including:

- Member materials (i.e., benefit summary and plan contract)
- Formulary (i.e., list of covered FDA-approved medications)
- Provider directory
- Claims submission and information
- Deductible and out-of-pocket information
- Explanations of Benefits (EOBs)
- Member ID cards
- Cost calculators (i.e., medical treatment cost calculator; prescription drug cost calculator)
- Secure message and chat
- Communication preferences
- Member perks/exclusive member discounts

To activate your myProvidence account:

- Go to **myProvidence.com**
- Select “Create an Account”
- Follow prompts and you’ll be all set
- Start off by telling us more about yourself. Take the member REALD survey.*

Providence Health Plan respects member privacy rights including access to, and use of, personal data. Learn more at [ProvidenceHealthPlan.com/NOPP](https://www.providencehealthplan.com/NOPP) and [ProvidenceHealthPlan.com/NonDiscrimination-Statement](https://www.providencehealthplan.com/NonDiscrimination-Statement).

* The member race, ethnicity, language and disability (REALD) survey is optional. It is designed to enable us to even better serve Providence Health Plan members.

Forms and documents

Find various forms to help you navigate your health plan coverage by visiting [ProvidenceHealthPlan.com/Forms](https://www.providencehealthplan.com/forms)



Member Materials

Your plan contract and benefit summary have key information, like what services are and aren't covered, where you can get care, rules for using services outside the area, copay details, your rights and responsibilities, and how Providence evaluates benefits including new technology for coverage.



Access your member materials

Visit [myProvidence.com](https://myprovidence.com) to access your member materials. Once you are logged in, select "My Health Plan" at the top of the page and then select "Benefits Documents" from the drop down.



Request a hard copy

You may request a hard copy of your member materials in your preferred language by calling Customer Service at [800-878-4445 \(TTY: 711\)](tel:800-878-4445), from 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.



Choose a primary care provider (PCP)

Each member in Oregon is required* to choose a PCP within the first 90 days of coverage. If you do not choose a PCP within the 90 days, one will be chosen for you.

To choose a PCP:

- 01** Log in to myProvidence.com
- 02** Select "Find a Provider" in the top navigation bar under "My Providers"
- 03** Search by provider name, location, or specialty

The provider directory includes information from in-network providers like address, phone number, specialty, language, race and ethnicity, and LGBTQ+.

- ✔ Customize your search as desired
- ✔ You can also search for an in-network specialist, behavioral health provider, or hospital
- ✔ No referrals required for in-network specialist visits

Access provider listings via myProvidence and at ProvidenceHealthPlan.com/FindAProvider

*Refer to ProvidenceHealthPlan.com/SB1529

No referrals

Providence plans do not require referrals for in-network specialist visits, providing easier access to the care you need.





Convenient access to medication

The preferred pharmacy retail network provides access to more than 34,000 participating pharmacies helping you save time and money.

✓ Preferred retail pharmacies

We partner with pharmacies to reduce copay costs for members. By selecting a preferred retail pharmacy*, you may pay less for a 30- to 90-day supply of medication.

✓ Mail-order pharmacies

With many plans, mail-order may allow the convenient delivery of your medications directly to your home.

Visit [ProvidenceHealthPlan.com/Pharmacy](https://www.providencehealthplan.com/Pharmacy) to learn more and to access pharmacy resources, such as:

- Your formulary**
- The pharmacy directory
- Prior authorization forms
- Answers to frequently asked questions

And information about:

- Mail-order, specialty and generic medications
- How to request an exception to restricted medication
- Pharmaceutical procedures

* Nearly all in-network pharmacies are preferred, including most major drug store chains.

** The formulary is a list of FDA-approved prescription drugs covered under your plan.

It indicates which medications have restrictions, such as requiring prior authorization, being part of a step therapy or limiting the amount of medicine that can be filled at one time.



Save on prescriptions*



Rx Savings Solutions

Helps lower out-of-pocket costs for your medications

- **Free** to eligible members
- **Automatic** enrollment
- **Personalized** to your plan and medications
- **Timely alerts** when savings are available
- **Expert support** from certified pharmacy technicians and pharmacists



HelpScript™**

May lower copay on eligible medications

- **Free** to eligible members
- **Automatic** enrollment
- **Expert support** accessing medications from Patient Advocates
- **Available** at select pharmacies

* Eligibility and participation criteria apply. Rx Savings Solutions and HelpScript™ programs are not available for all members. To determine program eligibility, call Pharmacy Customer Service at 503-574-7400 or 877-216-3644 (TTY: 711), 8 a.m. - 5 p.m. (Pacific Time), Monday - Friday.

** H.S.A. members are ineligible for program enrollment.





Care options for every need

From in-person primary care, to telehealth and emergency care, find the care you need, when you need it.

NOTE: If you're having a medical emergency, call 911 or go to the nearest emergency room.



24/7 Nurse Advice Line

No-cost 24/7 telephone access to a registered nurse. Have your member number available. Call **503-574-6520** or **800-700-0481 (TTY: 711)**.



Telehealth (Phone or Video Appointment)

"Office" visit with your PCP by phone or a video conferencing platform.





ExpressCare Virtual

On-demand care within minutes through your tablet, smartphone, or computer. Available 7 days a week, 8 a.m. to 8 p.m. (Pacific Time). To get started, visit [Providence.org/Services/ExpressCare-Virtual](https://www.providence.org/Services/ExpressCare-Virtual).



ExpressCare Clinics

Same-day in-person appointment or walk-in where available. To find a location and schedule an appointment, visit [Providence.org/Services/ExpressCare](https://www.providence.org/Services/ExpressCare).



Primary Care

Your primary care provider is the provider you see most often and who is most familiar with your health history.



Urgent Care

Urgent care is available when you can't wait for a primary care appointment, or if it's after business hours, for minor injuries like cuts, burns, and pains.



Emergency Care

Call 911 or go to the nearest emergency room if you think your life or well-being is in danger.

For more information, visit

[ProvidenceHealthPlan.com/Care-Options](https://www.providencehealthplan.com/care-options)



Behavioral Health

Each person is unique, so we offer a mix of services and solutions. Here's a quick look at our suite of offerings:



Resources for Improved Well-Being



Save on massage therapy, yoga, meditation, recreational and cultural activities, and more.

ProvidenceHealthPlan.com/LifeBalance



Telehealth/Virtual

Behavioral Health Concierge

Virtual appointments with licensed behavioral health clinicians within 7 days. *Available to eligible members in OR, WA, CA, ID, MT, and TX.*

Providence.org/BHC

Talkspace

Virtual psychotherapy for ages 13+ provides access to therapy and psychiatry¹ through text, call, or video, with help available within 48 hours.²

Talkspace.com/ProvidenceHealthPlan

Equip

Virtual eating disorder treatment using family-based treatment (FBT), matched with a multi-disciplinary team, for ages 6+.

Equip.health

charlie health

Virtual intensive outpatient program (vIOP) for ages 11-30 offers group, family, and individual therapy sessions.

CharlieHealth.com

¹ Psychiatrists have the ability to prescribe medication.

² Access to Talkspace varies depending on plan type. Call customer service at 503-574-7500 or 800-878-4445 (TTY: 711) to see if your benefits include access to this network.



Broad Clinical Support

Behavioral Health Network

Local and nationwide in-person and virtual services for all ages, along with access to a specialized behavioral health network.

Provider Directory

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

- Go to the Provider Directory and search using your Member ID
- Select “Find a care provider”
- Select “Mental Health/Substance Use Disorder”



Care Management & Crisis Care

Behavioral Health Hub

Navigators help you find care at every stage, including support from a crisis-trained team with real-time referrals.

Call **503-574-7500** or **800-878-4445 (TTY: 711)**

8 a.m. – 5 p.m. (Pacific Time), Monday – Friday.

Urgent Care Services

- In-patient and residential care
- Partial hospital care

Call or text the **988 Suicide and Crisis Lifeline** for immediate crisis care.

For more information, visit

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

Member perks

Benefits and programs to cover every aspect of life.



ID Protection

Get peace of mind with Assist America Identity Theft Protection's fraud monitoring, warning and resolution.



Emergency Travel Assistance

Get emergency medical help while traveling away from home, or even internationally, with Assist America Travel Assistance®.



LifeBalance

Enjoy discounts on more than 20,000 activities including travel, cultural events, and recreational fun. Sign up within myProvidence or visit [LifeBalanceProgram.com](https://www.LifeBalanceProgram.com).



One Pass Select™

Choose a membership tier that fits your lifestyle and access digital fitness apps, gym memberships, and grocery delivery services. Start your journey for less than \$1 a day.



For information on these programs, visit

[ProvidenceHealthPlan.com/Member-Perks](https://www.providencehealthplan.com/member-perks)



Care Management

Experts help you every step of the way

Providence Health Plan Care Management offers support to all members, whether you need guidance on a diagnosis, chronic condition, or navigating healthcare services. These services are included in your plan membership for no additional cost.

Care Management provides:

- Support for conditions like asthma, heart failure, diabetes, and chronic obstructive pulmonary disease*
- Assistance finding health care services in your area
- Personalized health education about your medical concerns, including new innovations, medication therapy, and symptom management
- Coordination between your providers
- An individualized plan to help you reach your health goals
- Advice on general health and lifestyle choices, including nutrition and exercise, to help reduce risks
- Help with prior authorization

* For a full list of health conditions supported, refer to [ProvidenceHealthPlan.com/CareManagement](https://www.providencehealthplan.com/CareManagement)



You may be referred for Care Management services by:

- A caregiver (e.g., someone providing or helping with your care)
- Provider, 24/7 nurse advice line, or hospital discharge planner
- Utilization management
- Self-referral

You can choose whether or not to use care management services. You can opt out of services at any time by contacting your care manager.

Get started

Call: **503-574-7247** or **800-662-1121 (TTY: 711)**

Email: **CareManagement@Providence.org**

Online: **ProvidenceHealthPlan.com/CareManagement**



Grievance and appeal rights

If you disagree with a decision regarding your medical bills or healthcare services, you have the right to an appeal. Please refer to your member contract on [myProvidence.com](https://myprovidence.com) for:

- Complete information about the appeals and grievance process, including how to submit a complaint
- Timeframes and procedures for filing an appeal
- The types of decisions that you may appeal
- How to request an independent, external review of denials
- How you appeal pre-service and concurrent coverage decisions



Language services

Providence provides the following language services at no cost:

- Qualified interpreters
- Information written in other languages

To access these services, call Customer Service at **800-878-4445 (TTY: 711)**, 8 a.m. – 5 p.m. (Pacific Time), Monday – Friday.



**Thank you for
choosing Providence
Health Plan**



P.O. Box 4327
Portland, OR 97208-4327

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Providence Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status, or sex.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-878-4445 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-878-4445 (TTY: 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-878-4445 (TTY: 711).