



# 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**





# Care Options

Knowing your options for care helps you 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**.



## ExpressCare Virtual

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

Call 911 or go to the nearest emergency room if you think your life is in danger. Use for symptoms like suspected heart attack, severe abdominal pain, poisoning, or loss of consciousness.

For more information, visit

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

\*Subject to availability, call your provider's office to ask if this is an option.



# Pharmacy Resources

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. Save yourself both time and money with our resources.

## List of covered drugs

We provide members with an in-depth list of covered drugs, called a formulary. It promotes affordable and effective medications.

## Participating pharmacies

You have nationwide access to thousands of participating pharmacies. 30- and 90-day supplies are available.

## Mail-order pharmacy

Use mail-order to get a 90-day drug supply at a reduced cost, delivered directly to your home.

## Specialty pharmacy

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. We also offer support to help reduce costs.

## Smart RxAssist – reduces copay to \$0

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

## Questions about pharmacy benefits?

Visit [ProvidenceHealthPlan.com/Pharmacy](https://ProvidenceHealthPlan.com/Pharmacy) or call **877-216-3644 (TTY: 711)** Monday – Friday between 8 a.m. and 5 p.m. (Pacific Time).







# 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 will help you better understand your health so you can take an active role in improving it. Whether you need help understanding a new diagnosis or assistance navigating options for a diagnosis that has been affecting one's life for a long time, Providence Care Management is here to help.

Care managers help you better understand your condition and support you on your journey so you can take a more active role in meeting your health goals.

## 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/PEBB](https://ProvidenceHealthPlan.com/PEBB)



# 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 (Now available on both plan options)

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





# 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

## 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/PEBB](https://www.providencehealthplan.com/pebb) or call

Providence Customer Service at **800-878-4445**

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:

 <b>Resources for Improved Well-Being</b>	<b>Resources to Relax &amp; Recharge</b> <ul style="list-style-type: none"> <li>Savings on massage therapy, yoga, meditation, and more</li> </ul>	<ul style="list-style-type: none"> <li>LifeBalance: <a href="https://www.providencehealthplan.com/LifeBalance">ProvidenceHealthPlan.com/LifeBalance</a></li> </ul>
 <b>Self-Management and Mindfulness Tools</b>	<b>Stress Management Health Coaching</b> <ul style="list-style-type: none"> <li><a href="https://www.providencehealthplan.com/PEBB">ProvidenceHealthPlan.com/PEBB</a></li> <li>One-on-one health coaching sessions</li> <li>Personalized goal setting with manageable steps</li> <li>A program designed to empower members to achieve their health goals</li> </ul>	<b>Learn to Live</b> <ul style="list-style-type: none"> <li><a href="https://www.providencehealthplan.com/LearnToLive.com/Welcome/ProvidenceHealthPlan">LearnToLive.com/Welcome/ProvidenceHealthPlan</a></li> <li>Self-directed virtual therapy to manage mental well-being</li> <li>One-on-one coaching, mindfulness exercises, and live and on-demand webinars</li> <li>Available at any time within the app</li> </ul>
 <b>Telehealth/Virtual</b>	<b>Behavioral Health Concierge</b> <ul style="list-style-type: none"> <li><a href="https://www.providence.org/BHC">Providence.org/BHC</a></li> <li>Quick access to direct care with Providence providers</li> <li>Extended hours 7 a.m. - 8 p.m., seven days week</li> <li>Help with life stressors, mental health, and addiction issues</li> </ul> <b>Equip</b> <ul style="list-style-type: none"> <li>Virtual, eating disorder treatment</li> <li>Kids and young adults ages 6-24</li> <li>Family-Based Treatment (FBT) matched with a multi-disciplinary team</li> </ul>	<b>Talkspace</b> <ul style="list-style-type: none"> <li><a href="https://www.talkspace.com/ProvidenceHealthPlan">Talkspace.com/ProvidenceHealthPlan</a></li> <li>Telehealth provider of virtual psychotherapy for teens (13+) and adults</li> <li>Be matched to a provider within 48 hours</li> <li>Connect through text, call, or live video</li> <li>Access to therapy, psychiatry,* or both</li> </ul> <b>Charlie Health</b> <ul style="list-style-type: none"> <li>Virtual Intensive Outpatient Program (vIOP)</li> <li>Teens and young adults ages 11-30</li> <li>Personalized treatment plans, including group and family / individual therapy</li> </ul>
 <b>Broad Clinical Support</b>	<b>Behavioral Health Network</b> <ul style="list-style-type: none"> <li>Local and nationwide access</li> <li>In-person and virtual services</li> <li>Age-specific care (kids, teens, adults)</li> <li>Access to specialty behavioral health network</li> </ul>	<b>Provider Directory</b> <ul style="list-style-type: none"> <li><a href="https://www.providencehealthplan.org/FindAProvider">ProvidenceHealthPlan.org/FindAProvider</a></li> <li>Go to the Provider Directory and search using your Member ID</li> <li>Select "Find a care provider"</li> <li>Select "Mental Health/Substance Use Disorder"</li> </ul>
 <b>Crisis Care</b>	<b>24/7 Crisis Line (HUB)</b> <ul style="list-style-type: none"> <li>Immediate access 24/7</li> <li>Team trained in crisis triage care</li> <li>Real time referrals</li> <li>Call customer service at <b>503-574-7500</b> or <b>800-878-4445</b> and they will help connect you directly to our clinical department</li> </ul>	<b>Urgent Care</b> <ul style="list-style-type: none"> <li>Inpatient and residential care</li> <li>Partial hospital care</li> </ul>

\*Psychiatrists have the ability to prescribe medication



# Providence Pathfinder

**Making healthcare navigation simple through personalized support.**

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. 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.




# Care Management

**The right care at the right time.**

The registered nurses, social workers, clinical support coordinators, and technicians who make up the Providence Care Management team are here to help you.

**Care Management includes:**

- Support for conditions like asthma, heart failure, diabetes, and more
- Fertility and high risk maternity resources and support
- Support for transgender navigation
- Assistance finding health care services in your area
- Coordination between your providers
- Support with prior authorizations

## Care Management: Behavioral Health Hub

**Everyone needs a team.**

When someone is experiencing a behavioral health issue, they need a safe place. That's why the Behavioral Health Hub was created. A one-stop shop where members can find the support they need. When you call, you will be connected with a Behavioral Health Navigator who is trained in all levels of care, like identifying the type of support needed, helping find providers, and setting up appointments. With one call, you'll get support from beginning to end.



# 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

## Your road to better health

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

**Talk to a Health Coach today**  
[ProvidenceHealthPlan.com/PEBB](https://ProvidenceHealthPlan.com/PEBB)



## 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.



# Tools and resources to support your wellness journey

Enjoy access to your information, your way.

## **Kaia Health**

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

Kaia is an evidence-based digital therapy app. It helps you learn ways to manage joint and muscle pain throughout the entire body. Receive a customized therapy plan that can include exercise, relaxation, and expert advice. To learn more, visit [ProvidenceHealthPlan.com/PEBB/Kaia](https://ProvidenceHealthPlan.com/PEBB/Kaia).

## **Omada**

**Take steps to prevent diabetes**

The Omada program helps reduce the risk of prediabetes and chronic disease. It offers nutritional guidance and weight loss resources. Your care path includes certified health coaches, condition-specific peer groups, and virtual physician visits. To learn more, visit [ProvidenceHealthPlan.com/PEBB/Omada](https://ProvidenceHealthPlan.com/PEBB/Omada).

## **Virta Health**

**Type 2 diabetes reversal is here**

Virta is a provider-led and research-backed treatment. It can help reverse type 2 diabetes. You can work to lower your blood sugar and A1c, all while reducing diabetes medications and losing weight. With a personalized treatment plan from Virta, you get professional support and useful resources. To learn more, visit [ProvidenceHealthPlan.com/PEBB/Virta](https://ProvidenceHealthPlan.com/PEBB/Virta).

## **Weight Watchers (WW)**

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

Eat well, move more, and lose the weight you want with a personalized action plan. Get progress reports, easy-to-use-tracking tools, and thousands of recipes. Also take advantage of 24/7 coaching. All from an app on your phone. To learn more, visit [WeightWatchers.com/US/PEBB](https://WeightWatchers.com/US/PEBB).

# **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.

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

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

## **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.







# 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/PEBB**