

# Providence Health Plan Powered by Collective Health

## PEBB 2026 Benefit FAQ's

### Important links:

My Collective® Mobile App: [CollectiveHealth.com/app](https://CollectiveHealth.com/app)

My Collective Web Portal: [ProvidenceHealthPlan-pebb.CollectiveHealth.com](https://ProvidenceHealthPlan-pebb.CollectiveHealth.com)

### 1) What is “Providence Health Plan Powered by Collective Health”?

- Providence Health Plan now works with **Collective Health** to manage benefits.
- You are **still a Providence Health Plan member**.
- This partnership brings better online tools and customer service.
- All your health care information is in one place.

### 2) I enrolled in the PEBB Statewide or Providence Choice Plan. Did my benefits change?

- **No. Your benefits did not change.**
- Your plan stays the same.
- You can keep the same doctors, clinics, and pharmacies.

### 3) How do I get my member ID card?

- A new member ID card was mailed to you.
- If you didn't receive it, log in to **My Collective** to use a digital ID card.
- You can also request a new physical card.
- Check and update your mailing address if needed.

### 4) How do I register for My Collective?

You have two options:

- Download the app at [CollectiveHealth.com/app](https://CollectiveHealth.com/app)  
(Apple App Store or Google Play)
- Visit [ProvidenceHealthPlan-pebb.CollectiveHealth.com](https://ProvidenceHealthPlan-pebb.CollectiveHealth.com)

#### Note:

- You need your **Subscriber ID** from your member ID card to register.

- If you don't have your member ID card yet, **use your PEBB P number**.
- You can **find your P Number** by:
  - Logging into [PEBBenroll.com](http://PEBBenroll.com)
  - Clicking on "My Benefit Statement" in the top left under "Resource Tools"
  - Your P Number is in the top right (listed as "Benefit #")

## 5) What if I need care before my physical card arrives?

- Log in to **My Collective**.
- Use your digital member ID card.
- Your provider can also verify coverage using your Subscriber ID number

## 6) My Provider is telling me that I no longer have coverage. Is that true?

- **No. This is not correct.** You do have coverage.
- We are contacting providers across our network to share updated information.
- This education effort began in August and is ongoing.
- Please show your **Providence Health Plan Powered by Collective Health member ID card** when you visit a provider to confirm coverage.
- If you do not have your member ID card, you can find your digital ID card and you can print a proof of coverage letter within My Collective.

## 7) Did my member ID number change?

- **Yes.** Starting in 2026, your member ID number changed.
- Use your new ID card for medical and pharmacy visits.
- Contact your pharmacy and medical providers to give them the new ID number.

## 8) How do I find my new member ID number?

- Your member ID number is the **subscriber's P Number**.
- It is printed on your new ID card.

## 9) How do I find my P Number?

If you haven't received your member ID card, you can find your P Number by following these steps:

- Log into [PEBBenroll.com](http://PEBBenroll.com)
- Click on “My Benefit Statement” in the top left under “Resource Tools”
- Your P Number is in the top right (listed as “Benefit #”)

## 10) My dependent on my insurance has their own P number in the PEBB enrollment system. Is that their member ID number?

- **No.**
- Use the **subscriber's P Number**.
- This number is on your ID card.
- Use the subscriber's P Number to register in My Collective.

Log in screen in My Collective:

Let's activate your account

First, tell us who you are

I'm the primary subscriber  
 I'm directly enrolled in my employer's health benefits.

I'm a dependent  
 I'm a spouse, partner, or child covered by the primary subscriber's benefits.

Primary's subscriber ID 	Primary's date of birth MM/DD/YYYY
Primary's last name	Your date of birth MM/DD/YYYY
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

## 11) Do I need my physical ID card to register for My Collective?

- **No.**
- Register using the mobile app or website.
- Your Subscriber ID is your **P number**.

## 12) Do I have to register for My Collective to use my benefits?

- **No. Registration is not required.**
- But it helps you get the most from your benefits.
- You can view benefits, submit claims, and connect to programs like:
  - Omada
  - Virta
  - Kaia
  - WeightWatchers®
  - Progyny

## **13) Can I still login to myProvidence?**

- **Yes.**
- You can view **2025 claims and EOBS** only. Dependent information is no longer available on myProvidence.
- For **2026 benefits**, use **My Collective**.

## **14) How do I access my child's account information?**

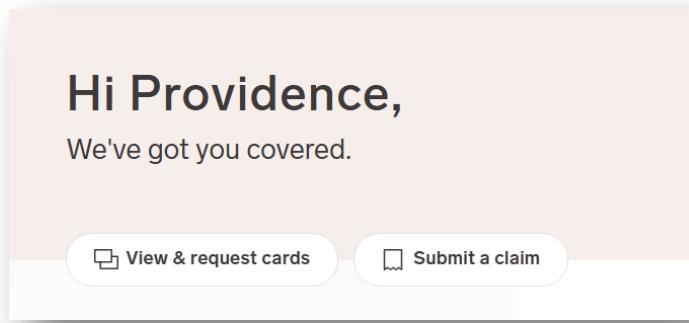
- Members 13 years of age and older must provide permissions for individuals to access personal health information.
- Parents of children under the age of 13 can manage care within the My Collective app.
- Member Advocates can assist you with this. Call **Member Advocates at 855-284-1368**

**Note:** Contact Providence Health Plan customer service at 503-574-7500 or 800-878-4445 for dates of service prior to 2026.

## **15) I paid out-of-pocket for my services at an out-of-network provider. How do I request reimbursement?**

You can request reimbursements for covered out-of-network expenses directly within the My Collective app or portal by clicking “Submit a claim”. The tool includes easy to navigate step-by-step instructions for submitting your reimbursement request.

A Member Advocate can also assist you by calling 855-284-1368.



## **16) I paid out-of-pocket for my services at an in-network provider. How do I request reimbursement?**

In-network providers are responsible for submitting claims to us on your behalf. This ensures that your benefits are paid accurately. If you paid out-of-pocket, call the Member Advocates at 855-284-1368. We will work with your provider to submit the claim appropriately. Once corrected, your provider will reimburse you for any out-of-pocket cost due back to you.

## **17) Explain the mandatory mail-order and retail 90 prescription requirements.**

If you take maintenance medications, you must use an in-network mail-order service or a preferred pharmacy in the Retail 90 network. This helps you get the best price and makes your medications more affordable. You can get up to a 90-day supply at once. It often costs less than filling your prescription each month.

Using a mail-order or a Retail 90 pharmacy gives you:

- A 90-day supply of maintenance or preventive medications
- Lower costs than monthly refills
- The option to set up automatic refills for added convenience
- You can pick up prescriptions nearby or get them delivered to your home

For more information about your pharmacy benefits, visit

<https://www.providencehealthplan.com/public-employees-benefit-board-pebb/pharmacy-resources>

## **18) What is Garner Health and how does it work?**

- Garner Health is a new tool that gives you personalized doctor recommendations.
- When you see a Garner-recommended doctor in the Providence Health Plan network, you can earn savings—up to \$1,000 a year for individual coverage or up to \$2,000 for family coverage.
- Log in to **My Collective** to connect to **Garner Health**.

## **19) How do I check to see if my provider is in network?**

- Log into **My Collective** and search for a provider under “**Get Care**”.
- Visit <https://join.collectivehealth.com/pebb-php> to review the directory without logging in

## 20) What is Galileo?

- Galileo is 24/7 access to virtual care available nationwide.
- Services include primary care, specialty care, urgent care, and behavioral health.
- You can use Galileo as your primary care provider or your Medical Home.
- There is no cost to use Galileo.
- Log in to **My Collective** to connect to **Galileo**.

## 21) How do I view and update my primary care provider or my Medical Home?

- Log in to **My Collective**.
- View your primary care provider or Medical Home within the “**Coverage**” tab.
- To change your provider:
  - Select “Update my provider”
  - Locate your new provider within the directory.
  - Click “Set as provider”

## 22) Who do I call for help?

You have a dedicated line with Member Advocates to assist you.

- Call **Member Advocates** at **855-284-1368**
- Hours:
  - Monday–Friday: 4 a.m.–6 p.m. (PT)
  - Saturday: 7 a.m.–11 a.m. (PT)