



**Providence**  
Medicare Advantage Plans

# Using your Providence Medicare Advantage Plan

---

**This resource guide will help you  
make the most of your plan.**

# Thank you for trusting us with your care.

This guide should have everything you need to quickly understand and use the great benefits in your plan.

Keep this guide to use throughout the year.

## Table of contents

Getting started .....	04
myProvidence.com .....	06
Care options .....	08
Vision .....	10
Hearing .....	11
Find an in-network provider .....	13
Prescriptions .....	14
Wellness programs .....	18
Perks and extras .....	22
Contact sheet .....	24

# Getting started

**Your plan has a lot to offer,  
but let's start with the basics**

**1 Choose a Primary Care Provider (PCP).**

This is the first thing you need to do if you haven't already. If you don't pick a PCP, one will be chosen for you.

**2 Schedule your Annual Wellness Visit.**

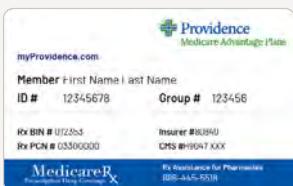
This important visit helps you and your PCP understand your health and create a plan to manage it.

**3 Make sure you are getting your medications at the best price.**

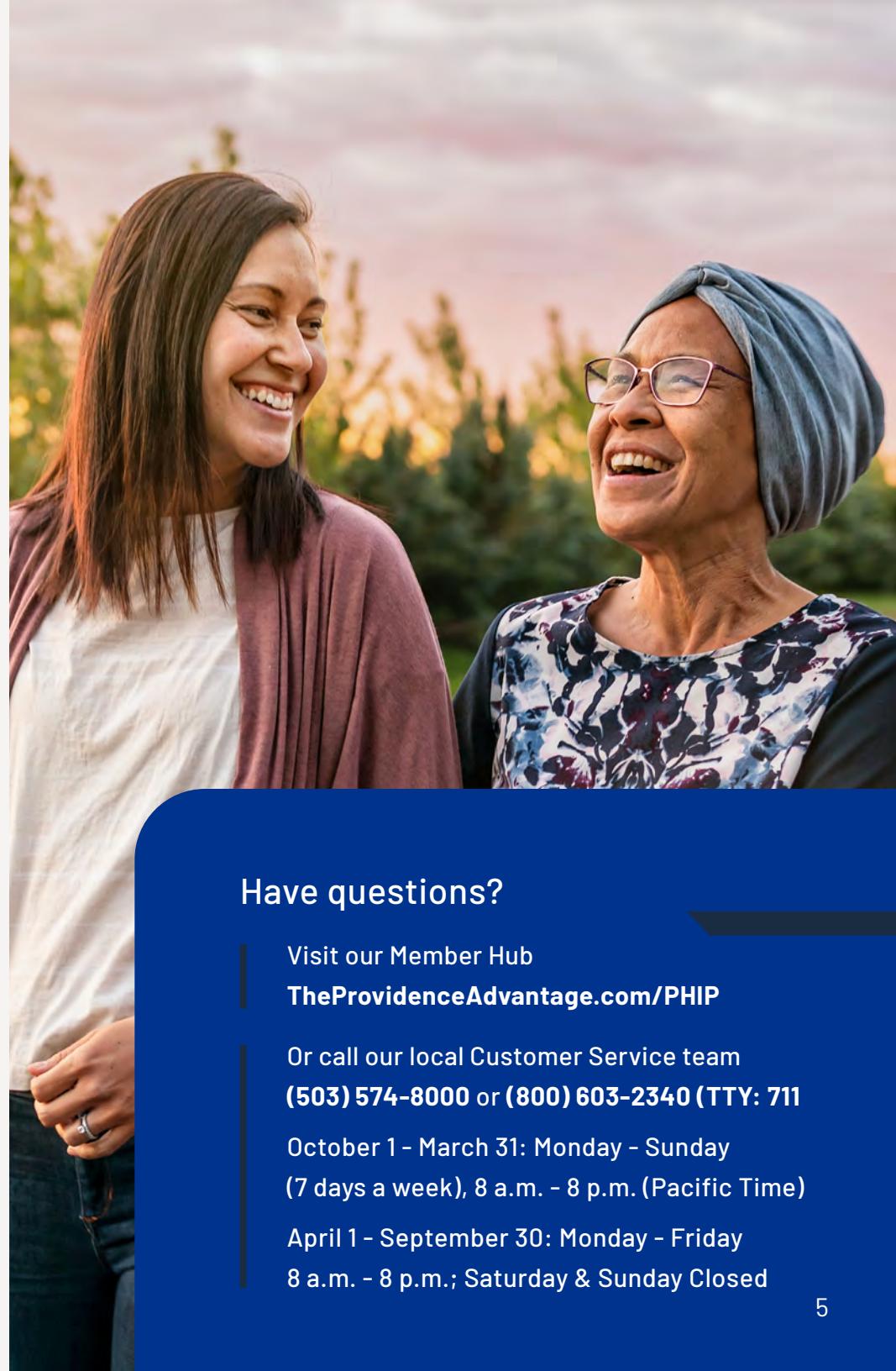
Review the Prescriptions section to get tips on how to save, including having your medications delivered to your door.

**4 Keep your plan card with you at all times.**

If you are a returning member, continue to use your card from last year.



Member ID card



## Have questions?

Visit our Member Hub

**[TheProvidenceAdvantage.com/PHIP](http://TheProvidenceAdvantage.com/PHIP)**

Or call our local Customer Service team

**(503) 574-8000 or (800) 603-2340 (TTY: 711)**

October 1 - March 31: Monday - Sunday  
(7 days a week), 8 a.m. - 8 p.m. (Pacific Time)

April 1 - September 30: Monday - Friday  
8 a.m. - 8 p.m.; Saturday & Sunday Closed

**myProvidence.com is a website that makes it easy to do things like**

- Check your Explanation of Benefits (EOBs)
- Find an in-network provider
- Review your medical benefit details
- Print or replace your ID card



## To create a myProvidence.com account

- 1 Go to [myProvidence.com](http://myProvidence.com)
- 2 Select "Create Account"
- 3 Enter your personal information;  
click "Next"
- 4 Continue to follow the prompts,  
and you'll be all set



# Care options

## 24/7 Nurse Advice Line



Speak with a registered nurse any time, any day at no-cost to you. Call whenever you have a health concern and are looking for advice.

Call **(503) 574-6520** or **(800) 700-0481 (TTY: 711)**

24 hours a day, 7 days a week

Have your member ID ready

## ExpressCare



Same-day in-person appointments or instant video visits from any device. This is a great option when your regular care provider is not available.

Set up a virtual visit or find an ExpressCare near you

[Providence.org/Services/ExpressCare](http://Providence.org/Services/ExpressCare)

Available nationwide. 7 days a week, 8 a.m. to 8 p.m. (Pacific Time)

## Primary Care Provider (PCP)



Visit your PCP for your Annual Wellness Visit and to manage chronic conditions. They'll also work with specialists to get you the care you need.

Contact your PCP to schedule an appointment

Not sure who your PCP is? Call Customer Service **(503) 574-8000** or **(800) 603-2340 (TTY: 711)**

## Urgent Care



Urgent Care is when you need help and can't wait for an appointment for things like a sinus infection, minor injuries, cuts, and sprains.

Find Urgent Care near you

[TheProvidenceAdvantage.com/Locations](http://TheProvidenceAdvantage.com/Locations)

No appointment is needed. Hours may vary by location.

## Emergency Care



Use emergency care for suspected heart attack, stroke, severe abdominal pain, poisoning, choking, loss of consciousness, and uncontrolled bleeding.

Call **911**

or **head to the nearest Emergency Care facility**

24 hours a day, 7 days a week

# Benefits

Your health requires more than doctor visits and prescriptions. That's why your plan includes many benefits to help improve your day to day quality of life.

## Vision

Keep your eyes healthy with regular exams and new glasses or contacts.

**Visit any qualified provider that accepts Medicare for your vision care.**

### Your plan includes

 Annual eye exam with copay

**\$200** Allowance for eyeglasses and contact lenses available once every 2 years\*

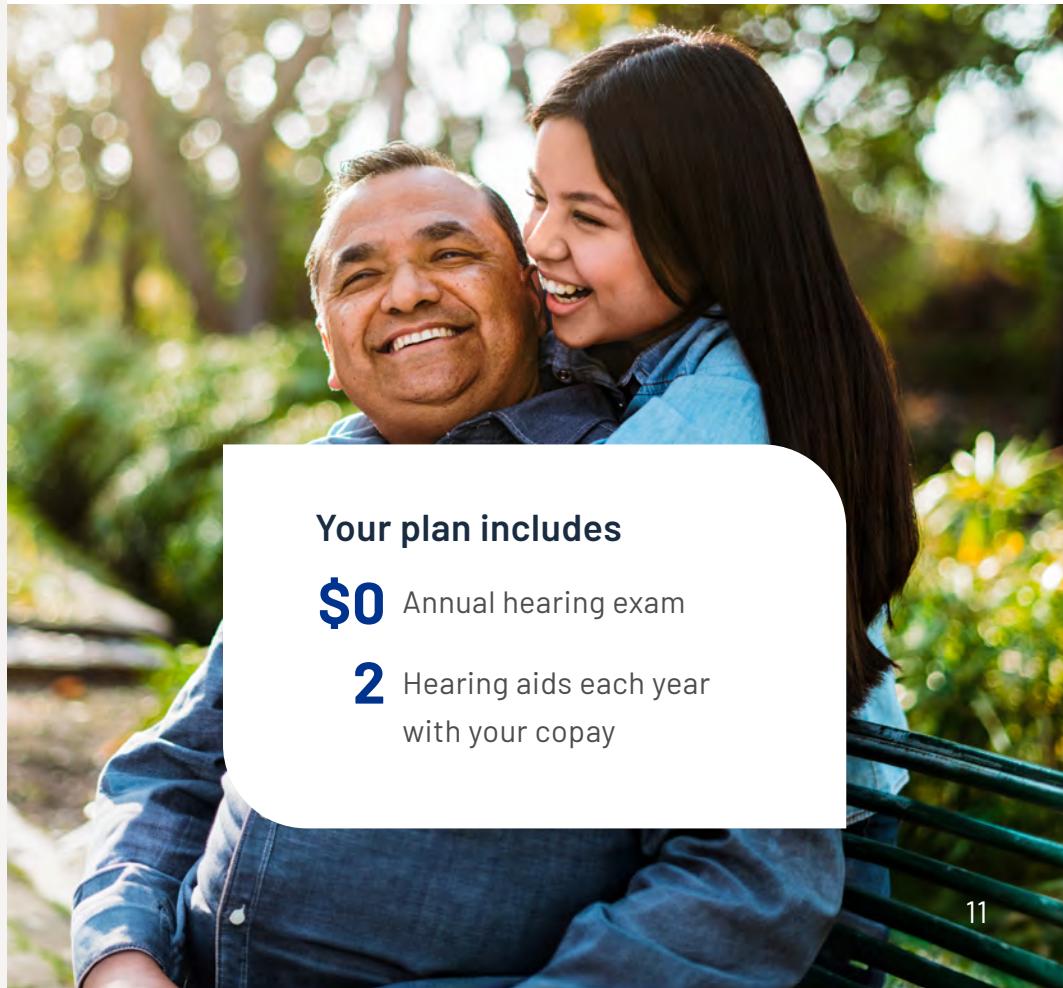
\*For any costs beyond the \$200 allowance, you will need to pay the additional amount out-of-pocket.



## Hearing

In partnership with TruHearing, your plan includes hearing coverage, plus personalized care and state-of-the-art hearing aid technology with help along the way.

Schedule an exam or learn more  
[TruHearing.com/How-It-Works](http://TruHearing.com/How-It-Works)  
Call (855) 205-6201



### Your plan includes

**\$0** Annual hearing exam

**2** Hearing aids each year with your copay

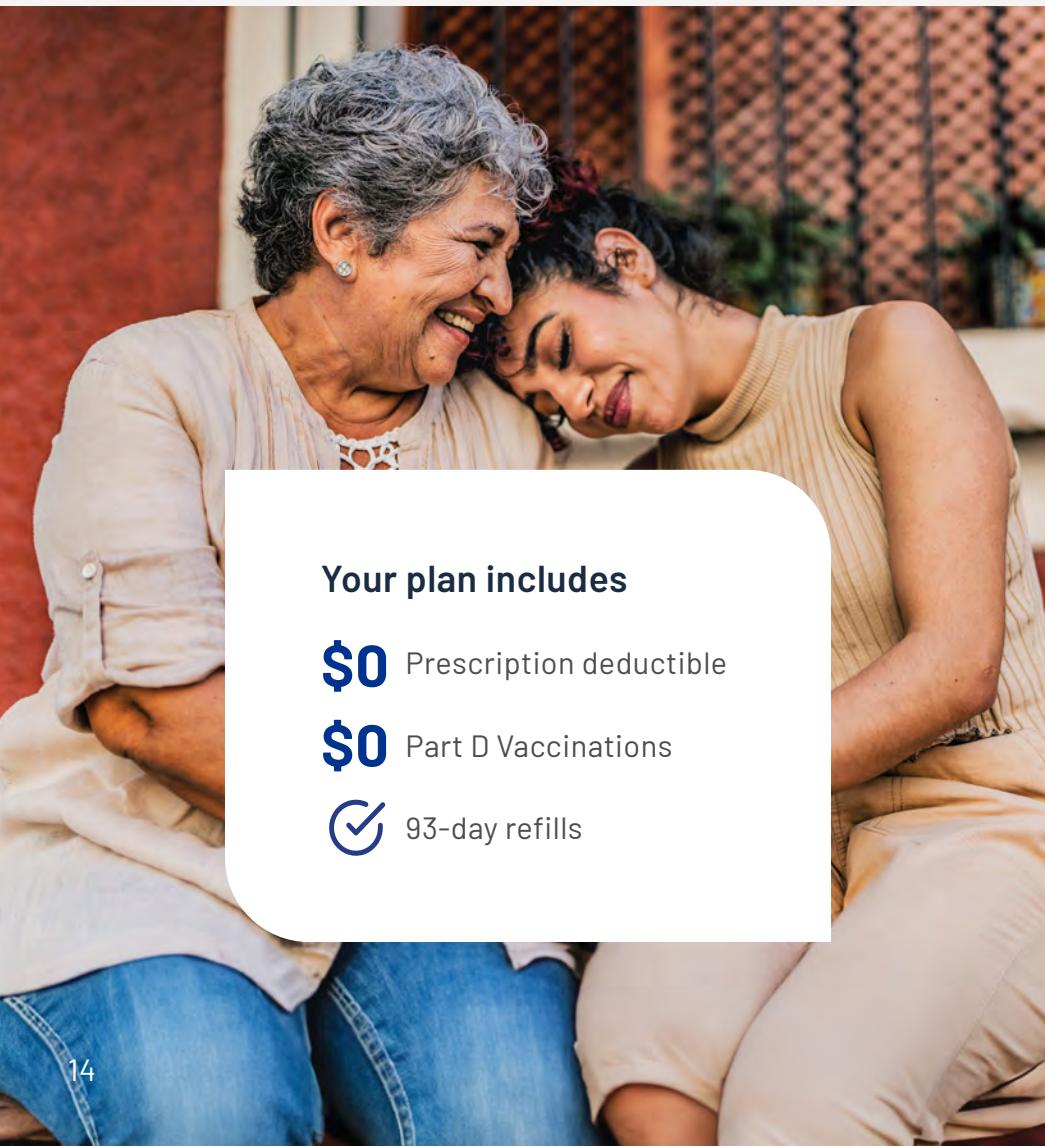


## Find your in-network providers for all your care needs

- 1 Log-in to [myProvidence.com](https://myprovidence.com)
- 2 Choose “Find a Provider” in the top navigation bar under “My Providers,” then select which type of provider you’re looking for
- 3 Adjust the filters to find the right provider. There are many filter options, like:
  - Specialty
  - Language spoken
  - Race and ethnicity
  - Personal identity
  - LGBTQ+
  - Location
  - Cultural competency
  - And many more

# Prescriptions

For many, prescriptions are a part of everyday life. That's why there are many ways to get your medications to save you time.



## Your plan includes

- \$0** Prescription deductible
- \$0** Part D Vaccinations
- ✓** 93-day refills



## Pharmacies

We work with over 34,000 preferred pharmacies, so you can find one that works best for you.

Find a preferred pharmacy near you

[TheProvidenceAdvantage.com/Locations](http://TheProvidenceAdvantage.com/Locations)

Or sign up for mail-order to skip the pharmacy line.



## Mail-order\*

Mail-order makes it easy to get your prescriptions delivered right to your home.

Ask your doctor to write a 93-day prescription and send it to one of the pharmacies below. Set up and manage your account online or call the phone numbers listed to get started.

Costco Mail Order Pharmacy

[Costco.com/Home-Delivery](http://Costco.com/Home-Delivery)

Call **(800) 607-6861**

Monday to Friday, 5 a.m. to 7 p.m. (Pacific Time)

Saturday, 9:30 a.m. to 2 p.m. (Pacific Time)

Postal Prescription Services

[PPSRX.com](http://PPSRX.com)

Call **(503) 797-2100** or **(800) 552-6694**

Monday to Friday, 6 a.m. to 6 p.m. (Pacific Time)

Saturday, 9 a.m. to 2 p.m. (Pacific Time)

\*The formulary and pharmacy network may change at any time. You will receive notice when necessary.

## Prescriptions

### Finding savings on prescriptions

Rx Saving Solutions (RxSS) is a free service to help you find even more savings on prescriptions. When you set up an account online, RxSS will already know what medications you need and how much you pay for them. They will then send you information on discounts and other ways to save.

#### Other services include:



Live pharmacy support to help you lower your prescription costs



Alerts when your prescriptions are ready and deals to help you save



Help switching to a lower-cost drug or setting up mail-order

To get started, visit [MyRxSS.com/ProvidenceMA](http://MyRxSS.com/ProvidenceMA) or call **(800) 268-4476 (TTY: 800-877-8973)** Monday to Friday, 5 a.m. to 6 p.m. (Pacific Time)

### Medication management with personalized packaging

If you take multiple medications daily, personalized dose packaging makes managing them easy. Available at no cost, this service provides presorted pouches for morning, afternoon, evening, or bedtime, ensuring you take the right medicine at the right time without needing daily or weekly pill boxes.

To learn more, visit

[TheProvidenceAdvantage.com/RxInfo](http://TheProvidenceAdvantage.com/RxInfo)



# Wellness programs

Health and well-being go hand in hand.

Your plan includes a number of programs and perks to help you live a healthier lifestyle at no cost to you.



## Care Management

Managing your healthcare can be confusing. If you need help understanding a new health condition or finding care near you, Care Management is here to help.

**Care Management can help you find your way through any complex healthcare situation, like:**



- Setting up a personal care plan for chronic conditions:
- Pain management
- COPD
- Diabetes and treatment options
- Symptom management
- Medicines based on your specific needs



Helping you find the right care options that best fit your needs and coordinating the care between your healthcare team



Supporting you through complex health issues including hospital stays or rehabilitation

To find out more and get support today, visit [ProvidenceHealthAssurance.com/CareManagement](http://ProvidenceHealthAssurance.com/CareManagement)  
Call **(503) 574-7247** or **(800) 662-1121 (TTY: 711)**  
Monday to Friday, 8 a.m. to 5 p.m. (Pacific Time)  
Email [CareManagement@providence.org](mailto:CareManagement@providence.org)

## Wellness programs



### Access to free fitness\*

You can access over 28,000 gyms, fitness boutiques, and virtual classes through One Pass™ at no cost. Stay active the way you want.

Sign up and get your personal member code

[YourOnePass.com](http://YourOnePass.com)

Call **(877) 504-6830**

Monday to Friday, 6 a.m. to 7 p.m. (Pacific Time)



### Behavioral health

Caring for your mind and emotions is just as important as caring for your body. Your plan includes many options for behavioral health care. We work with doctors and other providers to make sure you get the care you need from people you trust.

Access our behavioral health network that includes:

- Licensed therapists
- Psychologists
- Psychiatric nurse practitioners
- Psychiatrists

Find an in-network provider

[myProvidence.com](http://myProvidence.com)

\*One Pass is a voluntary program. The One Pass program varies by plan/area. Information provided is not medical advice. Consult a health care professional before beginning any exercise program.



# Perks and extras

We believe healthcare goes beyond the doctor's office – that's why your plan includes additional benefits to make life more enjoyable.



## Discounts for living a full life

Through our partnership with LifeBalance, you can find savings on more than 20,000 everyday wants and needs, including things like:

- Pet insurance
- Home financing
- Movie tickets
- Hotel stays
- And much more

To start saving on your next adventure visit  
[Providence.LifeBalanceProgram.com](http://Providence.LifeBalanceProgram.com)



# Contact sheet



## Providence Medicare Advantage Plans

### Member hub

[TheProvidenceAdvantage.com/PHIP](http://TheProvidenceAdvantage.com/PHIP)

### Customer service team

(503) 574-8000 or (800) 603-2340 (TTY: 711)

### myProvidence / Help desk

[myProvidence.com](http://myProvidence.com)

(503) 216-6463 or (877) 569-7768 (TTY: 711)



## Care options

### 24/7 nurse advice line

(503) 574-6520 or (800) 700-0481 (TTY: 711)

### ExpressCare

[Providence.org/Services/ExpressCare](http://Providence.org/Services/ExpressCare)

### Urgent care

[TheProvidenceAdvantage.com/Locations](http://TheProvidenceAdvantage.com/Locations)



## Benefits

### TruHearing

(855) 205-6201



## Prescriptions

### Costco Mail Order Pharmacy

[Costco.com/Home-Delivery](http://Costco.com/Home-Delivery)

(800) 607-6861

### Postal Prescription Services

[PPSRX.com](http://PPSRX.com)

(503) 797-2100 or (800) 552-6694

### RxSS

[MyRxSS.com/ProvidenceMA](http://MyRxSS.com/ProvidenceMA)

(800) 268-4476 or (TTY: 800-877-8973)



## Wellness programs

### Care management

[ProvidenceHealthAssurance.com/CareManagement](http://ProvidenceHealthAssurance.com/CareManagement)

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

### OnePass

[YourOnePass.com](http://YourOnePass.com)

(877) 504-6830



## Perks and extras

### LifeBalance

[Providence.LifeBalanceProgram.com](http://Providence.LifeBalanceProgram.com)



## Thank you for choosing Providence Medicare Advantage Plans.

This guide has all the basics you need, but it's just the start. We'll be reaching out to you throughout the year to make sure you're getting the most out of your plan.

If you need help using your benefits or have any questions at all, call us.  
**(503) 574-8000 or (800) 603-2340 (TTY: 711)**

**October 1 - March 31: Monday - Sunday  
(7 days a week), 8 a.m. - 8 p.m. (Pacific Time)**

**April 1 - September 30: Monday - Friday  
8 a.m. - 8 p.m.; Saturday & Sunday Closed**



## Health For All

We are committed to work alongside the communities we serve, to learn what healthcare challenges they are facing, and to come up with tangible solutions to make healthcare more equitable and accessible today.