



Employer Onboarding Guide

2025 Informational Overview

Table of Contents

05	New to Providence? Here's what to expect
07	Group Administration
08	Employer Portal
09	Employer Administration
10	Common plan features
11	Tailored plan designs that perform
12	These high-value networks put patients first
14	Coast-to-coast coverage begins here
16	A guide to choosing the right care
18	Behavioral Health Suite of Services
20	Care Management
22	Member Perks

Health For All

For more than 160 years, our non-profit has set the health and well-being standard for the community. Our commitment isn't solely about treating sickness, it's about investing in health. This means we intervene earlier and improve outcomes.

By combining Providence's clinics, hospitals, and physicians with Providence Health Plan's flexibility and benefits, we have created a unique member experience. This integrated system improves the connection between care and coverage, allowing us to design clinical pathways collaboratively and reduce member friction. Direct engagement with our provider partners helps us seize innovative opportunities and achieve positive healthcare outcomes.

As healthcare costs continue to rise, we remain committed to finding solutions that ensure accessible and equitable care for our communities.

✓ Expanded Access

- Continued focus on growing our medical and behavioral health networks, particularly in rural communities
- Expanded telehealth providers and programs for Behavioral Health services for teens and young adults

✓ Pharmacy Savings

- Enhanced programs offering cost savings for every day and specialty medications
- Focused strategies around top cost drivers like GLP1's and gene and cell therapy

✓ Improved Quality & Member Experience

- Enhanced initiatives through our Care Management team around high-risk maternity / fertility, TransHealth, and disordered eating support

ProvidenceHealthPlan.com



New to Providence? Here's what to expect

We understand that after signing a contract, there can be a lot of waiting. To keep you informed and prepared, here's an overview of what you can expect from us in the coming weeks:

Contract and Benefit Summaries:

Contract and benefit summaries will be sent direct to you by your Account Manager.

Employer Group Portal:

Membership Accounting will send you a welcome email that includes instructions for accessing your invoices, eligibility dashboard and more within the portal.

ID Card + Welcome Kits:

- ID cards will be mailed directly to employees' homes.
- Each covered member will receive their own unique ID card.
- ID cards will be sent alongside a Welcome Guide that will have a helpful overview of member benefits, and instructions on how to access them.

Need to access an ID card before it arrives in the mail? It will be available within **myProvidence.com** about 72 hours after enrollment.





Group Administration

Access information and answer questions about your plan.

Membership Accounting

Membership Accounting Supports Employers with processing.



Enrollment Assistance:

Enrollments, enrollment changes, and terminations for members



Billing Assistance:

- Invoice questions
- Bill payments



Contact Information:

Membership Accounting

Enrollment and billing assistance

Phone: **503-574-5754**

855-210-1520

Fax: **503-574-8601**

Email: **PHPgroupServiceTeamHood@Providence.org**

Account Manager

Account managers provide concierge-level service to employers and liaise with internal teams within Providence Health Plan.



Contact Information:

Mailing Address:
Providence Health Plan
Attn: Group Sales
PO Box 4327
Portland, OR 97208-4327

Phone: **503-574-6300**
877-245-4077

Email: **PHPgroupService@Providence.org**

Customer Service



Customer Service supports member level questions:

- Benefit eligibility and coverage information
- Provider directory assistance
- Member ID card requests
- Claims questions
- Connecting members to additional resources



Contact Information:

Phone: **503-574-7500**
800-878-4445

Members sign up at **myProvidence.com**.



Employer Portal

Manage Group Benefits Online

Employers have access to a fully equipped secure portal designed to help manage the group's health benefits program. After initial group enrollment, the employer may use the online tool to:

- Manage new enrollments
- Manage open enrollment changes
- Access additional enrollment tool features
- Review and pay your bill
- Download your group census

First-time users can get started at Employer.Providence.org/Group

A downloadable how-to-guide offering step-by-step navigation is available at ProvidenceHealthPlan.com/Employers/Employer-Portal

Accessing Employer Resources:

Your online hub for benefit management

- 01 Go to ProvidenceHealthPlan.com
- 02 Select "Manage Your Plan" from "Producers and Employers" dropdown
- 03 Click "Employer Hub"



Employer Administration

Looking for something? We've got you covered.

Manage Enrollment

Administer your company's health benefit program, plan benefits, and membership.

To access, visit
[ProvidenceHealthPlan.com/
Employers/Manage-Enrollment](https://ProvidenceHealthPlan.com/Employers/Manage-Enrollment)



FAQs

Frequently asked questions about administering your health benefits program.

To access, visit
[ProvidenceHealthPlan.com/
Employers/FAQ](https://ProvidenceHealthPlan.com/Employers/FAQ)



Forms & Documents

One-stop access to every form and document you need to manage your group.

To access, visit
[ProvidenceHealthPlan.com/
Employers/Forms-and-Documents](https://ProvidenceHealthPlan.com/Employers/Forms-and-Documents)



Workplace Wellness Resources & Toolkits

We've got several options to keep employees — and the bottom line — healthy.

To access, visit
[ProvidenceHealthPlan.com/
Employers/Workplace-Wellbeing-
Resources-and-Toolkits](https://ProvidenceHealthPlan.com/Employers/Workplace-Wellbeing-Resources-and-Toolkits)



Pharmacy Resources

Access your plan formulary, a list of FDA-approved medications, including brand-name and generic options.

To access your plan formulary, log in to your account online at myProvidence.com. You can also find a list of plan formularies online at ProvidenceHealthPlan.com/Pharmacy.



Common plan features

A unique workforce requires a customized solution, so we've developed robust options that offer flexibility based on your employees' needs.

Some standard features

- Plans to choose from with a variety of benefit designs, varying from lean to rich
- For Connect and Choice plans, referrals are not required from a PCP in order for a member to receive in-network Specialty care.
- Low-cost plan options with Choice and Connect networks that use patient-centered medical homes
- Many preventive medications with a \$0 copay
- 90-day supply of maintenance medications for two copayments
- All standard plans have an embedded vision exam benefit
- Chiropractic (20 visits) and acupuncture (12 visits) embedded for each covered member



Tailored plan designs that perform

Below is a summary of what our plans include, as well as the high-level differences in the specific plan options.

Most plans include:

- In-network preventative services at no cost (\$0 deductible)
- Robust support for mental health and substance abuse needs
- Access to the nationwide Cigna PPO network
- Chiropractic manipulation and acupuncture
- Wellness resources to help with chronic disease, stress, diet and exercise, sleep, and much more
- Discounted first three primary care and first three behavioral health visits
- Signature, Extend PPO, Choice, or Connect networks
- Virtual office visits for in-network primary care and mental health visits covered
- Primary care and behavioral health visits not subject to the deductible on all non-HSA plans
- Rich pharmacy benefit with ACA Preventive drugs at a \$0 copay

HSA Qualified Plans

- Signature, Connect or Extend with Cigna as the national network
- Prescription drug coverage included in all HSA plan options
- Insulin not subject to the deductible
- Vision exam benefit

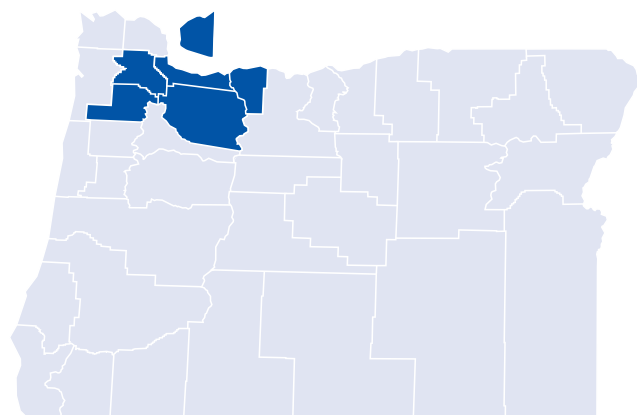




These high-value networks put patients first

Providence Connect network

Connect plans prioritize each member's long-term health. The Connect network comprises over 2,000 physicians, spanning primary care and specialists, who convene regularly to analyze data, exchange best practices, and devise inventive care models. By fostering collaboration among providers, Connect plans enhance quality outcomes, elevate clinical experiences, reduce costs, and enhance access to care for our members.



Clinic options to choose from

Connect includes Providence Medical Group and 14+ other high performing clinics around the Portland Metro area.*

Connect is sold to businesses located in these counties

While the image above illustrates access for members in areas with Connect Medical Homes, the Connect plans are sold to businesses in the following counties:

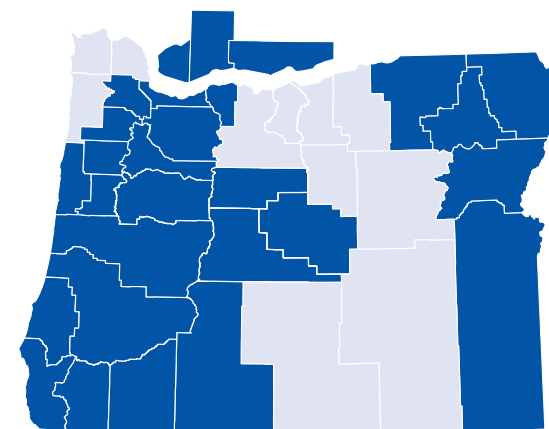
- Clackamas
- Hood River
- Multnomah
- Washington
- Yamhill (ZIP codes 97123 and 97132 only)

*Clinics include: The Portland Clinic, Metropolitan Pediatrics, Prism Health, Pediatric Associates, Northwest Primary Care, Sellwood Medical Clinic, Broadway Medical Clinic, Oregon Pediatrics, NW Internal Medicine, Internal Medicine of Oregon, Rose City Internal Medicine, Sunset Pediatrics, SW Family Physicians, South Tabor Family Physicians, The Children's Clinic, Pacific Medical Group, and Westside Pediatrics.

Providence Choice network

Choice plans provide members with access to a vast network of over 400 primary care clinics spanning various Oregon and Washington counties. This integrated network, following the medical home model of primary and specialty care, offers access to the nationwide Cigna PPO network*, Providence delivery system providers, local providers, and hospitals.

Medical plans within the Choice network also extend coverage to dependents, such as family members attending distant colleges or spouses residing in different cities.



Choice members have nationwide access to the Cigna PPO Network.*

Choice is sold to businesses located in these counties

- | | | | | |
|-------------|--------------|-------------|-------------|--------------|
| • Baker | • Curry | • Josephine | • Marion | • Washington |
| • Benton | • Deschutes | • Klamath | • Multnomah | • Yamhill |
| • Clackamas | • Douglas | • Lane | • Polk | |
| • Clatsop | • Hood River | • Lincoln | • Umatilla | |
| • Coos | • Jackson | • Linn | • Union | |
| • Crook | • Jefferson | • Malheur | • Wallowa | |

*The Cigna PPO Network refers to the healthcare providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Providence Health Plan. Access to the Cigna PPO Network is available through Cigna's contractual relationship with Providence. All Cigna products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

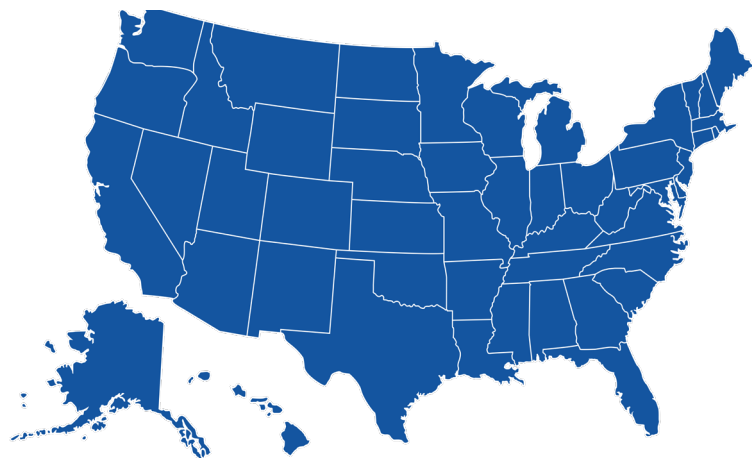
The Cigna PPO network applies to the following market segments: Fully-insured SG and LG (OR domiciled employers only) and self-funded ASO employers. It does not apply to WA domiciled fully-insured groups or individual plans at this time.



Coast-to-coast coverage begins here

Providence Signature network

With the Providence Signature Network, members get access to the Cigna PPO Network which provides a broad national network of more than 1 million providers, complementing the Providence delivery system of 52 hospitals, more than 1,000 clinics and 25,000 physicians across seven western states.



Not just a travel network

Other health plans offer access to care when you live out of state or are traveling, but with Providence Health Plan you get so much more. Our collaboration with Cigna Healthcare isn't simply a travel network, you also have access to our integrated Care Management team. It's open to all members and available at no cost.

Our care managers offer help with:

- Finding services that fit your needs
- Coordination between providers
- Authorizations and referrals
- And more...

Accessing Behavioral Health services outside of the Cigna PPO Network

Behavioral Health providers and clinics are available only through Providence Health Plan – not through Cigna's PPO network. To find an in-network behavioral health provider or clinic, call customer service at **800-878-4445 (TTY: 711)**, or search the Provider Directory at [ProvidenceHealthPlan.com/FindAProvider](https://www.ProvidenceHealthPlan.com/FindAProvider)

Providence Extend PPO network

For businesses requiring extensive coverage, the Extend PPO network is tailored to meet their needs. This expansive national network boasts the highest number of providers and facilities within the Providence network.

Members residing or traveling outside of Oregon and southwest Washington benefit from access to over 1 million providers through the Cigna PPO Network* and coverage under the leading delivery systems in the Portland metropolitan area.

Open access PPO network featuring over 1 million providers nationwide

- Preferential contracts with Providence providers and facilities in Oregon and southwest Washington
- In-network access to some of the best major healthcare systems in Oregon, including Providence, OHSU, Legacy, and Adventist
- Nationwide coverage with the Cigna PPO Network
- The full network is available to all enrolled members regardless of member's residential address

Access to the quality Providence delivery system and a broad national network, plus OHSU and Legacy Health in Oregon.

Here's how to search for a provider:

- 01 Two ways to search**
 - Log into your account at [myProvidence.com](https://www.myProvidence.com), then select "Find a Provider"
 - Visit [ProvidenceHealthPlan.com/FindAProvider](https://www.ProvidenceHealthPlan.com/FindAProvider) and search using your member ID number or provider network
- 02 Tailor your search**

Select "Find a Provider," then search by provider type, service, or facility
- 03 Customize results**

Use the left menu to further customize your search with personal identifiers

*The Cigna PPO Network refers to the healthcare providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Providence Health Plan. Access to the Cigna PPO Network is available through Cigna's contractual relationship with Providence. All Cigna products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

**Cigna analysis of actual providers contracted as part of the Cigna PPO for Shared Administration as of December 2020. Data is subject to change.

The Cigna PPO network applies to the following market segments: Fully-insured SG and LG (OR domiciled employers only) and self-funded ASO employers. It does not apply to WA domiciled fully-insured groups or individual plans at this time.

A guide to choosing the right care

 ProvRN Speak with a Registered Nurse who can help answer questions and direct you to the right care.	 ExpressCare Virtual* Connect with a provider from anywhere—via tablet, smartphone, or computer.	 ExpressCare Clinics* Try an ExpressCare Clinic for quick, convenient care when your regular provider isn't available.	 Primary Care Provider Your Primary Care Provider knows your medical history, so start with them for in-office care or specialist referrals.	 Urgent Care If your condition isn't life-threatening but you can't wait for an appointment, visit Urgent Care. It's typically faster and cheaper than the ER.	 Emergency Care If you need care immediately for something life-threatening, call 911 or go to your nearest ER.
Least Urgent			Most Urgent		
 \$0	\$0	\$0	\$	\$\$	\$\$\$\$
 <ul style="list-style-type: none">• General questions• Health concerns	<ul style="list-style-type: none">• Prescriptions• Non-urgent needs (cold, rash, pink eye, etc.)	<ul style="list-style-type: none">• Prescriptions• Colds• Stomach aches• Basic tests (not x-rays, MRIs, etc.)	<ul style="list-style-type: none">• Colds• Screenings• Chronic conditions• UTIs• Sprains• Heart trouble	<ul style="list-style-type: none">• Minor injuries• Cuts• Burns• Sprains• Imaging and x-rays	<p>Conditions that require immediate care like:</p> <ul style="list-style-type: none">• Head trauma• Constant bleeding• Suspected heart attack
 <ul style="list-style-type: none">• Call 800-700-0481 or 503-574-6520• Available 24/7	<ul style="list-style-type: none">• Visit Virtual.Providence.org• Available daily, 8 a.m. - 8 p.m. (Pacific Time)	<ul style="list-style-type: none">• Visit Providence ExpressCare.org• Available 7 days a week	<ul style="list-style-type: none">• Call your provider• Available by appointment	<ul style="list-style-type: none">• Find your nearest Urgent Care at ProvidenceHealthPlan.com/FindAProvider• Hours vary by location	<ul style="list-style-type: none">• Go to your nearest hospital• Available 24/7

Urgent Care clinics are often confused with Immediate Care clinics, but they are actually quite different. Immediate Care is solely for non-emergency issues whereas Urgent Care is equipped to handle serious conditions that aren't severe emergencies.

For more information, visit [ProvidenceHealthPlan.com/Care Options](https://ProvidenceHealthPlan.com/CareOptions)

911

If you ever think your life or well-being could be in serious danger, **call 911 immediately.**

*ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible; then services are covered in full.

Behavioral Health Suite of Services

Offering members more ways to access the care they need.

At Providence Health Plan, we understand that behavioral health isn't a one-size-fits-all solution. Every person is unique. That's why we offer our members a variety of services that can help them feel supported and achieve positive outcomes.

Here's a quick look at our suite of offerings.

Our services in action



80%

found Talkspace to be as effective or more effective than traditional therapy



42%

of members would not ask for help without this service



44%

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



81%

of patients are seeing improvement in eating disorder symptoms








60%

depression symptom reduction



87%

effective recovery from severe symptoms

 Resources for Improved Well-Being	 Self-Management & Mindfulness Tools	 Telehealth/ Virtual	 Broad Clinical Network	 Care Management & Crisis Support	
<p>Resources to Relax & Recharge</p> <ul style="list-style-type: none">Savings on massage therapy, yoga, meditation, and moreProvidenceHealthPlan.com/LifeBalance	<p>Health Coaching</p> <ul style="list-style-type: none">ProvidenceHealthPlan.com/HealthCoachingOne-on-one health coaching sessionsPersonalized goal setting with manageable stepsA program designed to empower members to achieve their health goals <p>Learn to Live</p> <ul style="list-style-type: none">LearnToLive.com/Welcome/ProvidenceHealthPlanSelf-directed virtual therapy to manage mental well-beingOne-on-one coaching, mindfulness exercises, and live and on-demand webinarsAvailable at any time within the app	<p>Behavioral Health Concierge</p> <ul style="list-style-type: none">Providence.org/BHCQuick access to direct care with Providence providersExtended hours 7 a.m. – 8 p.m. (Pacific Time), 7 days a weekHelp with life stressors, mental health, and addiction issuesAvailable to eligible members residing in OR, WA, ID, CA, MT, and TX <p>Talkspace</p> <ul style="list-style-type: none">Talkspace.com/ProvidenceHealthPlanTelehealth provider of virtual psychotherapy for teens (13+) and adultsBe matched to a provider within 48 hoursConnect through text, call, or live videoAccess to therapy, psychiatry,* or both <p><small>*Psychiatrists have the ability to prescribe medication.</small></p>	<p>Equip</p> <ul style="list-style-type: none">Virtual, eating disorder treatmentKids and young adults ages 6-24Family-Based Treatment (FBT) matched with a multi-disciplinary team <p>Charlie Health</p> <ul style="list-style-type: none">Virtual Intensive Outpatient Program (vIOP)Teens and young adults ages 11-30Personalized treatment plans, including group and family/individual therapy <p>Joon Care</p> <ul style="list-style-type: none">Suicide and crisis supportVirtual sessions with a licensed therapistTeens and young adults ages 13-26Available to eligible members residing in OR, WA, TX, CA, DE, PA, and NY	<p>Behavioral Health Network</p> <ul style="list-style-type: none">Local and nationwide accessIn-person and virtual servicesAge-specific care (kids, teens, adults)Access to specialty behavioral health network <p>Provider Directory</p> <ul style="list-style-type: none">ProvidenceHealthPlan.com/FindAProviderCustomized provider search by using Member ID numberSelect “Find a care provider”Select “Mental Health/Substance Use Disorder”	<p>Behavioral Health Hub</p> <ul style="list-style-type: none">Immediate access 24/7Team trained in crisis triage careReal-time referrals <p>Emergency & Urgent Care Services</p> <ul style="list-style-type: none">In-patient and residential carePartial hospital care

For more information, visit [ProvidenceHealthPlan.com/BehavioralHealth](#)

Care Management

The right care at the right time.

Providence Health Plan's Care Management team provides a range of services, including Case Management, Disease Management, Behavioral Health, and maternity and fertility assistance. This includes proactive identification, assessment, care plan coordination, and interventions tailored to members' healthcare needs.

Over 240

Languages available for interpretive services.

Over 300

Community resources that Care Management can direct members to based on needs identified and health goals.



Care Management in action

Disease Management

Helping members manage chronic conditions effectively saves

\$6.21 PMPM

Utilization Management

Ensuring appropriate and medically necessary care saves

\$2.40 PMPM

Clinical Editing

Improving accuracy and efficiency in claims processing, payment, and reporting saves

\$3.76 PMPM

Services Available:



Case Management

- High acuity: transplants, cancer
- High-risk maternity/fertility
- Rare diseases
- Pain management
- Complex case management
- Chronic kidney disease/end stage renal disease



Behavioral Health

- Trained crisis-care navigators, available 24/7 for triage support
- Eating disorders
- Serious & persistent mental illness
- Substance use disorders
- Applied Behavioral Analysis (ABA) Therapy
- Emergency department & in-patient follow-up



Disease Management

- Heart failure
- Coronary artery disease
- Chronic obstructive pulmonary disease
- Diabetes
- Asthma



Other Care Management Services

- Care coordination
- Care transitions/post hospital follow-up
- High ED utilization
- High expense
- Transition of care
- Bariatric/weight management treatment navigation
- TransHealth support

For more information, visit

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

Member Perks

Additional benefits and programs available to cover every aspect of life.

One Pass Select™

Discover whole body health in one affordable program. Choose a membership tier that fits their lifestyle and access digital fitness apps, gym memberships, and home grocery delivery services. Members can start their journey for less than \$1 a day.

LifeBalance

LifeBalance gives members and their family discounts on the things they love to do, like going to the movies or taking a vacation. They'll find ways to stay active, reduce stress, and save money 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 emergency medical needs when away from 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 from the theft of 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.

Personal Health Coach

For members thinking about a healthier lifestyle. Our Providence health coaches are here to support their journey to a healthier, happier life.

For more information, visit

[ProvidenceHealthPlan.com/
Member-Perks](https://ProvidenceHealthPlan.com/Member-Perks)





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.

Ready to get started?

One of our sales associates will be glad to help.

877-245-4077

ProvidenceHealthPlan.com