



2026 Member Resource Guide

Your benefits, made simple



POWERED BY Collective Health

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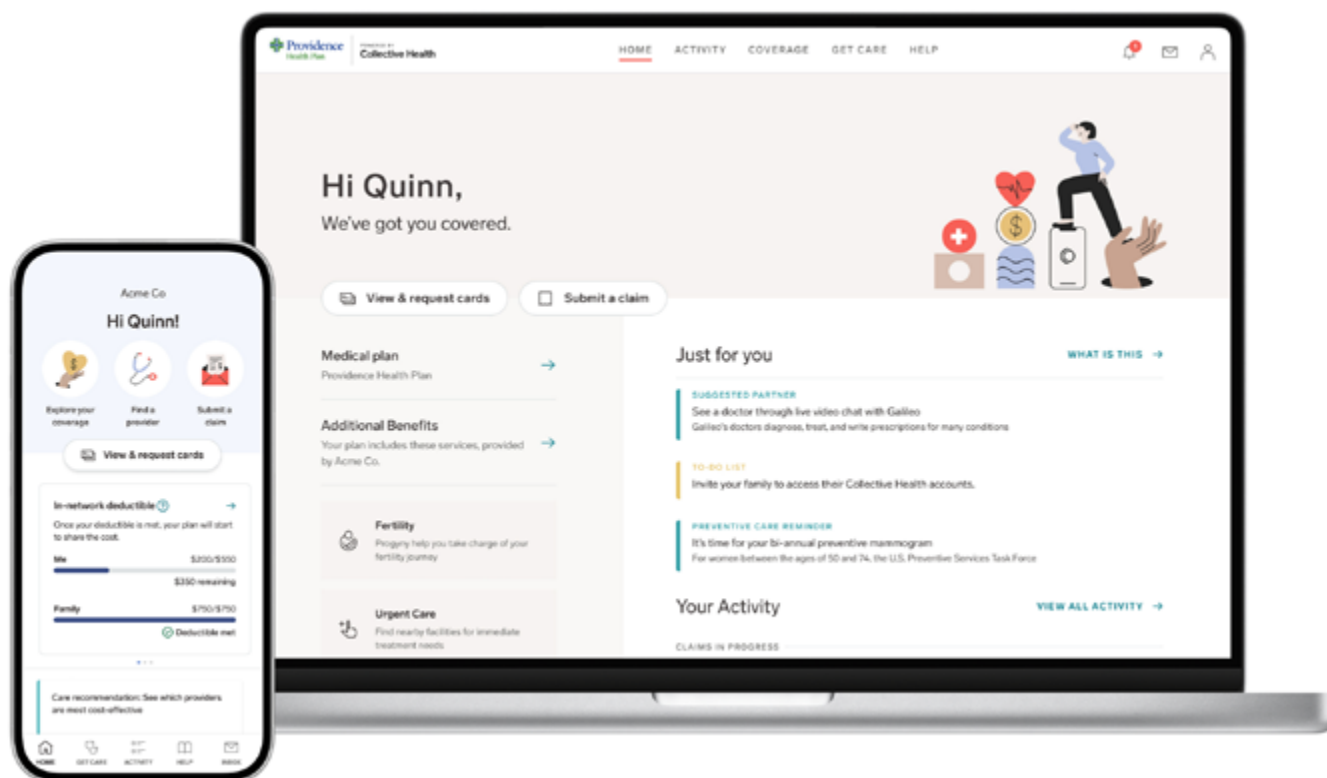
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A single front door for all your health care needs

Providence Health Plan Powered by Collective Health offers members one modern app to manage everything. It's one easy-to-use member experience, with everything in one place.

With your My Collective account, you can:

- Check your coverage and explore health programs
- View or share your ID cards
- Find in-network doctors that meet your needs
- Chat securely with a Member Advocate whenever you need help
- Review claims or submit a new one with just a photo and a few taps





Register your My Collective account

01 Download the app

Go to [CollectiveHealth.com/app](https://www.collectivehealth.com/app) to download the Collective Health mobile app from the Apple App Store or Google Play.

02 Visit My Collective

Go to [ProvidenceHealthPlan.CollectiveHealth.com](https://www.providencehealthplan.com/collectivehealth) and click "Register now."

03 Fill out your personal information

Required to register:

- Email address
- Password
- Phone number

Need help getting started?

Watch a short video to learn how the My Collective app works.

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

Real human support when you need it

Get real help from real people. We take the “homework” out of healthcare without complex phone trees or long waits. Providence Health Plan Powered by Collective Health gives you direct access to Member Advocates who provide clear answers and real support, exactly when you need it.

With just one number, you can:

- Talk to someone about all your plan benefits
- Get one-on-one support for claims, finding providers, or other care needs
- Skip the callbacks and extra steps to get answers fast
- Receive secure messages with any follow ups or next steps

Member Advocates are available to help answer your questions. Call your dedicated phone number Monday – Friday, 4 a.m. to 6 p.m., and Saturday, from 7 a.m. to 11 a.m. (Pacific Time).

You can also reach Member Advocates through your My Collective account:

✓ Send a secure message

All your messages will be in one spot when you use secure message through your My Collective account in the app or online.

✓ Chat online

Have something more urgent? Use the My Collective chat feature to get answers fast.

Have questions?

Watch a short video to see how Member Advocates support you and your family.

ProvidenceHealthPlan.com/MemberAdvocates



Find doctors and facilities wherever you are

It's easy to search the full Providence network using the Get Care provider search. You have access to in-network providers across all 50 states so your family can get care wherever they are located.

Search for a provider:

01 Log in to your My Collective account

Go to ProvidenceHealthPlan.CollectiveHealth.com

02 Search in-network care

Open the Get Care tab and select the search type: in-network care.

Enter the name of the doctor or the kind of doctor that you're looking for.

Tip: For the best results, select a type of care from the specialty menu.

03 Provide location

Get Care searches for providers located near the address in your My Collective account.

To search somewhere else, enter your location in the search bar.

04 Review available doctors

Review the list of in-network results on the map or the list.

To see more details about a provider, click on their name.

Tip: Keep an eye out for the 'Accepting new patients' label.

05 Customize your search

Filter provider results by language, gender, and if they're accepting new patients by selecting 'Filter & Sort' in the My Collective app.

Need help?

Watch a short video to learn how to search for an in-network provider.

ProvidenceHealthPlan.com/FindADoctor



Get care anywhere with Galileo

Galileo Health is your virtual medical home, providing you and your family with 24/7 access to virtual primary care, urgent care, behavioral health, and specialty care across all 50 states.

With Galileo, you can get care for:

- Annual checkup and preventive care
- Minor issues like colds, UTIs, and stomach aches
- Ongoing conditions like diabetes, asthma, or high blood pressure
- Birth control and other sexual health needs
- Behavioral health concerns like anxiety, depression, or insomnia
- Dermatological issues like acne or hair loss
- Medication refills
- Referrals to in-person specialists, when needed

Ready to get started?

Log in to your My Collective account online at:

ProvidenceHealthPlan.CollectiveHealth.com



Expert care for life's more complex health needs

Our dedicated Care Navigation team is here to guide you, so you don't have to navigate your health care alone. Whether you are dealing with a big health issue or just trying to stay healthy, we offer personalized support based on your needs.

Your Care Navigation team can help with:

- Mental health conditions
- Managing complex medication routines, including infusions and injectables
- Pregnancy, newborn care, or complications from birth
- Rare or genetic conditions
- Gender-affirming care
- Transplant surgery
- Traumatic injuries
- Conditions like autism
- Neurologic, cardiac, or gastrointestinal issues
- Cancer, stroke, asthma, and diabetes
- Navigating disability-related challenges
- Living in unsafe environments
- Connecting with community resources

Get support your way.

Prefer to manage things yourself? We have simple, self-guided tools that make it easy. Need more support? Our care managers include licensed social workers, dietitians, pharmacists, nurses, care coordinators and nurses.

Need help understanding how it works?

Watch a short video to learn how our Care Navigation Program supports your well-being.

ProvidenceHealthPlan.com/CareNavigation

Behavioral Health Suite of Services

Resources for Improved Well-Being

Telehealth / Virtual Care

Low Severity



Exclusive discounts to help you relax and recharge

- Savings on massage, yoga, meditation, and more
- Available to members and their family

Visit **Providence-CollectiveHealth.LifeBalanceProgram.com** or call **888-754-5433** to register and explore discounts.

** LifeBalance isn't available to all members. To determine eligibility. Contact a Member Advocate.*



24/7 virtual behavioral health care

- Available nationwide
- Connect anytime, anywhere, with licensed doctors and therapists
- Receive care by text, phone, or video chat
- Evidence-based health coaching and CBT skills programs
- Navigation team can refer you to in-person care if needed
- Available in English and Spanish

Visit **Galileo.Health/Providence** or call **855-462-7943** to get started.

Behavioral Health Concierge

Virtual care with providers

- Available in OR, WA, ID, MT, CA, and TX
- Receive care from behavioral clinicians
- Virtual appointments for all ages within 7 days
- Counseling, advice, and access to self-help resources
- Available 7 a.m. to 8 p.m. (Pacific Time), seven days a week

Visit **Providence.org/BHC** or call **877-744-9355** to make an appointment.

Behavioral Health Network

Crisis Support

High Severity

In-Person & Virtual Provider Services

Care from Providence's trusted behavioral health providers

- Expert support for all ages, locally and nationwide
- Access a network of specialized providers

Find a Provider Near You

1. Log in to your My Collective® account at ProvidenceHealthPlan.CollectiveHealth.com
2. Navigate to "Get Care"
3. Search and filter provider listings based on location, specialty, gender, or language

Emergency & Urgent Care Services

Care when you can't wait for an appointment

- In-patient or residential treatment options
- Partial hospital care without overnight stay

National Suicide & Crisis Lifeline

Call or text 988 if you or someone you know needs immediate help

- Free and confidential support
- Connect with a counselor via phone, text, or chat
- Available 24/7/365, nationwide

Not sure where to start?

Talk with a Member Advocate. They'll help guide you to the best resource for your needs. Visit ProvidenceHealthPlan.CollectiveHealth.com

Pharmacy resources that save you time and money

You have access to more than 34,000 pharmacies across the country. Whether you fill prescriptions in person or by mail, your plan is designed to help you get the medications you need at the lowest cost possible.

Your pharmacy benefits include:



Plan Formulary

This is the list of FDA-approved medications your plan covers. It includes brand-name and generic drugs, and shows which medications need approval, step therapy, or have refill limits.



Mail-order Pharmacy

Save money by ordering a 90-day supply of your medications and having them delivered right to your home. Shipping is free on all orders.



Preferred Retail Pharmacy

In most cases, if you choose a preferred retail pharmacy, you may pay less when filling a 30- to 90-day supply of medication.



Specialty Pharmacy

Some medications require special handling, like refrigeration or injections. Your specialty care team will help you get these medications and explore financial assistance if available.





Extra programs to help you save even more on your medications.*



Rx Savings Solutions

Helps lower out-of-pocket costs for your medications.

- ✓ Free to eligible members
- ✓ Automatically included—no sign-up needed
- ✓ Personalized to your plan and medications
- ✓ Get alerts when cheaper options are available
- ✓ Expert support from certified pharmacy technicians



HelpScript™

May lower copay on eligible medications.

- ✓ Free to eligible members
- ✓ Automatically included—no sign-up needed
- ✓ Expert support accessing medications from Patient Navigators
- ✓ Available at select pharmacies

Learn more

Visit the Pharmacy Resources page online at:

[ProvidenceHealthPlan.com/Self-funded/Pharmacy](https://www.providencehealthplan.com/self-funded/pharmacy)

*Not all members are eligible for Rx Savings Solutions and/or HelpScript. To determine eligibility, contact a Member Advocate.

Alternative Care

Holistic care to support your overall well-being.

Providence Health Plan Powered by Collective Health offers coverage for alternative care therapies that can help alleviate pain to achieve physical and mental well-being.

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

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

Looking for an alternative care provider?

Use the Get Care provider search by logging in to your My Collective account online at: ProvidenceHealthPlan.CollectiveHealth.com

Exclusive care and savings to support your health goals

Your plan gives you more than just doctor visits. It also comes with extra perks to support your health, daily life, and peace of mind.



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 on fun activities, cultural events, wellness items, and travel.



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.



Travel Assistance®

We've partnered with Assist America Travel Assistance to provide practical help for your emergency medical needs when you are 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.

Learn more

Visit the Member Perks page online at
ProvidenceHealthPlan.com/Member-Perks

Questions?

We're here to help

Member Advocates can help explain your plan and answer any questions.



Call:

855-526-3824

Monday - Friday, 4 a.m. to 6 p.m. (Pacific Time)

Saturday, from 7 a.m. to 11 a.m. (Pacific Time)



Secure message:

ProvidenceHealthPlan.CollectiveHealth.com