

Welcome to

Providence Medicare Advantage Plans

**A quick look at benefits and services available
to you and how best to access them.**

Health For All

We want to make your decision to join Providence Medicare Advantage Plans rewarding right away. That starts here, with this guide – and your member ID card.

Now that you're a member you are open to a whole world of care.

Here's to a healthy start.

A quick look ahead

Starting with the basics – like finding a provider, or accessing prescription drugs – to meeting more individual needs like 24/7 care advice, urgent care options, behavioral health resources, healthy lifestyle support, and more. Details about each of these are in the next pages.

Your ID card is your key to making it happen. With it, you can choose a provider and enroll in our member portal at myProvidence.com.





First things first...

myProvidence.com is how you manage your healthcare.

Register on or after your effective date of coverage.

- Find in-network providers
- Check if prescription drugs are covered
- View claims, payment status, and plan benefits
- View the status of your authorizations
- Print member ID card or order a replacement card
- File a claim
- And much more

To register for myProvidence:

- Go to **myProvidence.com**
- Select "Create Account"
- From your ID card: type in your Group ID, Member ID, date of birth, and zip code; click "Next"
- Follow prompts – and you'll be all set

Once your account is active, this will be your main membership portal.

Full myProvidence.com tools and access are available only after your effective date of coverage.



Need help? Call the myProvidence help desk at **1-877-569-7768**, available Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).



Provider Directory

Finding a provider is easy

- 01** Log in to [myProvidence.com](https://myprovidence.com)
- 02** Choose “Find a Provider” in the top navigation bar under “My Providers,” then select which type of provider you’re looking for
- 03** Adjust filters to find the right provider

The many search options help you find the right fit.

Important identifiers include:

- Location
- Specialty
- Provider type
- Languages spoken
- Race and ethnicity
- Personal identity
- LGBTQ+
- Gender affirming care
- Cultural competency

Care options to fit your needs – and your schedule

Get the care you need, whenever you need it.



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 **503-574-6520 (TTY: 711)** or **1-800-700-0481**.



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.



ExpressCare Virtual

On-demand virtual care with Providence ExpressCare Virtual. Connect to care in minutes from anywhere using your tablet, smartphone, or computer. ExpressCare Virtual is available 7 days a week, 8 a.m. to 8 p.m. (Pacific Time). To get started, visit **[Providence.org/Services/ExpressCare-Virtual](https://www.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. To find a location and schedule an appointment, visit **[Providence.org/Services/ExpressCare](https://www.providence.org/Services/ExpressCare)**.



Primary Care

Visit your Primary Care Provider (PCP) to build a relationship and establish a personalized health history.



Urgent Care

Urgent care is available when you can't wait for a primary care appointment for minor injuries like cuts, burns, and pains.



Emergency Care

Call 911 or go to the nearest emergency room if you think your life or well-being is in danger.

For more information, visit **[myProvidence.com](https://www.myprovidence.com)**.



Care Management

Open to all Providence Medicare Advantage Plans members and available at no cost.

Whether you need help understanding a new diagnosis or assistance navigating the health care services in your area, Providence Care Management is here to help. Care Management services are open to all members and available at no cost.

Our care managers provide you with:

- Assistance finding services that fit your needs
- An individualized plan to help you reach your health goals
- Help with prior authorizations
- Advice on general health and lifestyle choices, including nutrition and exercise to help reduce risks
- Personalized support for health conditions including asthma, diabetes, anxiety, and more
- Coordination between your providers
- Complex health issues requiring hospitalization, rehabilitation, or extensive outpatient therapies
- Support during the first 90 days of switching to a new Medicare plan while receiving treatment



Members may be referred for Care Management services by:

- A caregiver (e.g., someone providing care to the member)
- Provider, ProvRN nurse advice line, or hospital discharge planner
- Disease or utilization management
- Member self-referral by contacting Care Management

Participation in Care Management is voluntary and declining/ opting-out may be done upon contact with your care manager or by contacting us by phone.

**1-800-662-1121 (TTY: 711) Monday through Friday
8 a.m. - 5 p.m. (Pacific Time)**

CareManagement@providence.org

ProvidenceHealthAssurance.com/CareManagement

Pharmacy Options

Convenient Access to Medication

We have a pharmacy network of more than 36,000 pharmacies that you can use to get your medications. You can get your medications from retail, preferred retail, mail-order, and specialty pharmacies.



Contracted retail pharmacies

Most of the pharmacies in our network are preferred pharmacies. You can save time if you fill up to a 100-day supply at any of our preferred retail pharmacies. Part D vaccines are covered in full.



Mail-order pharmacies*

Mail order may allow the convenient delivery of your medications directly to your home. When you switch to mail order you can get what you need delivered. Just have your provider send your prescriptions to one of our preferred mail order pharmacies: Costco Mail Order or Postal Prescription Services.

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



To access all your pharmacy and plan benefit information go to myProvidence.com or give us a call at: **503-574-8000** or **1-800-603-2340 (TTY: 711)** 7 days a week, 8 a.m. – 8 p.m. (Pacific Time).

Prescriptions and Savings



Prescription Drug Coverage

Providence Medicare Dual Plus (HMO D-SNP) has a \$0 copay for all Part D prescriptions and a \$0 prescription deductible. You can get a 100-day supply of your medications at mail order and retail pharmacies.



Rx Savings Solutions

Providence Medicare Advantage Plans offer a no cost service to help you save money on your prescriptions called Rx Savings Solutions. It is linked to your health plan, so it knows what medications you take and how much you pay for them. Rx Savings Solutions will send you a message (in the mail, email, or text) if they find a way to save you money on your prescriptions. A team of pharmacists will help you through the whole process.

Here's how it works:

- Rx Savings Solutions reviews all the medications you take and looks to find cheaper options or lets you know if you can save money.
- You can see all the lower-cost options in your online account. It also shows you all the medications you've filled so you can keep track.
- They will talk to your doctor to get approval on any changes and take care of everything else for you.

You can learn more about Rx Savings Solutions here.

Set up your account today: Go to myrxss.com/ProvidenceMA or call **1-800-268-4476 (TTY: 1-800-877-8973)**, Monday-Friday, 5 a.m. to 6 p.m. (Pacific Time).

Flexible benefit card



Flex Dental Benefit

You'll receive \$1,700 on your flexible benefit card for your flex dental benefit to access qualified dental services like cleanings and checkups as well as fillings, crowns, root canals, and more.



Healthy Food and Over-the-counter Allowance

Your flexible benefit card is pre-loaded with your OTC allowance of \$400 every three months. You can use your funds to purchase food or eligible OTC drugs and supplies either online or at certain retail stores.

A flexible benefit card will be mailed to you with your first quarter allowance on it. Health incentive funds will also be loaded on this same card after every eligible health incentive activity.

Most members will use the card they received last year. New members or other specific circumstances would generate a new card to be mailed.

Health Incentives

This program will automatically load \$50 to your flexible benefit card each time your provider submits a claim for any of the following activities*:

- Comprehensive Annual Wellness Visit
- Diabetic Eye Exams
- Health Risk Assessment
- Diabetic Kidney Health evaluation – involves a urine test and blood test

For more information or to view a list of retail locations and eligible items to purchase or to make purchases online, go to [MyBenefitsCenter.com](https://www.MyBenefitsCenter.com).

*Funds will not be loaded to your card for completed Health Incentive Benefit activities right away. The funds are loaded only after the provider submits a claim. Please check your balance(s) at [MyBenefitsCenter.com](https://www.MyBenefitsCenter.com).

Partners in pursuit of Health For All





Extra benefits for your everyday health



Behavioral Health

Being truly healthy means caring for your mind and your emotional well-being as much as your physical health.

If you ever need help, your plan has options. We work with doctors and other providers (like licensed therapists, psychologists, psychiatric nurse practitioners, and psychiatrists) all over the country to make sure you get the behavioral health care you need from people you trust.



Health Coaching

Available at no cost, health coaching includes:

- A health coach, for help in setting goals and plans for achieving them
- Advice for breaking down goals into small, manageable steps
- Guidance and support for making positive lifestyle changes
- Health and wellness educational materials
- Online support groups, forums, and more



Fitness

Finding a fitness routine that meets your needs just got easier with your new fitness program through One Pass™ available to you at no cost.

With this program, you can:

- Explore over 26,000 gyms, including boutique fitness studios
- Change your fitness location anytime and even have 2+ memberships at one time
- Join live virtual classes at home or on-the-go
- Get a fitness tracker
- Join social activities within local communities

For more information on these programs, visit myProvidence.com.

Partners in pursuit of Health For All



Additional benefits



Vision

Some of the advantages offered by your plan:

- Routine eye exam every year
- \$250 allowance to help pay for glasses or contacts



Non-medical Transport (NMT)

Non-medical transportation is available to you as a D-SNP member at no cost to help you get wherever you may need to go. You'll receive 36 one-way trips to grocery stores, retail pharmacies, or other places that add to the quality of your life.



Personal Emergency Response System

You can get help 24 hours a day, 7 days a week, by pressing a button. Connect America Personal Emergency Response System will send help to you at no cost. This service is good for anyone who wants to be sure that help will be there when needed.

Learn more at [Providence.ConnectAmerica.com](https://www.Providence.ConnectAmerica.com) or by calling Connect America at **1-877-909-4882**.



Discounts and Savings

Get discounts on the things you love to do. LifeBalance provides savings on more than 20,000 travel, cultural, recreational, and other fun activities.

Sign up for LifeBalance from myProvidence or visit [Providence.LifeBalanceProgram.com](https://www.Providence.LifeBalanceProgram.com). You can also call LifeBalance at **1-888-754-5433**.



Meals

Mom's Meals® will contact you to setup your post-discharge meal delivery to your home, after you leave the hospital. You can receive two meals per day for 28 days.

You can get:

- High quality, refrigerated, ready-to-heat meals
- Meals designed by chefs and registered dietitians
- Menus offering medically tailored meals
- Delivery all over the United States

For more information on post-discharge meals, visit [myProvidence.com](https://www.myProvidence.com).

Partners in pursuit of Health For All



Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-603-2340 (TTY: 711). Someone who speaks English/ Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-603-2340 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务,帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务,请致电 1-800-603-2340 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問,為此我們提供免費的翻譯服務。如需翻譯服務,請致電 1-800-603-2340 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-603-2340 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-603-2340 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-603-2340 (TTY: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelpflichtplan. Unsere Dolmetscher erreichen Sie unter 1-800-603-2340 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-603-2340 (TTY: 711)번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-603-2340 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-800-603-2340 (TTY: 711). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-603-2340 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-603-2340 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-603-2340 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-603-2340 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-603-2340 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-603-2340 (TTY: 711)にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。



Thank you for choosing Providence Medicare Advantage Plans

Health For All Lives Here

When you're healthy, you can feel inspired to do great things for the community and the world at large. We believe healthcare is a human right — everyone has a right to quality healthcare. 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:

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

Call **503-574-8000** or **1-800-603-2340 (TTY: 711)**.

[ProvidenceHealthAssurance.com](https://www.ProvidenceHealthAssurance.com)