



2025 Member Resource Guide

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

Table of Contents

- 04** myProvidence
- 05** Member Portal Features
- 06** Find a Provider
- 07** Care Options
- 08** Care Management
- 10** Behavioral Health
- 12** Alternative Care
- 13** Pharmacy Resources
- 14** Health Coaching
- 15** Member Perks



Secure member portal

As a Providence Health Plan member, you have on-demand access to your personalized health plan information anytime, anywhere. Explore helpful tools and resources specific to your plan coverage. Access your member materials, provider and pharmacy directory, plan formulary, treatment cost calculator, and more. Visit [myProvidence.com](https://myprovidence.com) to log in or get started.

Register your account

Go to [myProvidence.com](https://myprovidence.com) and click "Create an account," then enter the following information:

- Group and member ID number
- Zip code
- Date of birth
- Email address

Please review and accept the user agreement before submitting your information. Once you receive an email with an activation link, click on it to activate your account and log in to myProvidence.

Helpful tips for registration

- ✔ Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) can be found on your member ID card
(Example: 12345678900 or 12345678901)
- ✔ Make sure your ZIP code matches the one on file with Providence Health Plan
- ✔ Use a personal email address for your account
- ✔ If you don't receive an activation link, please check your junk folder
- ✔ **NOTE:** Dependents must use their own personal email address when registering their account

For help with registration or login, call the myProvidence Help Desk at **877-569-7768**, Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).

My Health Plan



Benefits Documents

View your member materials to learn about:

- How to use your plan coverage
- Covered services and costs
- Plan benefits, and more



Pharmacy Information

Go to "Drug Lists" to see a list of FDA-approved drugs covered by your plan. The list includes:

- Brand-name, generic, and specialty medications
- Medications that require approval, that are part of a step therapy program, or have refill limits



Claims & Explanation of Benefits (EOB)

Reference claims and understand how health care services were billed.

Your EOB includes:

- Services provided
- Provider's billed amount
- Amount covered by insurance
- Member responsibility
- Reasons for denial (if any)



Benefit Usage

View your annual deductible and out-of-pocket maximum progress. Once you reach these limits:

- Insurance begins to pay a portion of your healthcare costs (deductible)
- Insurance typically covers most of your covered healthcare costs (out-of-pocket maximum)

My Providers



My Providers

Find in-network providers, pharmacies, and facilities, or select the PCP of your choice. The directory includes:

- Providers and pharmacies tailored to your plan network
- Filters such as language, gender, race, ethnicity, and more



Care Options

You have options when it comes to getting the care you need, when you need it.

My Health



Member Perks

Take advantage of discounts and programs that go beyond your health plan.

My Tools



Estimate Costs

Estimate medical, pharmacy, and dental treatment costs. You're able to:

- Compare costs among providers and pharmacies
- Find copay and coinsurance information for services



ID Card Management

View your member ID card for plan details such as:

- Member and Group ID
- Covered plan network
- Care resources
- Claims submission information



Find a Provider

Customize your provider search in three easy steps.

It's easy to find in-network providers using the online provider directory. Whether you need a primary care provider, specialist, medical home, pharmacy or facility, you'll find what you're looking for in just a few clicks.

Here's how to search for a provider:

- 01 Two ways to search**
 - Log into your account at myProvidence.com, then select "Find a Provider"
 - Visit 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

Filter results by:

- Type/Specialty
- Language(s) spoken
- Cultural competency
- Location
- Race and ethnicity
- LGBTQ+
- Hospital affiliation
- Religious community(ies)
- Communities of interest
- Gender
- Personal identity

For assistance, call Customer Service at **503-574-7500** or **800-878-4445 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).



Care Options

With several options to choose from, you can get the care you need - at home, or in person - anytime, anywhere.



Primary Care

Visit your Primary Care Provider (PCP) to build a relationship and establish a personalized health history. If you need a primary care provider, visit myProvidence.com and select "Find a Provider" after logging in. Then choose Primary Care Providers.



Telehealth (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 such as Zoom.



24/7 Nurse Advice Line (ProvRN)

Speak with a registered nurse anytime, any day, when you have a health concern, a sick newborn, or just need advice - it's a simple first step to determine if you need in-person care. Have your member ID number available and call **800-700-0481**.



ExpressCare Virtual

Connect to care in minutes via phone or video to treat conditions like common colds, flu and fever, or infections like pink eye, laryngitis, or bronchitis. Reproductive and pediatric health concerns can be addressed at these virtual visits, along with prescription refills, and scheduling labs or procedures. To get started, visit 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. Most clinics are open from either 7 a.m. to 7 p.m. or 8 a.m. to 8 p.m. (Pacific Time). To find a location and schedule an appointment, visit Providence.org/ExpressCare.



Urgent Care

Urgent care is where you turn when you can't wait for a primary care appointment for minor injuries like cuts, burns, and pains. To find an urgent care clinic, login to myProvidence.com and select "Find a Provider." Then choose "Find a Service or Place; Urgent Care Clinic."



Emergency Care

Call 911 or go to the nearest emergency room if you think your life is in danger. Use for symptoms like suspected heart attack, severe abdominal pain, poisoning, or loss of consciousness.

For more information, visit ProvidenceHealthPlan.com/Care-Options

*Subject to availability, call your provider's office to ask if this is an option.



Care Management

Our experts help you every step of the way.

Providence Health Plan Care Management helps you better understand your health so you can take an active role in improving it. Whether you need help understanding a new diagnosis or assistance navigating health care services in your area, the Providence Care Management team is here to help.

Get personalized support with health conditions including, but not limited to:

- Asthma
- Chronic obstructive pulmonary disease
- Heart failure
- Cancer
- Coronary artery disease
- Diabetes
- Pregnancy, post-partum, and fertility health
- Complex health issues requiring hospitalization, rehabilitation, or extensive outpatient therapies
- Parkinson’s disease, multiple sclerosis, hemophilia, and kidney disease
- Support to caregivers of children who need help managing a chronic condition or illness
- Mental health
- Substance abuse

Highly skilled care teams for complex and chronic conditions

Care managers provide:

- Support for conditions like asthma, heart failure, diabetes, and more
- Assistance finding health care services in your area
- Personalized health education about your medical concerns, including new innovations, medication therapy, and symptom management
- Coordination between your providers
- An individualized plan to help you reach your health goals
- Advice on general health and lifestyle choices, including nutrition and exercise, to help reduce risks
- Help with prior authorizations

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



Expanded program support for things like:

High-risk maternity and fertility

High-risk maternity and fertility health services use special tools and guidelines, led by a specialized team. They focus on important health and social factors to better the health results for mothers and babies.

TransHealth

Designated Care Managers collaborate with community partners and health providers, advocate for transgender individuals' well-being, and facilitate personalized and accessible health care across medical, surgical, and behavioral services.

Disordered eating

Experienced care managers partner with local providers to create treatment plans, offering a single point of contact to simplify access and management of care, thereby enhancing outcomes and providing continuous care for eating disorders.

Behavioral Health Hub

A one-stop shop where members are connected with a Behavioral Health Navigator who is trained in all levels of care. From identifying the type of support needed to helping find providers and setting up appointments, one call gets members the support they need from beginning to end.

Three ways to get started

- Call: **503-574-7247** or **800-662-1121 (TTY: 711)**
- Email: **CareManagement@Providence.org**
- Online: **ProvidenceHealthPlan.com/CareManagement**

Behavioral Health Suite of Services

Offering you more ways to access the care you 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 a variety of services that can help you 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



91%
attended a scheduled session



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 more ProvidenceHealthPlan.com/LifeBalance <p>Virtual Support Programs</p> <ul style="list-style-type: none"> CharlieHealth.com Equip.Health Joon.com 	<p>Health Coaching</p> <ul style="list-style-type: none"> ProvidenceHealthPlan.com/HealthCoaching One-on-one health coaching sessions Personalized goal setting with manageable steps A program designed to empower you to achieve your health goals <p>Learn to Live</p> <ul style="list-style-type: none"> LearnToLive.com/Welcome/ProvidenceHealthPlan Self-directed virtual therapy to manage mental well-being One-on-one coaching, mindfulness exercises, and live and on-demand webinars Available at any time within the app 	<p>Behavioral Health Concierge</p> <ul style="list-style-type: none"> Providence.org/BHC Quick access to direct care with Providence providers Extended hours 7 a.m. - 8 p.m. (Pacific Time), 7 days week Help with life stressors, mental health, and addiction issues Available to eligible members residing in OR, WA, ID, CA, MT, and TX <p>Talkspace</p> <ul style="list-style-type: none"> Talkspace.com/ProvidenceHealthPlan Telehealth provider of virtual psychotherapy for teens (13+) and adults Be matched to a provider within 48 hours Connect through text, call, or live video Access 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 treatment Kids and young adults ages 6-24 Family-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 11-30 Personalized treatment plans, including group and family/individual therapy <p>Joon Care</p> <ul style="list-style-type: none"> Suicide and crisis support Virtual sessions with a licensed therapist Teens and young adults ages 13-26 Available 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 access In-person and virtual services Age-specific care (kids, teens, adults) Access to specialty behavioral health network <p>Provider Directory</p> <ul style="list-style-type: none"> ProvidenceHealthPlan.com/FindAProvider Go to the Provider Directory and search using your Member ID number Select "Find a care provider" Select "Mental Health/Substance Use Disorder" 	<p>Care Management & Crisis Support</p> <p>Behavioral Health Hub</p> <ul style="list-style-type: none"> Immediate access 24/7 Team trained in crisis triage care Real-time referrals <p>Emergency & Urgent Care Services</p> <ul style="list-style-type: none"> In-patient and residential care Partial hospital care

Call or text the **988 Suicide and Crisis Lifeline** if you or someone you know needs immediate crisis care.

To learn more, visit ProvidenceHealthPlan.com/BehavioralHealth or call **503-574-7500** or **800-878-4445 (TTY: 711)**.



Alternative Care

Holistic care to support your overall well-being.

Providence Health Plan 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

Visit [ProvidenceHealthPlan.com/FindAProvider](https://www.providencehealthplan.com/FindAProvider) to find an in-network provider.

*Massage therapy isn't covered for all members. Check your benefit summary for coverage details.



Pharmacy Resources

Our preferred retail pharmacy network allows you to save time and money when getting prescription drugs.



Prescription drugs covered under your plan

The plan formulary is a list of FDA-approved medications, including brand-name and generic options, as well as medications that require approval, follow a step therapy program, or have refill limits. Visit [ProvidenceHealthPlan.com/Pharmacy](https://www.providencehealthplan.com/Pharmacy) to view your plan formulary.



A specialty team for specialty pharmacies

Specialty drugs require special care, like refrigeration and handling instructions. Your specialty care team will provide extra support. This includes information, locating a pharmacy, and how to get financial assistance (when available).



Preferred retail pharmacy cost savings

In most cases, if you choose a preferred retail pharmacy, you may pay less when filling a 30- to 90-day supply of medications. You have access to thousands of participating pharmacies nationwide. Visit [ProvidenceHealthPlan.com/FindAProvider](https://www.providencehealthplan.com/FindAProvider) to find a pharmacy near you.



Medications delivered right to your door

Mail-order prescriptions allow you to order medications and have them delivered to your home,¹ saving trips to the pharmacy. Receive free shipping on 30-, up to 90-day medication.

Two free programs available to maximize cost savings²

	Rx Savings Solutions	Smart RxAssist™
Cost savings	• Reduces out-of-pocket expenses for medications	• May reduce the copay to \$0 on select specialty medications
Personalization	• Personalized to your plan coverage and medications	
Convenience	• Notifies members of potential savings • Consultants work with your doctor to get approval for changes	• Eligible members are enrolled automatically
Support	• Certified pharmacy technicians and pharmacists help maximize savings	• Patient navigators to assist in accessing specialty medications

To learn more, visit [ProvidenceHealthPlan.com/Pharmacy](https://www.providencehealthplan.com/Pharmacy)

¹ Excludes specialty and compounded medications.

² Eligibility and participation criteria apply. Rx Savings Solutions and Smart RxAssist™ programs are not available to all members. To determine program eligibility, call Pharmacy Customer Service at 503-574-7400 or 877-216-3644 (TTY: 711).



Health Coaching

Reach your goals with support from a Providence Health Coach.

Whether you'd like to increase your activity level, reduce stress, improve your eating habits, lose weight, quit tobacco, or just feel better, a Providence Health Coach can help. We're here to remove barriers, motivate you when you need a nudge, and be a resource on your journey.

The Providence Health Coaching Program offers telephonic or virtual sessions at no cost to members¹, along with:

- One-on-one health coaching sessions
- Personalized goal setting with manageable steps
- A program designed to empower you to achieve health goals
- Guidance to help you take action toward a healthier lifestyle

Areas of support

- Weight management
- Nutrition
- Physical activity
- Stress
- Sleep
- Social support
- Digital well-being

Talk to a Health Coach today

ProvidenceHealthPlan.com/HealthCoaching

Quit for Life[®] Program

Help to quit tobacco

Connect with a coach over the phone or use live chat to create a personalized plan and get support every step of the way. You'll also get access to resources to help you manage your triggers and overcome your cravings. All Providence members are eligible.

Call Quit for Life at **866-QUIT-4-LIFE (866-784-8454)** to opt in or out of the program.

¹Eligibility and participation criteria apply. Health Coaching services are not available for all members. To determine program eligibility, please contact the health coaching program at 503-574-6000 or 888-819-8999 (TTY: 711).



Member Perks

Explore additional benefits and programs available to cover every aspect of your life.



One Pass Select[™]

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



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 of recreational, cultural, well-being, and travel related purchases.



Travel Assistance[®]

We've partnered with Assist America Travel Assistance[®] to provide logistical support for your emergency medical needs when you're 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.



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.

To access these services and for more information, visit **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.

Have questions?

We're here to help.

Customer Service is available 8 a.m. to 5 p.m.
(Pacific Time), Monday through Friday.

Give us a call at **503-574-7500**
or **800-878-4445 (TTY: 711)**.

ProvidenceHealthPlan.com