

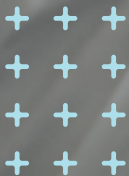
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A Guide to True Health

Inside you'll find member perks, programs and benefits. Use this guide as a roadmap for your health plan, not just for emergencies but for creating a truly healthy life.

2022





First things first...

Sign up for a myProvidence account

Register today to securely manage and access your health plan however and whenever you like.

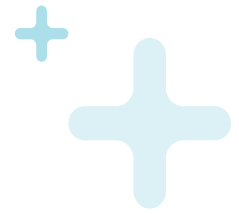
- ✔ Find in-network providers
- ✔ Estimate costs for services
- ✔ View claims and payment status
- ✔ Find in-network pharmacies and a list of medicines covered by your plan
- ✔ Learn more about your benefits
- ✔ Get a replacement ID card
- ✔ Go paperless
- ✔ Take a personal health assessment



myProvidence help desk 503-216-6463
8 a.m. to 5 p.m. (Pacific Time), Monday through Friday



Get the right care at the right time at the right place



ProvRN Free

Access to care 24/7

Speak with a registered nurse anytime, any day. An easy first step when you have symptoms and you want to know if you need face-to-face care.

- ✓ Always free, always there for you
- ✓ Connect with a nurse at 800-700-0481 or 503-574-6520



ExpressCare Virtual Free*

Getting the care you need, when you need it

Talk with a provider from anywhere using your tablet, smartphone or computer. This is a great option for prescriptions and treatment that don't require hands-on care. Available nationwide.

- ✓ 8 a.m. – 8 p.m. (Pacific Time) daily
- ✓ Visit Virtual.Providence.org



ExpressCare Clinics Free*

Same-day, in-person treatment

When you need to see someone and your regular care provider is not available.

- ✓ 7 days a week
- ✓ Create your free account today at ProvidenceExpressCare.org



Primary Care \$

Your primary healthcare partner

Primary care providers develop a relationship with you and know your health history. Visit them for check-ups, managing chronic conditions and specialist referrals.

- ✓ By appointment
- ✓ Call your primary care provider



Urgent Care \$\$

When you need help right away

Urgent care is where you turn when you know you need help and can't wait for an appointment. This is best for minor injuries, cuts, burns, pains and sprains.

- ✓ Hours vary by location



Emergency \$\$\$\$

When you think you may be in danger

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

- ✓ Available 24/7
- ✓ Get a ride to the nearest hospital

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.

More ways to reach True Health



Behavioral Health Network

We've enhanced our focus on behavioral health and substance abuse services. To help simplify the way you get whole self-care, you can connect with a direct access line to a dedicated behavioral health and substance abuse service support team that includes a crisis-trained staff. This team is available 24/7. Just call **800-878-4445** for assistance.



ID Protection

Get peace of mind with Assist America Identity Theft Protection's fraud monitoring, warning and resolution.



LifeBalance

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



ChooseHealthy

We want to give you every opportunity to achieve your health goals. Save big on fitness and wellness products, services and memberships.



Active&Fit Direct®

Ready to kick-start a routine or looking to take it to the next level? Access more than 11,000 participating fitness centers, 2,500 digital workout videos or daily weekday workout classes on Facebook Live and YouTube for just \$25 per month (plus a \$25 enrollment fee and applicable taxes; 3-month commitment required).*

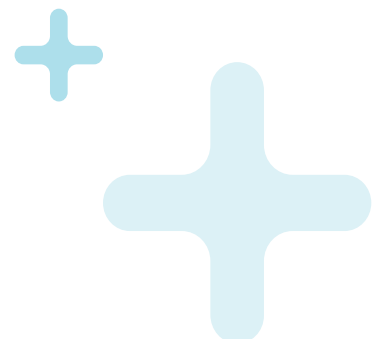
**Prices, terms and programs subject to change.*



Emergency Travel Assistance

Get emergency medical help while traveling away from home, or even internationally, with Assist America Travel Assistance.

For information on these programs, visit myProvidence.com



Get the most from your plan

Our Northwest-based Providence customer service team will help you make the most of your plan — even before membership begins. Call us for assistance with:

- ✔ **Help finding the right providers and specialists**
- ✔ **Understanding how a claim processed**
- ✔ **A seamless transition of existing care**



**Customer service is available 8 a.m. to 5 p.m. (Pacific Time),
Monday through Friday. Call 800-878-4445 (TTY: 711).**



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We all deserve True Health



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.

Ready to get started? One of our customer service representatives will be glad to help. Customer service is available 8 a.m. to 5 p.m. (Pacific Time) Monday through Friday. Call **503-574-7500** or **800-878-4445 (TTY: 711)**.

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

