



# 2025 Member Resource Guide

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

Administered by  
 Providence  
Health Plan

 pebb  
Public Employees' Benefit Board

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## What's New in 2025

Healthcare like you want it to be.



### Progyny Family Planning Support

Providence Health Plan members now have an extra benefit through Progyny to help with family planning. You can work on your fertility and family-building goals with the help of a dedicated Patient Care Advocate (PCA). Your PCA will support and guide you through every step of the process.



### Behavioral Health Virtual Care

Joon Care offers online personalized support for teens and young adults ages 13-26 who are dealing with suicide or crisis situations. You can have individual therapy sessions with a licensed provider to get the help you need.



### Birth Doula

Trained birth doulas give guidance, emotional support, and comfort. They are there for you before, during, and after childbirth. Doulas can also help families in other situations, like coping with infant loss, adoption, language support, and more.



### Rx Savings Solutions

Rx Savings Solutions is a free digital platform connected to your health plan. It shows you ways to save money on your medications based on your coverage. You'll get alerts by mail, email, phone, or text when there are chances to save on your prescriptions.

Visit [ProvidenceHealthPlan.com/PEBB](https://www.ProvidenceHealthPlan.com/PEBB) to learn more about benefits and programs.

## 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.

## Two ways to register your account

Go to [myProvidence.com](https://myprovidence.com) and click "Create an account."

**To register for an account, use either options below:**

- Member first and last name, or
- Member ID and Group ID number

**Then, provide the following information:**

- Date of birth
- ZIP code

Please review and accept the user agreement before submitting your information. Once you get 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 and its benefits
- Covered services and costs



### Pharmacy Information

Go to "Drug Lists" to see FDA-approved drugs covered by your plan. It includes:

- Brand-name, generic, and specialty medications
- Medications that require approval or have refill limits



### Claims & Explanation of Benefits (EOB)

Learn about claims and how services were billed.

Your EOB includes:

- Services provided and amount billed
- Amount covered by insurance and what member owes
- Reasons for denial (if any)



### Benefit Usage

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

- Pays a portion of your healthcare costs (deductible)
- Typically covers most of your healthcare costs (out-of-pocket maximum)

## My Providers



### My Providers

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

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



### 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 and pharmacy costs. You can:

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



### ID Card Management

View your member ID card for plan details:

- Member and Group ID
- Covered plan network
- Care resources, and more



# 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](https://myProvidence.com), then select "Find a Provider"
- Visit [ProvidenceHealthPlan.com/FindAProvider](https://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).



# Primary Care Provider

Start with your Primary Care Provider (PCP) for all health care needs.

A Primary Care Provider (PCP) is a doctor, nurse, or assistant who manages your health. They learn about your health history, help keep you healthy, and take care of you when you're sick. Your PCP's job is to give you the care you need and help you live a healthy life.

## Benefits of having a Primary Care Provider

### Personalized care

- Your provider will get to know your personal and family health history and your health goals
- Provide regular check-ups, screenings, and immunizations to prevent illnesses or detect them at an early stage

### Easy access to care

- Single point of access to a variety to services like preventive care, screening, and diagnosing, and managing chronic and critical conditions
- Telehealth appointments provide care after hours

Your PCP may be part of a Patient-centered Medical Home. Your team of health care professionals, led by your PCP, work together to coordinate your care. They're all on the same page when it comes to your health.

## Who to see for care



PCP

#### Schedule an appointment to visit your doctor or healthcare team for:

- Regular checkups
- Tests and health screenings
- Minor illnesses like colds, flu, constipation, allergies, sprains, and more



Urgent Care

#### If you need quick care and can't see your doctor, visit urgent care for:

- Minor injuries like cuts, burns, sprains, pulled muscles, or fractures
- Illnesses like sinus infections, bronchitis, fever, sore throat, colds, headaches, ear infections, or bladder infections



Emergency Room

#### Go to the emergency room for serious symptoms like:

- Chest pain and trouble breathing
- Head injuries
- Heavy or uncontrolled bleeding
- Extreme nausea, vomiting, or diarrhea that causes dehydration
- Mental distress

## 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

 **Talkspace**

**80%**

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

 **Behavioral Health Concierge**

**42%**

of members would not ask for help without this service

 **Learn to Live**

**44%**

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

 **Equip**

**81%**

of patients are seeing improvement in eating disorder symptoms

 **Charlie Health**






**60%**

depression symptom reduction

 **Joon Care**

**87%**

effective recovery from severe symptoms

|  <b>Resources for Improved Well-Being</b>   |  <b>Self-Management &amp; Mindfulness Tools</b>  |  <b>Telehealth/ Virtual</b>   |  <b>Broad Clinical Network</b>  |  <b>Care Management &amp; Crisis Support</b>  |  |
|---|--|---|---|---|--|
| <p><b>Resources to Relax &amp; Recharge</b></p> <ul style="list-style-type: none"> <li>Savings on massage therapy, yoga, meditation, and more</li> <li><a href="https://ProvidenceHealthPlan.com/LifeBalance">ProvidenceHealthPlan.com/LifeBalance</a></li> </ul> | <p><b>Health Coaching</b></p> <ul style="list-style-type: none"> <li><a href="https://ProvidenceHealthPlan.com/HealthCoaching">ProvidenceHealthPlan.com/HealthCoaching</a></li> <li>One-on-one health coaching sessions</li> <li>Personalized goal setting with manageable steps</li> <li>A program designed to empower you to achieve your health goals</li> </ul> <p><b>Learn to Live</b></p> <ul style="list-style-type: none"> <li><a href="https://LearnToLive.com/Welcome/ProvidenceHealthPlan">LearnToLive.com/Welcome/ProvidenceHealthPlan</a></li> <li>Self-directed virtual therapy to manage mental well-being</li> <li>One-on-one coaching, mindfulness exercises, and live and on-demand webinars</li> <li>Available at any time within the app</li> <li>Access code: PEBB</li> </ul> | <p><b>Behavioral Health Concierge</b></p> <ul style="list-style-type: none"> <li><a href="https://Providence.org/BHC">Providence.org/BHC</a></li> <li>Quick access to direct care with Providence providers</li> <li>Extended hours 7 a.m. – 8 p.m. (Pacific Time), 7 days a week</li> <li>Help with life stressors, mental health, and addiction issues</li> <li>Available to eligible members residing in OR, WA, ID, CA, MT, and TX</li> </ul> <p><b>Talkspace</b></p> <ul style="list-style-type: none"> <li><a href="https://Talkspace.com/ProvidenceHealthPlan">Talkspace.com/ProvidenceHealthPlan</a></li> <li>Telehealth provider of virtual psychotherapy for teens (13+) and adults</li> <li>Be matched to a provider within 48 hours</li> <li>Connect through text, call, or live video</li> <li>Access to therapy, psychiatry,* or both</li> </ul> <p><small>*Psychiatrists have the ability to prescribe medication.</small></p> | <p><b>Equip</b></p> <ul style="list-style-type: none"> <li>Virtual, eating disorder treatment</li> <li>Kids and young adults ages 6-24</li> <li>Family-Based Treatment (FBT) matched with a multi-disciplinary team</li> </ul> <p><b>Charlie Health</b></p> <ul style="list-style-type: none"> <li>Virtual Intensive Outpatient Program (vIOP)</li> <li>Teens and young adults ages 11-30</li> <li>Personalized treatment plans, including group and family/individual therapy</li> </ul> <p><b>Joon Care</b></p> <ul style="list-style-type: none"> <li>Suicide and crisis support</li> <li>Virtual sessions with a licensed therapist</li> <li>Teens and young adults ages 13-26</li> <li>Available to eligible members residing in OR, WA, TX, CA, DE, PA, and NY</li> </ul> | <p><b>Behavioral Health Network</b></p> <ul style="list-style-type: none"> <li>Local and nationwide access</li> <li>In-person and virtual services</li> <li>Age-specific care (kids, teens, adults)</li> <li>Access to specialty behavioral health network</li> </ul> <p><b>Provider Directory</b></p> <ul style="list-style-type: none"> <li><a href="https://ProvidenceHealthPlan.com/FindAProvider">ProvidenceHealthPlan.com/FindAProvider</a></li> <li>Go to the Provider Directory and search using your Member ID number</li> <li>Select "Find a care provider"</li> <li>Select "Mental Health/Substance Use Disorder"</li> </ul> | <p><b>Behavioral Health Hub</b></p> <ul style="list-style-type: none"> <li>Immediate access 24/7</li> <li>Team trained in crisis triage care</li> <li>Real-time referrals</li> <li><b>800-878-4445 (TTY: 711)</b></li> </ul> <p><b>Emergency &amp; Urgent Care Services</b></p> <ul style="list-style-type: none"> <li>In-patient and residential care</li> <li>Partial hospital care</li> </ul> |

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

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



# 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](https://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](tel:8007000481).



## 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](https://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](https://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](https://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](https://ProvidenceHealthPlan.com/Care-Options)

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



# 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://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://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,\* saving trips to the pharmacy. Receive free shipping on 30-, up to 90-day medication.

## Two free programs to save you money on your prescriptions

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

For more information, visit

[ProvidenceHealthPlan.com/Pharmacy](https://ProvidenceHealthPlan.com/Pharmacy)

\*Excludes specialty and compounded medications.



# 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**  
 Visit: **ProvidenceHealthPlan.com/CareManagement.**



# 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.



# Providence Pathfinder

Making healthcare navigation simple through personalized support.

With one click or call, you will be connected to a personal Pathfinder who is dedicated to help you. They will guide you to the answers, virtual tools, or resources you need. For more complex needs, your Pathfinder will connect you directly to a True Health Guide, a specialized expert there to help you every step of the way.



# 94%

of issues resolved in a single call with a Pathfinder

# 92%

of members working with True Health Guides meet their stated goals

Connect with a Providence Pathfinder today. Call **503-574-7500** or **800-878-4445 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).





# 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 members<sup>1</sup>, 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](https://ProvidenceHealthPlan.com/HealthCoaching)

## Quit for Life<sup>®</sup> 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.

<sup>1</sup> Eligibility 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).



# Wellness Tools and Resources

Programs available to support your healthcare journey.



## Kaia Health

**Join over 500,000 people who have turned to Kaia for pain relief**

Kaia is an evidence-based digital therapy app. It helps you learn ways to manage joint and muscle pain throughout the entire body. Receive a customized therapy plan that can include exercise, relaxation, and expert advice.



## Omada

**Take steps to prevent diabetes**

The Omada program helps reduce the risk of prediabetes and chronic disease. It offers nutritional guidance and weight loss resources. Your care path includes certified health coaches, condition-specific peer groups, and virtual physician visits.



## Virta Health

**Type 2 diabetes reversal is here**

Virta is a provider-led and research-backed treatment. It can help reverse type 2 diabetes. You can work to lower your blood sugar and A1c, all while reducing diabetes medications and losing weight. With a personalized treatment plan from Virta, you get professional support and useful resources.



## Weight Watchers (WW)

**Assistance in tracking what you eat and working towards your goals**

Eat well, move more, and lose the weight you want with a personalized action plan. Get progress reports, easy-to-use-tracking tools, and thousands of recipes. Also take advantage of 24/7 coaching.

For more information, visit

[ProvidenceHealthPlan.com/PEBB](https://ProvidenceHealthPlan.com/PEBB)



# 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.



## 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.



## 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.



## 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/PEBB](https://www.ProvidenceHealthPlan.com/PEBB)



# Glossary

## Coinsurance

The percentage of costs of a covered health care service you pay (30%, for example) after you've paid your deductible. In general, a copay is what you pay up front, while coinsurance is what you pay later.

## Copay

A fixed amount (\$10, for example) you pay for a covered health care service after you've paid your deductible. Copays can vary for different types of services within your plan. For example, your copay to visit a specialist may be different from your copay for a lab test, or a visit to your primary care provider. Most services will either have a copay or a coinsurance.

## Deductible

The amount you pay for covered health care services before your health plan starts to pay.

## Explanation Of Benefits (EOB)

An explanation of benefits (EOB) is a written explanation regarding a claim, showing what we paid and what you must pay. The EOB is not a bill, although it will explain any charges you still owe.

## In-network provider

In-network refers to providers or health care facilities with which we have negotiated a discount. You usually pay less when visiting an in-network provider, because they provide services at lower cost as a result of their negotiated contract.

## Out-of-network provider

A provider that has not signed a contract agreeing to accept our negotiated prices. Depending on your plan, the cost for services provided by an out-of-network provider are generally higher than if you received them from an in-network provider. Services may not receive any coverage at all.

## Personal health assessment

A quick, simple, confidential annual questionnaire that gives you an immediate snapshot of your current health and health risks and gives you a personal plan for healthy living.

## Prior authorization

Approval from Providence that may be required before you get a service or fill a prescription in order for the service or prescription to be covered by your plan. By using prior authorization, we want to make sure that the drug or service is medically necessary and is recommended for your situation.

## Specialists

A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a provider who has more training in a specific area of health care.



# 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**

Providence 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/PEBB](https://ProvidenceHealthPlan.com/PEBB)**



**¿Necesitas esto en español?**

Escanea el código QR.