



2024 Member Resource Guide

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





First things first...

Sign up for a **myProvidence.com** account to access your member portal. Register today to securely access and manage your health benefits right from our website on any smart device.

- Find in-network providers
- Print a replacement member ID card
- Estimate costs for services
- View claims and explanations of benefits
- View progress towards your deductible and out-of-pocket maximum
- Take a health assessment to better understand your current health status
- Communicate with Customer Service via secure email and chat
- Access exclusive member discounts on fitness memberships, travel, and more

Tips to ease registration

- Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) and 6-digit Group ID can be found on your Providence Health Plan ID card
- ZIP code must match the current ZIP code on file with Providence
- To help ensure the activation link is received, use a personal email rather than a work email
- Email address entered must be unique to the user. If a family email address is being used for more than one myProvidence account – see example below:
 - Include a plus sign with numbers to allow for multiple instances of the email address:
firstnamelastname@gmail.com
firstnamelastname+1@gmail.com

To register:

Visit **myProvidence.com** or call the myProvidence help desk at **877-569-7768** 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.

Provider Directory

The provider directory with you in mind. The many search options help you find the right fit.

Important identifiers include:

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

Finding a provider is easy


- 01
- Log in to **myProvidence.com** and select Find a Provider
Or, visit **ProvidenceHealthPlan.com/FindAProvider** and search using your ID number from your member ID card
- 02
- Choose “Find a Provider” then select which type of provider you’re looking for
- 03
- Adjust filters to find the right provider: ZIP code, specialty, language, gender, race and ethnicity, personal identity, and more

Check out the provider directory today
ProvidenceHealthPlan.com/FindAProvider



Care options

Knowing your options for care helps you get the care you need when you need it.

- **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. Call when you have a health concern and are looking for advice. Have your member number available and call **800-700-0481**.
- **ExpressCare Virtual**
On-demand virtual care with Providence ExpressCare Virtual. Connect to care in minutes from anywhere using your tablet, smartphone, or computer. Conditions treated by this service include things like common colds, fever, heartburn, sore throat, pink eye, UTIs, allergies, dry skin, and more. 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. 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.

Pharmacy resources

Understand your benefits and save money on prescriptions.

Formulary – Your List of Covered Medications

A formulary is just a list of generic and brand name prescription drugs that are covered under your health plan. The medications listed on your formulary have been approved based on their safety, quality, effectiveness, and affordability. Providence provides this comprehensive list to all members with pharmacy benefits.

To access your formulary, visit
ProvidenceHealthPlan.com/FindMyFormulary

A Specialty Team for Specialty Pharmacies

Specialty drugs require careful handling or administration (like refrigeration or complex injection instructions). To make sure you have the information you need, you'll have access to a dedicated, specialty care team. They'll provide you with extra support, including where to find your nearest specialty pharmacy, and how to get financial assistance when available.

Save a Trip to the Pharmacy – Have Your Medication Delivered

When you switch to mail order you can get what you need delivered directly to your home.¹ Just have your provider send your prescriptions to one of our preferred mail order pharmacies: Costco Mail Order or Postal Prescription Services.²

Questions about pharmacy benefits?

Visit ProvidenceHealthPlan.com/Pharmacy or call **877-216-3644 (TTY: 711)**
Monday – Friday between 8 a.m. and 5 p.m. (Pacific Time).

Find a Preferred Pharmacy

Our network of preferred pharmacies includes those affiliated with Providence along with major retailers like Rite Aid, CVS, Costco, Walmart, and many more. To get the best experience using our directory, search using your ID number from your member ID card.

To search for in-network pharmacies, visit
ProvidenceHealthPlan.com/FindAProvider

Enjoy Access to a Nationwide Network

There are thousands of participating pharmacies you can choose from to get the medication you need. Retail and preferred retail pharmacies offer a 30-day supply, or up to 90 days for maintenance medication. Also, when you fill a prescription at a preferred retail pharmacy, you may save money.



¹ Excludes specialty and compounded medications

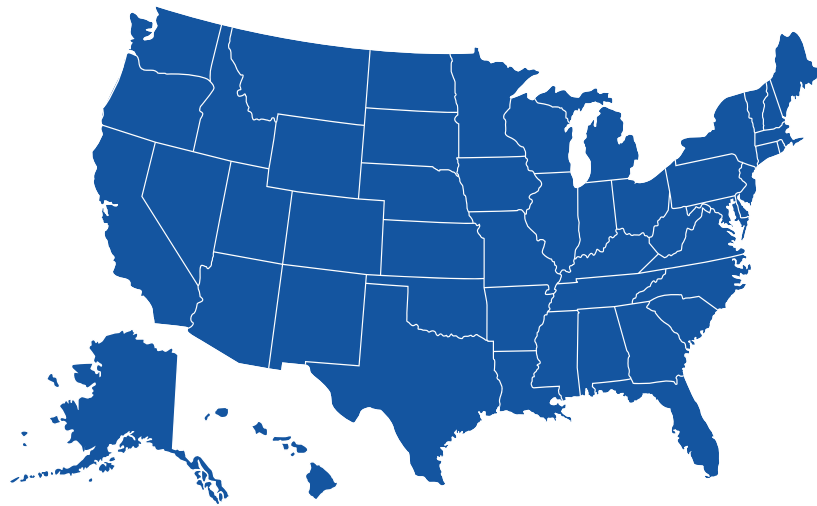
² Your network provisions may require the use of just one of these mail-order pharmacies for coverage



Network options

Providence Signature Network

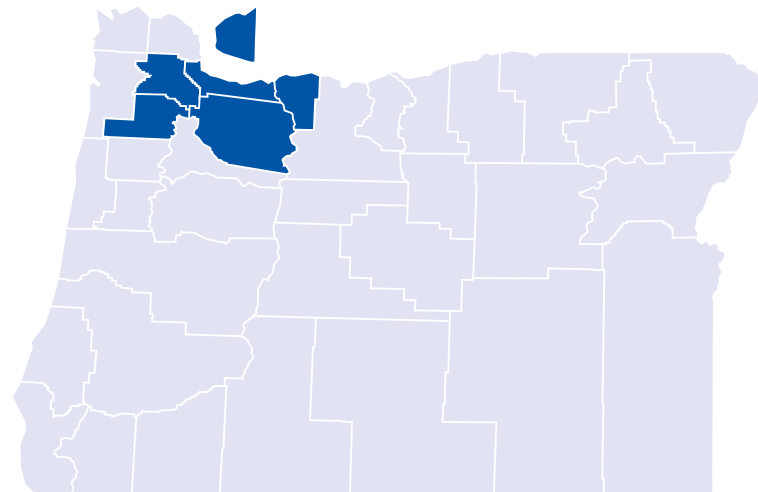
- For nationwide coverage, look no further than the Providence Signature network. It provides expansive in-network access to healthcare providers across the U.S.
- A broad national network complements the Providence delivery system of 52 hospitals, more than 1,000 clinics and 25,000 physicians across seven western states.



Nationwide access to the Cigna PPO Network*, with over 1 million** providers, for members traveling outside of Oregon and southwest Washington.

Connect Network

- High-performing network of more than 100 patient-centered medical homes in the Portland metro area
- Providence Medical Group providers, clinics, and hospitals
- Select independent physician groups that are aligned with our quality standards
- Referrals are required for in-network coverage to optimize the coordination of patient care across the network

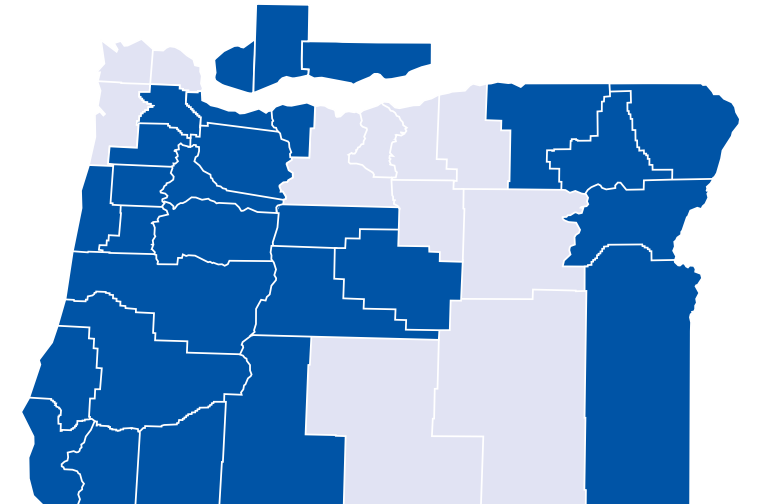


The Connect Network does not include access to the national Cigna PPO network.



Choice Network

- High-performing network includes more than 400 patient-centered medical homes throughout Oregon and SW Washington
- Referrals are required for in-network coverage to optimize the coordination of patient care across the network
- National access to the Cigna PPO Network* for members traveling outside of Oregon and southwest Washington



Extend PPO Network

- Access the Extend PPO Network featuring over 1 million providers nationwide
- Preferential contracts with Providence St. Joseph Health providers and facilities in Oregon and southwest Washington
- National access to the Cigna PPO Network* with more than 1 million providers nationwide** for members who reside or travel outside of Oregon and southwest Washington
- In-network access to all major healthcare systems in Oregon, including Providence, OHSU, Legacy, and Adventist
- The full network is available to all enrolled members regardless of resident address

* The Cigna PPO Network refers to the healthcare providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Providence Health Plan. Access to the Cigna PPO Network is available through Cigna's contractual relationship with Providence. All Cigna products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

** Cigna analysis of actual providers contracted as part of the Cigna PPO for Shared Administration as of December 2020. Data is subject to change.



Comprehensive care offerings

Option Advantage Plus Plans

These plans offer savings on services that you use most, including waiving the deductible for specialists office visits, urgent care, and allergy shots.

Plan details are a high-level overview. Please refer to the benefit summaries for more information.

Renewal plan details	Option Advantage Silver Plan	Option Advantage Gold Plan	Option Advantage Silver Plan	Option Advantage Gold Plan
Network	Extend PPO	Extend PPO	Signature	Signature
Deductible (In-/Out-of-Network)	\$2,500 / \$5,000	\$1,000 / \$2,000	\$2,500 / \$5,000	\$1,000 / \$2,000
Out-of-Pocket Max. (In-/Out-of-Network)	\$7,350 / \$14,700	\$7,350 / \$14,700	\$7,350 / \$14,700	\$7,350 / \$14,700
Coinsurance (In-/Out-of-Network)	30% / 50%	20% / 40%	30% / 50%	20% / 40%
Family Deductible/Out-of-Pocket Max.	2x ded. / 2x oopm	2x ded. / 2x oopm	2x ded. / 2x oopm	2x ded. / 2x oopm
Primary Care Office Visits (In-Network)	\$35**	\$35**	\$35**	\$35**
Specialty Office Visit (In-Network)	\$45**	\$45**	\$45**	\$45**
Urgent Care Visit (In-Network)	\$45**	\$45**	\$45**	\$45**
Lab and X-ray (In-Network)*	30%	20%	30%	20%
Advanced Imaging (In-Network)	30%	20%	30%	20%
Emergency Room Visit (In-/Out-of-Network)	\$250	\$250	\$250	\$250

- Deductible waived on PCP, specialists, urgent care visits, allergy shots, and outpatient physical therapy
- Comprehensive coverage with robust benefits at an affordable cost
- Integrated wellness solutions

* Covered in full, deductible waived for the first \$500 of in-network services in a calendar year, then deductible and coinsurance.
** Deductible is waived for these services.
*** ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible; then services are covered in full.

Fully covered ExpressCare Clinic and ExpressCare Virtual visits; no out-of-pocket costs***



More choices to help save

HSA Qualified Plans

These lower-premium, high-deductible plans offer affordable coverage and the flexibility to choose any provider in the national Providence Signature network.

Plan details are a high-level overview. Please refer to the benefit summaries for more information.

Renewal plan details	HSA	HSA Embedded
Network	Signature	Signature
Deductible (In-/Out-of-Network)	\$6,650 / \$13,300	\$3,500 / \$7,000
Out-of-Pocket Max. (In-/Out-of-Network)	\$6,650 / \$13,300	\$6,750 / \$13,500
Coinsurance (In-/Out-of-Network)	CIF	50% / 50%
Family Deductible/Out-of-Pocket Max.	2x	2x
Primary Care Office Visits (In-Network)	CIF	50%
Specialty Office Visit (In-Network)	CIF	50%
Urgent Care Visit (In-Network)	CIF	50%
Lab and X-ray (In-Network)*	CIF	50%
Advanced Imaging (In-Network)	CIF	50%
Emergency Room Visit (In-/Out-of-Network)	CIF	50%

CIF: Covered in full (after deductible)

HSA qualified plans available for maximum savings



High-value plan that uses a patient-centered model of care

Connect Plan

Connect features lower costs thanks to integrated delivery with primary care providers and specialists working together. Choose from more than 90 primary care clinics for in-network coverage.

Plan details are a high-level overview. Please refer to the benefit summaries for more information.

Renewal plan details	Connect Platinum Plan	Connect Gold Plan
Network	Connect	Connect
Deductible (In-/Out-of-Network)	\$500 / \$1,000	\$1,500 / \$3,000
Out-of-Pocket Max. (In-/Out-of-Network)	\$5,850 / \$11,700	\$7,350 / \$14,700
Coinsurance (In-/Out-of-Network)	20% / 50%	20% / 50%
Family Deductible/Out-of-Pocket Max.	2x	2x
Primary Care Office Visits (In-Network)	\$20*	\$35*
Specialty Office Visit (In-Network)	\$40*	\$70*
Urgent Care Visit (In-Network)	\$40*	\$70*
Lab and X-ray (In-Network)*	20%*	20%*
Advanced Imaging (In-Network)	20%	20%
Emergency Room Visit (In-/Out-of-Network)	\$250	\$250

*Deductible is waived for these services.

Affordable member-selected
medical home model care

Choice Plan

Similar to the Connect plan, the Choice plan leverages integrated care from the clinic, and it's statewide. Choose from more than 420 primary care clinics for in-network coverage.

Plan details are a high-level overview. Please refer to the benefit summaries for more information.

Renewal plan details	Choice Platinum Plan	Choice Gold Plan
Network	Choice	Choice
Deductible (In-/Out-of-Network)	\$500 / \$1,000	\$1,500 / \$3,000
Out-of-Pocket Max. (In-/Out-of-Network)	\$5,850 / \$11,700	\$7,350 / \$14,700
Coinsurance (In-/Out-of-Network)	20% / 50%	20% / 50%
Family Deductible/Out-of-Pocket Max.	2x	2x
Primary Care Office Visits (In-Network)	\$20*	\$35*
Specialty Office Visit (In-Network)	\$40*	\$70*
Urgent Care Visit (In-Network)	\$40*	\$70*
Lab and X-ray (In-Network)*	20%*	20%*
Advanced Imaging (In-Network)	20%	20%
Emergency Room Visit (In-/Out-of-Network)	\$250	\$250

*Deductible is waived for these services.

Affordable member-selected
medical home model care

Care management

Care Management services are open to all Providence Health Plan members and available at no cost.

The registered nurses, social workers, clinical support coordinators, and technicians who make up the Providence Care Management team will help 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 options for a diagnosis that has been affecting one's life for a long time, Providence Care Management is here to help.

Care managers help you better understand your condition and support you on your journey so you can take a more active role in meeting your health goals.

Care Management includes:

- Support for conditions like asthma, heart failure, diabetes, and more
- Assistance finding health care services in your area
- Personalized health education about your medical concern, including new innovations, medication therapy, and symptom management
- Coordination with your provider and other members of your care team, as needed
- Ongoing one-on-one telephone support
- An individualized plan developed with you to help you reach your health goals
- Advice on general health and lifestyle choices to help reduce risks, including nutrition and exercise
- Encouragement and support to help through the easy, and not so easy, times
- Support with prior authorizations or provider referrals

To get started or for more information, visit

ProvidenceHealthPlan.com/CareManagement

Alternative care

We want to help you be your best and achieve both physical and mental well-being. That's why we offer coverage for alternative care therapies that can help alleviate pain and positively impact your overall health.

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





Behavioral Health Suite of Services

Giving you more choice in how you want and need to access services and care.

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

 **91%**

attended a scheduled session

What is behavioral health?

Behavioral health includes the emotions and behaviors affecting your overall well-being and is treated by caring for your mental health or challenges with substance use. Covered services include things like counseling, addiction support programs, and psychotherapy treatment.

For more information, visit

ProvidenceHealthPlan.com/BehavioralHealth or
call Providence Customer Service at **800-878-4445**

Behavioral Health isn't a one-size-fits-all solution. Each person is unique, so we work to offer a mix of services and solutions. Here is a quick look at our suite of offerings:

 Resources for Improved Well-Being	Resources to Relax & Recharge <ul style="list-style-type: none">Savings on massage therapy, yoga, meditation, and more <ul style="list-style-type: none">LifeBalance: ProvidenceHealthPlan.com/LifeBalance
 Self-Management and Mindfulness Tools	Stress Management Health Coaching <ul style="list-style-type: none">ProvidenceHealthPlan.com/HealthCoachingOne-on-one health coaching sessionsPersonalized goal setting with manageable stepsA program designed to empower members to achieve their health goals Learn to Live <ul style="list-style-type: none">LearnToLive.com/Welcome/ProvidenceHealthPlanSelf-directed virtual therapy to manage mental well-beingOne-on-one coaching, mindfulness exercises, and live and on-demand webinarsAvailable at any time within the app
 Telehealth/Virtual	Behavioral Health Concierge <ul style="list-style-type: none">Providence.org/BHCQuick access to direct care with Providence providersExtended hours 7 a.m. - 8 p.m., seven days weekHelp with life stressors, mental health, and addiction issues Equip <ul style="list-style-type: none">Virtual, eating disorder treatmentKids and young adults ages 6-24Family-Based Treatment (FBT) matched with a multi-disciplinary team Charlie Health <ul style="list-style-type: none">Virtual Intensive Outpatient Program (vIOP)Teens and young adults ages 11-30Personalized treatment plans, including group and family / individual therapy Talkspace <ul style="list-style-type: none">Talkspace.com/ProvidenceHealthPlanTelehealth provider of virtual psychotherapy for teens (13+) and adultsBe matched to a provider within 48 hoursConnect through text, call, or live videoAccess to therapy, psychiatry,* or both
 Broad Clinical Support	Behavioral Health Network <ul style="list-style-type: none">Local and nationwide accessIn-person and virtual servicesAge-specific care (kids, teens, adults)Access to specialty behavioral health network Provider Directory <ul style="list-style-type: none">ProvidenceHealthPlan.com/FindAProviderGo to the Provider Directory and search using your Member IDSelect "Find a care provider"Select "Mental Health/Substance Use Disorder"
 Crisis Care	24/7 Crisis Line (HUB) <ul style="list-style-type: none">Immediate access 24/7Team trained in crisis triage careReal time referralsCall customer service at 503-574-7500 or 800-878-4445 and they will help connect you directly to our clinical department Urgent Care <ul style="list-style-type: none">Inpatient and residential carePartial hospital care

*Psychiatrists have the ability to prescribe medication

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 healthier lifestyle

Your road to better health

- Weight management
- Nutrition
- Physical activity
- Stress
- Sleep
- Social support
- Digital wellbeing

Talk to a Health Coach today

ProvidenceHealthPlan.com/HealthCoach

¹ Eligibility and participation criteria apply. Health Coaching services are not available for all members. To determine program eligibility, please contact the health coaching program.



Help to quit smoking

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.



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/Member-Perks

Health For All

We believe everyone should have access to quality healthcare. Healthcare is a human right. And 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 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