



# 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.

2023



# First things first...

## Sign up for a myProvidence account (your member portal)

Register today to securely manage and access your health benefits from a web browser on your phone, tablet or computer whenever you like.

- ✓ Find in-network providers
- ✓ Get a replacement ID card
- ✓ Estimate costs for medical, pharmacy, and dental
- ✓ View claims and explanations of benefits
- ✓ View progress towards your deductible and out-of-pocket maximum
- ✓ Take a personal health assessment so we can help serve you better
- ✓ Communicate with Customer Service via secure email and chat
- ✓ Access exclusive member discounts on fitness memberships, travel and more



**myProvidence.com**

myProvidence help desk 877-569-7768

8 a.m. to 5 p.m. (Pacific Time) Monday through Friday.



## Our experts help you every step of the way

Whether you need help with understanding a new diagnosis or assistance navigating the health care services in your area, [Providence Care Management](#) is here to help. Our care managers provide you with:

- ✓ Personalized support for health conditions including asthma, diabetes, anxiety and more
- ✓ Coordination between your multiple providers
- ✓ An individualized plan to help you reach your health goals
- ✓ Advice on general health and lifestyle choices to help reduce risks, including nutrition and exercise
- ✓ Support with prior authorizations or provider referrals
- ✓ Assistance finding services that fit your needs

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



To get started, call 800-662-1121 (TTY: 711)  
or email [caremanagement@providence.org](mailto:caremanagement@providence.org).

# Get the most from your plan

Your Providence customer service team is here to help. Just call **503-574-7500** or **800-878-4445 (TTY: 711)**. Some of the things we can do are:

- ✓ **Connect you to different services like Behavioral Health or Telehealth**
- ✓ **Guide you to the right providers and specialists**
- ✓ **Help transition your existing care and prescriptions from prior insurance**



## Convenient access to medication

Our preferred pharmacy network gives you access to more than 36,000 participating pharmacies, including retail, preferred retail, mail order and specialty. You can conveniently access the medications you need and save yourself both time and money when obtaining your prescription drugs.



### **Preferred retail pharmacies**

Using a preferred pharmacy means you usually pay less when you fill a 30- to 90-day supply of medications. Nearly all in-network pharmacies are preferred — including most major drug store chains.

### **Mail order pharmacy**

With many plans, using mail order allows you to purchase a 90-day supply of medications at a reduced cost and have them delivered to your home. For more information, visit [ProvidenceHealthPlan.com/Pharmacy](https://ProvidenceHealthPlan.com/Pharmacy)

### **Specialty pharmacies**

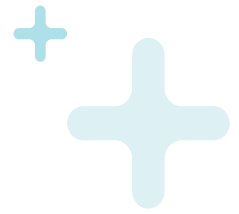
When it comes to ordering specialty medications (for example, drugs that may require careful handling like refrigeration or have a complex injectable administration) you can count on a specialty care coordination team that's available to assist. Your care team will help coordinate benefit plans, costs and access to medications, so that you can achieve your health goals at the lowest net cost possible.

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

For preferred pharmacy listings and mail order set-up, log in to your [myProvidence](#) account.



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



If you ever think your life or well-being could be in serious danger, call 911 immediately.



## 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 doesn't require hands-on care. Available nationwide.

- ✓ 8 a.m. – 8 p.m. (Pacific Time), daily
- ✓ Connect to care today at [Virtual.Providence.org](https://Virtual.Providence.org)



## ExpressCare Clinics Free\*

### Same-day, in-person treatment

When you need to see someone and your regular care provider is unavailable. ExpressCare Clinics are only available in certain areas.

- ✓ 7 days a week
- ✓ Find the nearest ExpressCare clinic at [ProvidenceExpressCare.org](https://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
- ✓ Find an urgent care facility at [ProvidenceHealthPlan.com/ProviderDirectory](https://ProvidenceHealthPlan.com/ProviderDirectory)



## Emergency \$\$\$\$

### When you think you may be in danger

Use emergency care for symptoms like 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

\*HSA plan members must first meet their plan deductible; then services are covered in full.

\*ExpressCare Virtual and ExpressCare Clinic services are free with most plans.

# More ways to reach True Health



## 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, and over 5,500 workout videos on demand for only \$25 a month (plus a \$25 enrollment fee and applicable taxes; 2-month commitment required).\*



## ChooseHealthy

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



## Emergency Travel Assistance

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



## Behavioral Health

Connect with a direct access line to a dedicated behavioral health and substance abuse service support team, which includes a crisis-trained staff. This team is available 24 hours a day, 7 days a week for members. Just call **800-878-4445** for assistance.

### Behavioral Health Concierge

Access virtual and confidential same-day or next-day appointments at no cost\*\*\*, with Providence licensed behavioral health professionals. Call **877-744-9355** or visit [Providence.org/bhc](https://Providence.org/bhc) to request an appointment.

### Learn to Live

Take advantage of a virtual self-directed program that's confidential and accessible from anywhere. Visit [ProvidenceHealthPlan.com/BehavioralHealth](https://ProvidenceHealthPlan.com/BehavioralHealth) for more information.



## 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.\*\*



## ID Protection

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



## Personal Health Coach

Thinking about a healthier lifestyle but don't know where to start? Our Providence health coaches are here to support your journey to a healthier, happier life.

For information on these programs, visit

**[ProvidenceHealthPlan.com/discounts](https://ProvidenceHealthPlan.com/discounts)**

*\*All prices, terms and offerings subject to change.*

*\*\*Sign up for LifeBalance from the link in myProvidence, or visit [LifeBalanceProgram.com](https://LifeBalanceProgram.com) directly and enter your email address and access code PHP2822.*

*\*\*\*HSA plan members must first meet their plan deductible; then services are covered in full.*



# 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.

**Have questions?** 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)

# Your mental well-being matters

At Providence, we value whole self-care for all members. That's why we've enhanced our focus on mental well-being programs and services. We offer resources across the behavioral health continuum, so you and your family can get the care you need.

## Mental Health Education Tools

Learn about the signs, symptoms and treatments for mental health conditions

## Resources to Relax & Recharge

Save on massage therapy, yoga, meditation and more through LifeBalance and ChooseHealthy

## Stress Management Health Coaching

Get one-on-one support to reduce stress or just feel better every day

## Learn to Live

Enroll in a self-guided digital cognitive behavioral therapy program to overcome stress, anxiety, depression, or insomnia

## Behavioral Health Concierge

Access virtual and confidential same-day or next-day appointments at no cost

## Broad Behavioral Health Network

Find a provider you trust and make an in-person or virtual appointment, no referral required

## Behavioral Health Care Management

Our multi-disciplinary team helps you manage your condition and navigate behavioral health resources

## 24/7 Crisis Line

Get behavioral health and substance abuse service support right away from our crisis-trained staff

For information on these resources, visit

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





## Learn to Live

It's important to treat emotional, psychological, and social well-being with the same care as physical health concerns. Mental health conditions can significantly impact day-to-day life, including overall happiness and productivity at work.

To provide comprehensive whole-health support, Providence members\* have access to a virtual self-guided program called Learn to Live, which is based on the principles of Cognitive Behavioral Therapy (CBT). It's confidential, available in English and Spanish, and can be accessed from anywhere.

### Personalized, one-on-one coaching

Once you've enrolled in a program, you can team up with an experienced coach who can provide support and encouragement by email, text, or phone.

### Build a support team

Add friends or family members as "Teammates." They can help you stay motivated and accountable while you work through programs.

### Practice mindfulness on the go

Receive weekly text messages filled with positivity, quick tips, and exercises to improve your mood.

### Live and on-demand webinars

Learn how to improve mental well-being with useful tips and advice from experts.

**To get started, visit [LearnToLive.com/welcome/ProvidenceHealthPlan](https://LearnToLive.com/welcome/ProvidenceHealthPlan) and enter access code: **PHPCOMM**.**

\*Learn to Live is available to Providence Health Plan members aged 13 or older on an individual, small group, large group, or ASO plan.