

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.

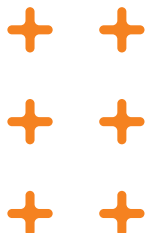
- ✔ Find in-network providers
- ✔ Get a replacement ID card
- ✔ Estimate costs for medical, pharmacy, and dental
- ✔ View claims, details and explanations of benefits
- ✔ View progress towards your deductible and out-of-pocket maximum
- ✔ Learn more about your benefits
- ✔ Take a personal health assessment
- ✔ Communicate with Customer Service via secure email and chat
- ✔ Go paperless with your Explanation of Benefits (EOBs)



myProvidence.com

myProvidence help desk **503-216-6463**

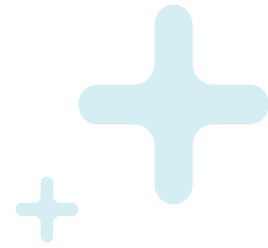
8 a.m. to 5 p.m. (Pacific Time) Monday through Friday.



Get the most from your plan

Our Providence customer service team will help you make the most of your plan — even before membership begins just call **503-574-7500**. Some of the things we can do are:

- ✓ **Help you find a medical home of your choice**
- ✓ **Guide you to the right providers and specialists**
- ✓ **Transfer prescription medication**
- ✓ **Seamlessly transition existing care**



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

With a preferred pharmacy, 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 pharmacies

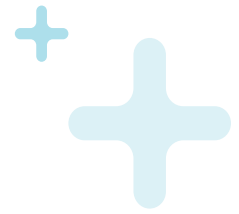
With many plans, using mail order allows you to purchase a 90-day supply of medications at a reduced cost and have them delivered to your home.

Specialty pharmacies

When it comes to ordering specialty medications, 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 individuals can achieve their health goals at the lowest net cost possible.

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



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



ExpressCare Clinics Free*

Same-day, in-person treatment

When you need to see someone and your regular care provider isn't available.

- ✓ 7 days a week



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 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; then services are covered in full.

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, 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; 2-month commitment required).



Personal Health Coach

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



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.



Behavioral Health Network

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 24/7, seven days a week for members. Just call **800-878-4445** for assistance.



Emergency Travel Assistance

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

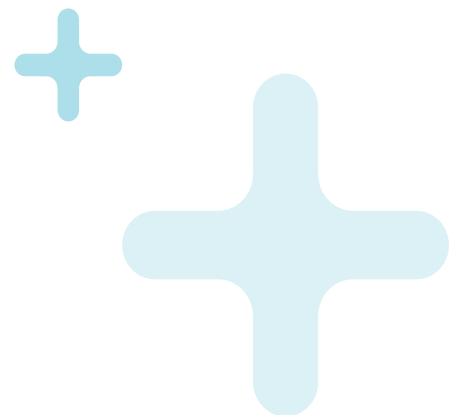


ID Protection

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

For information on these programs, visit myProvidence.com

Prices, terms and offerings subject to change.





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)