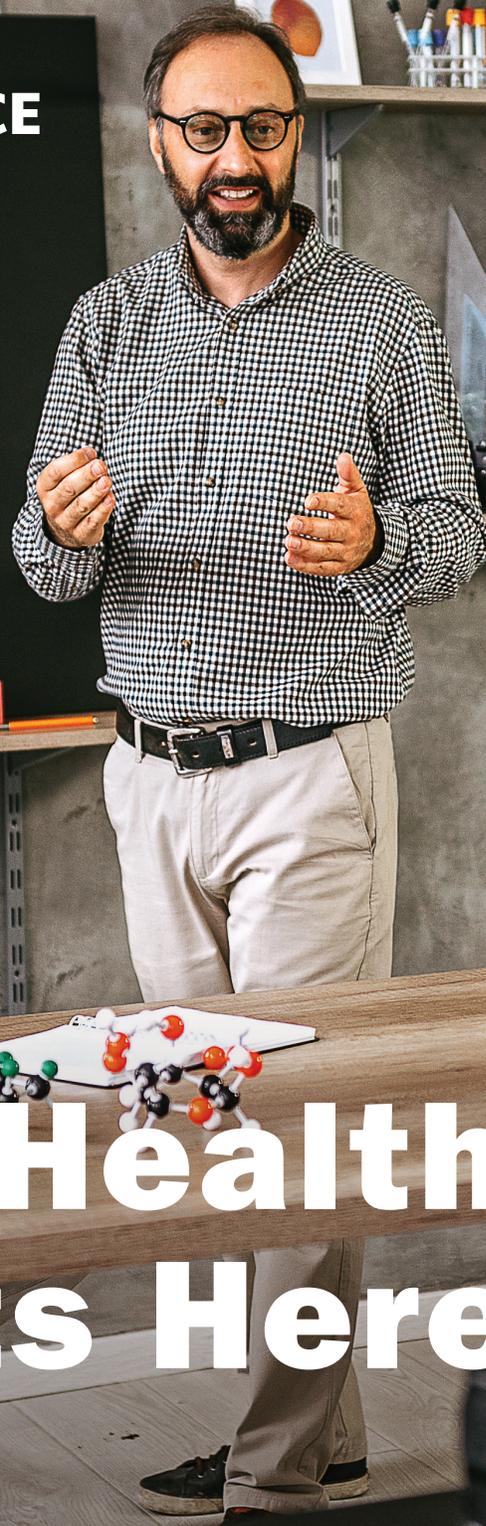




Administered by



True Health Starts Here

PEBB

ProvidenceHealthPlan.com



Building True Health, Together

We believe members like you deserve the absolute best care, no matter your circumstances.

For more than 160 years, our not-for-profit healthcare collective has set the health and well-being standard for our community. We continue to raise this standard every day by helping anyone in need, members and beyond.

We believe that health insurance is much more than a perk or a benefit. That's why our health insurance goes beyond just numbers. Think of our plans as an extension of the care you already have — a true sense of security, allowing you to focus on your craft. We call this commitment to care True Health.

This commitment isn't solely about treating sickness; it's about investing in your health. Leveraging our own network of doctors, hospitals, clinics, and trusted partners, we deliver on the whole care picture — True Population Health. This means we intervene earlier, lower costs, improve outcomes, and better the health of our entire community. Because healthcare isn't a commodity service, it's a community pursuit.

We all deserve True Health





Get the most from your plan

New to Providence?

Our Northwest-based Providence customer service team will help you make the most of your plan — even before membership begins. Some of the things we can do are:

- ✓ Help find in-network providers and specialists
- ✓ Transfer prescription medication
- ✓ Seamlessly transition existing care

Ongoing care needs?

Our Care Management team of Registered Nurses (RNs), Social Workers, Clinical Support Coordinators, and Technicians help members understand and manage long-term health needs — especially helpful for a cancer diagnosis or chronic conditions like heart disease, asthma or diabetes.

Looking for a provider?

Easily find the right doctor, specialist, pharmacy or care facility through our online directory.

Visit ProvidenceHealthPlan.com/members



We're with you every step of the way

myProvidence.com gives you the power to securely manage your health plan however and whenever you like.

- ✓ Find in-network providers
- ✓ Estimate treatment costs
- ✓ View claims and payment status
- ✓ Learn more about your benefits
- ✓ Get a replacement ID card
- ✓ Go paperless
- ✓ Take a personal health assessment

Sign up at myProvidence.com

Convenient access to medication

We're always adding locations to our preferred retail network and negotiating volume pricing. Our aim is to improve convenience and access to the medications you need. This helps you save time and money when obtaining 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 our in-network pharmacies are preferred — including most major drug store chains.

Mail-order pharmacies

With many plans, mail-order allows you to purchase a 90-day supply of medications at the cost of a 60-day supply and have them delivered directly to your home.

For all your pharmacy needs, visit ProvidenceHealthPlan.com/pharmacy

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., PST daily
- ✓ Create your free account today at virtual.providence.org



ExpressCare Clinics Free*

Same-day, in-person treatment

When you need to see someone and your regular care provider isn't available. With many convenient locations (some in your local Walgreens), it's easy to find a clinic near you.

- ✓ 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
- ✓ Find your nearest Urgent Care at providenceexpresscare.org



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

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 10,000 participating fitness centers and YMCAs nationwide through Active&Fit Direct for only \$25 a month (plus a \$25 enrollment fee and applicable taxes; 3-month commitment required).



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.

Call **888-819-8999** or **503-574-6000**.



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.

Visit LifeBalanceProgram.com



ChooseHealthy

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

Visit ChooseHealthy.com



ID Protection

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



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 ProvidenceHealthPlan.com/discounts



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.



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We all deserve True Health

When you're healthy, you can feel inspired to do great things for your 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 our community, no matter where they live or who they work for.

Because everyone's well-being matters.

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

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