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.
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
☑️ Learn more about your benefits
☑️ Estimate costs for medical, pharmacy, and dental
☑️ Get a replacement ID card
☑️ View claims and payment status
☑️ Go paperless
☑️ Take a personal health assessment

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 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 the right providers and specialists

☑️ Transfer prescription medication

☑️ Seamlessly transition existing care

💌 Convenient access to medication

Our preferred pharmacy retail network gives you access to more than 34,000 participating pharmacies, including retail, preferred retail, mail order and specialty. 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, 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 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. With many convenient locations (some in your local Walgreens), it’s easy to find a clinic near you.
- 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

*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; 3-month commitment required).*

*Prices, terms and programs subject to change.

**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.

**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.

**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 myProvidence.com
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 8 a.m. to 5 p.m. (Pacific Time) Monday through Friday. Call 503-574-7500 or 800-878-4445 (TTY: 711).

ProvidenceHealthPlan.com