

# An overview of benefits

## Providence Health Plan offers a national network of providers

In Oregon and southwest Washington, we provide

- Access to more than 2,200 primary care physicians and 6,500 specialists
- Access to 57 hospitals and more than 160 clinics and facilities

For traveling or out-of-state employees and dependents, Providence Health Plan offers access to more than 600,000 physicians, specialists and facilities throughout the United States through two extended, licensed networks: First Choice Health PPO Network in Washington and Multiplan/PHCS PPO Network. The link to find a doctor is right on our homepage.

## Hassle-free self-referrals

When employees need to see a specialist, that specialist may come recommended by their primary care provider. Or, employees may choose a specialist on their own by searching the Providence Health Plan Participating Provider Directory available online at [www.providence.org/healthplans](http://www.providence.org/healthplans).

## Out-of-plan benefits

If your employees are covered under a Providence Health Plan Open Option plan, they also have the choice to see a nonparticipating provider by paying higher out-of-pocket costs plus any amounts over our usual, customary and reasonable charges. Employees should refer to their benefit summaries and member handbooks for details.

## Other health care resources available

### Health and wellness

If your company is a fully insured group, your employees have access to Providence Health Plan's self-administered work-site wellness program. Health Balance<sup>sm</sup> offers a complete health risk assessment, resources and a motivational action plan for each employee. To learn more, visit [www.providence.org/php/wellness](http://www.providence.org/php/wellness).

### Providence RN 24-hour medical advice line

Free medical advice from a registered nurse is available to your employees anytime, day or night, when they call 503-574-6595, 800-700-0481 or, for the hearing impaired, 800-735-2900 (Oregon Relay for TTY). (More information in this guide.)

*continued...*

# 2

## **First-class medical management**

Employees at high risk of disease or who are currently coping with a serious chronic illness are eligible for special health education and outreach through Providence's award-winning disease management programs.

## **Pharmacy benefit management**

If you have a pharmacy rider, your employees have access to over 20,000 pharmacies nationwide through Providence Health Plan's pharmacy network. Providence Health Plan has achieved one of the lowest pharmacy cost trends in the region with our evidence-based formulary process, generic utilization program and other cost-saving initiatives. (More information in this guide.)

## **Customer service near where your employees live and work**

Our dedicated and experienced customer service team is located in Beaverton, Oregon, and can be reached Monday through Friday, 8 a.m. to 5 p.m., by calling 503-574-7500 or 800-878-4445.

## **Providence's Mission and Core Values**

Compassion, justice, respect, excellence and stewardship are the five core values of Providence Health Plan and are the foundation of all we do. These qualities have made an enormous difference in the lives of the countless men and women whom Providence has served in the Northwest for more than 150 years. We look forward to demonstrating our commitment to these core values in our service to you and your employees.

Health Balance<sup>sm</sup> is a service mark of Providence Health & Services. All rights reserved.