

Frequently asked questions

When will employees receive their I.D. cards?

I.D. cards will be delivered within 10 to 14 business days of receiving your group approval notice.

Can I.D. cards be obtained sooner for employees who need them?

Customer Service can help. Call 503-574-7500 or 800-878-4445, Monday through Friday, 8 a.m. to 5 p.m.

When will I have access to my prescription benefits?

Prescription drug access will be available within five to seven business days of receiving your group approval notice.

What if an employee needs a prescription before he or she has access?

Employees who require prescriptions before we finish processing their membership will initially need to pay for them out of pocket and submit receipts for reimbursement. Any applicable copayment will be deducted from the reimbursement by the health plan. A prescription reimbursement request form can be found on our Web site at www.providence.org/healthplans/members under “Pharmacy Resources.”

How else can Customer Service help?

Customer Service can assist with questions about benefits, ordering I.D. cards and obtaining I.D. numbers for new members.

When is it best to call Membership Accounting?

Membership accounting can verify if an employee has been enrolled, review current enrollment status and provide billing information for the group.

Where can I locate an enrollment form for a new member?

An enrollment form can be downloaded from the health benefits administration section of this manual or from the forms section of our employer Web site at www.providence.org/healthplans/employers.