

Online member materials

Member materials now available online

Soon after their enrollment, your employees will receive a welcome letter that includes their group number and member ID number. This package contains the *Get Started!* guide, which has step-by-step instructions for accessing benefit summaries and member handbooks online.

Employees and their dependents can view these materials on our Web site after registering for a myProvidence account.

Step 1: Visit www.providence.org/healthplans.

Step 2: Click on “Get Started!” under the “Members” section.

Step 3: Click on the myProvidence “Register” button.

Step 4: Fill out the registration form, including member ID number and group number.

Step 5: Once registered, click on the Providence Health Plans tab.

What will employees find on our Web site?

Employees gain access to dozens of online tools and health resources when they register for myProvidence. *Get Started!* guides employees with screenshots illustrating how to:

- View medical claims and payment status
- View deductible, copayment and coinsurance amounts
- Find a doctor, hospital or pharmacy
- Order a replacement member ID card
- Research cost and quality options

Prefer paper?

Employees may call Providence Health Plan customer service at 503-574-7500 or 800-878-4445 to have their member materials mailed to them.