

# myProvidence.org

## myProvidence is a personalized Web portal for online services

When employees register for myProvidence at [www.myprovidence.org/healthplans](http://www.myprovidence.org/healthplans), they gain secure online access to claims information, plan information and dozens of exclusive health and wellness tools. A member identification number, a group number and an e-mail address are all an employee needs to get started.

## Up-to-date claims and benefits information, 24/7

- Employees may view their medical claims online. (Employees may opt-out of this feature by calling Customer Service.)
- Order a replacement member identification (ID) card
- Search for participating providers and pharmacies in your plan
- View plan details in your summary of benefits and handbook
- Review exceptions and exclusions
- Pre-register for a surgical or hospital visit
- Pre-register for a baby's delivery

## Health and wellness tools

Accessible through the myProvidence portal, Health Balance<sup>SM</sup> offers a wealth of health and wellness resources.

- **Personal Health Record** – gather and store vital information about doctor visits, prescriptions and health screenings
- **Health Risk Assessment** – receive a personalized health report and motivational action plan based on responses to questions about common risk factors
- **Health Trackers** – set goals and measure success using Health Balance's innovative graphic interface
- **Lifestyle Centers** – receive inspiration and practical advice on topics ranging from handling stress to reducing cholesterol levels
- **Condition Centers** – get online help for more than 50 chronic and acute health problems, such as allergies, diabetes and back pain  
*continued...*

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## PC-supported browsers

- Microsoft Internet Explorer 6.x, 7
- Mozilla / FireFox
- Mac OS supported browsers
- Mac 9.x - Microsoft Internet Explorer 5.x recommended
- Mac 10.x - Mozilla FireFox recommended

### **Browsers currently not supported**

- Safari, Opera, Netscape (below 9)

## Can covered spouses and dependents view their claims and personal information online?

**Yes.** Accounts are set up on an individual basis for privacy and security protection. Your covered spouse, or child age 15 or older, can register online to access their own health plan account information.

## Spread the word

Fliers describing myProvidence are available in English and Spanish to distribute to your employees. Contact your account manager for details.