



## **Frequently Asked Questions**

### **Q: Will having Providence Health Plans administer PEBB's Statewide Plan affect my medical plan?**

A: No. While Providence Health Plans will administer PEBB's Statewide Plan, it is the Benefit Board that designs the plan – what is covered and at what level. The plan design has not changed.

### **Q: How do I know if my doctor is in the plan's network?**

A: Your current physician is likely in the PEBB Statewide Plan network. More than 11,000 providers in Oregon and Southwest Washington participate in the network, as well as 58 hospitals in Oregon, Southwest Washington and west-central Idaho.

You can find out whether your provider is in the plan's network online at [www.providence.org/healthplans/pebb](http://www.providence.org/healthplans/pebb).

### **Q: What if the provider I want to see is not in the PEBB Statewide Plan network?**

A: You are free to choose any provider you like for your care. If the provider you choose is not in the plan's network, your coinsurance level may be higher, and the provider may bill you for charges that exceed what we have determined are the usual and customary charges for such services. You can also request that your provider participate in our network. This is a simple process; just have your provider's office contact us at (888) 568-2482, or (800) 711-4577 for behavioral health providers.

### **Q: Do I need to get a referral to see a provider who is not in the network?**

A: You may see your choice of out-of-network providers, including specialists, without a referral or prior authorization.

### **Q: Will I still be able to go to OHSU?**

A: Yes. The network includes OHSU and Doernbecher hospitals, clinics, and providers. Treatment for trauma, burns, high-risk obstetrics and many pediatric services at Legacy hospitals is also covered as in-network.

**Q: How will my behavioral health services care be covered?**

A: Your behavioral health care benefits have not changed. You can find a provider or make sure your current provider is in the network by checking our online directory at [www.providence.org/healthplans/pebb](http://www.providence.org/healthplans/pebb).

**Q: How will my alternative health care treatments be covered?**

A: Alternative care treatments are covered with a 30% copay. You may receive treatment from any licensed provider of acupuncture, chiropractic and naturopathic services.

**Q: I'm going to be away from home for an extended period. How do I find a doctor within the plan network while I'm gone?**

A: Your benefits include coverage for both emergency and non-emergency health care in all 50 states. This includes enrolled retirees who have relocated and dependents living away from home, such as college students.

For emergency care, please go to the nearest emergency room. To find providers for non-emergency care, go to [www.providence.org/healthplans/pebb](http://www.providence.org/healthplans/pebb) and enter the ZIP code of your new location.

**Q: Am I covered while traveling abroad?**

A: Yes. You will be covered the same as when you see an in-network provider anywhere in the United States.

**Q: How will my costs for international health care be handled?**

A: As a part of your preparations for international travel, please call the PEBB Statewide Plan Customer Service number available beginning in mid-September and let us know that you will be out of the country. This will streamline our efforts to assist you with any claims you may need to make during that time. We will provide you with a claim form that you can give health care providers at the time of service, allowing them to contact us directly for billing purposes.

**Q: Can I use the Providence RN 800 number when I am away from home?**

A: Yes. The Providence RN Medical Advice Line is available day or night, seven days a week, at the telephone number located on the back of your member identification card.

**Q: How do I get my prescriptions refilled when I'm away from home?**

A: You can have your prescriptions filled through virtually every national retail chain within the United States and many independent pharmacies. Check the online directory at [www.providence.org/healthplans/members/pharmacy](http://www.providence.org/healthplans/members/pharmacy). When filling a prescription out of the country, you will need to pay the pharmacy directly and submit a request for reimbursement to us. You may be able to avoid this process by arranging to have your medications filled through a mail-order service.

**Q: How do I arrange for mail-order pharmacy services?**

A: You can have your prescriptions mailed to you from your choice of three mail-order pharmacies: Well Partner, Walgreens, and Postal Prescription Services. For your convenience, the PEBB Statewide Plan also offers a 90-day supply of maintenance drugs at the mail order copay through Walgreens, Fred Meyer, Costco, QFC, Safeway, and Yoke's.

**Q: Someone in my family is undergoing treatment right now. How do I make sure she can keep getting the care she needs?**

A: If you or a family member is currently receiving care for a serious medical condition, please complete and send us a transition of care form during open enrollment so that we have the most complete and up-to-date information.

**Q: I have a disabled dependent in my family. Will he need to be re-certified to continue health care coverage?**

A: If there is a disabled dependent in your family, he or she does not need to be re-certified in order to continue receiving coverage. You will simply need to call the PEBB Statewide Plan Customer Service number available beginning in mid-September to make sure we have the correct information.

**Q: I have a child who will be attending college in another state. Will she still be covered by my insurance?**

A: Dependents who meet PEBB eligibility requirements are covered just as you are for both in-network and out-of-network benefits. In order to receive in-network benefits, your child would need to see a doctor who participates in the national network.