

Dear Intel Connected Care Member,

Each year, we provide a comprehensive guide to help you understand your plan's coverage, benefits, and available programs. We encourage you to explore the resources below to make the most of your coverage and get the recommended care to maintain your health and well-being.

For...	Call or visit...
More information about your benefits and coverage, including, but not limited to: • Services that are and are not covered • Restrictions on services outside the service area • Charges you are responsible to pay • How to obtain care including primary, specialty and behavioral health, hospital services and emergency care after normal business hours • How to obtain services outside of the service area • How to submit a claim for services • Member rights and responsibilities • How to submit a complaint, how to appeal an adverse decision and the availability of independent, external review of denials • How Providence Health Plan evaluates new technology for inclusion as a covered benefit • Utilization management, including coverage decisions based on the appropriateness of care, and the existence of coverage	ProvidenceOregon.org/Intel Review the Intel Pay, Stock and Benefits Handbook (the Summary Plan Description) for a complete description of benefits, requirements, claims, appeals and other important information on your health care coverage. The PSB Handbook is located on Circuit (under Pay and Benefits, Health and Wellness), or My Health Benefits, under the Pay Stock and Benefits Handbook tile. (NOTE: Circuit is accessed via Intel's intranet.) Providence Health Plan respects member privacy rights including access to, and use of, personal data. Learn more at ProvidenceHealthPlan.com/NOPP and ProvidenceHealthPlan.com/NonDiscrimination-Statement.
Pharmacy information, policies, procedures and resources including: • Your plan formulary • Information about brand name and generic medications • Information about medications with restrictions such as prior authorization, part of a step therapy program, or prescriptions refill limitations • How to request an exception to a restricted medication • Find an in-network pharmacy near you • Answers to frequently asked questions • Articles and forms	Call Customer Service at 855-210-1590 (TTY: 711) Providence.org/Oregon-IntelRx View your plan formulary online at ProvidenceHealthPlan.com/2025FormularyC-Intel

Care Management: Information about care management and disease management programs and services, designed to help members understand a new diagnosis, support for a chronic condition, and provide assistance navigating healthcare services. Care management services are open to all members and available at no cost. Members may self-refer or be referred by a caregiver or provider for services. Participation is voluntary; members may opt-out at any time.	Contact your healthcare provider or clinic care team to request a referral to care management services. Providence.org/Intel-Connected-Care
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Information about a variety of programs and services designed to help members get and/or stay healthy.	WelcomeToBaseCamp.org/DiabetesPrevention
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myProvidence On-demand secure access to your health plan information: - Find in-network providers, pharmacies, and facilities, or select the PCP of your choice - Estimate medical, pharmacy, and dental treatment costs - View claims history and payment status - View medical and prescription plan benefits - View status of prior authorizations - Print or view your member ID card - Access your Explanation of Benefits (EOB)	myProvidence.com New to myProvidence? Register your free account today to make the most of your health plan coverage. - Go to myProvidence.com - Select "Create an account" - And follow the prompts
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For care outside of regular hours, you have the following options designed to suit different situations:

- Call your provider's office to reach the on-call provider
- Providence ExpressCare Virtual: [Providence.org/Intel-Express-Care](https://www.Providence.org/Intel-Express-Care)
- Urgent and same-day care: [Providence.org/Services/Urgent-Care](https://www.Providence.org/Services/Urgent-Care)
- Emergency care: Call 911 or go to the nearest emergency room if you need immediate medical attention

Visit [ProvidenceHealthPlan.com/Care-Options](https://www.ProvidenceHealthPlan.com/Care-Options) to learn more.

Need help navigating the healthcare system?	Call Customer Service at 855-210-1590 (TTY: 711)
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Other ways to access this information:

Request a printed copy of your benefit information: Call Customer Service at **855-210-1590 (TTY: 711)**

Language interpretation and translation services: Call Customer Service at **855-210-1590 (TTY: 711)**

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **855-210-1590 (TTY: 711)**.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **855-210-1590 (телетайп: 711)**.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **855-210-1590 (TTY: 711)**.

Providence Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status, or sex.