



# myProvidence

## Secure member portal

As a Providence Health Plan member, you have on-demand access to your personalized health plan information anytime, anywhere. Explore helpful tools and resources specific to your plan coverage. Access your member materials, provider and pharmacy directory, plan formulary, treatment cost calculator, and more. Visit [myProvidence.com](https://myProvidence.com) to log in or get started.

## Register your account

Go to [myProvidence.com](https://myProvidence.com) and click “Create an account,” then enter the following information:

- Group and Member ID number
- Date of birth
- ZIP code
- Email address

Please review and accept the user agreement before submitting your information. Once you receive an email with an activation link, click on it to activate your account and log in to myProvidence.

### Need help with registration or login?

Call the myProvidence help desk at **877-569-7768**, Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).

## Helpful tips for registration

- ✓ Your 11-digit Member ID (this includes a 2-digit suffix to indicate subscriber and other members on the plan) can be found on your member ID card (Example: 12345678900 or 12345678901)
- ✓ Make sure your ZIP code matches the one on file with Providence Health Plan
- ✓ Use a personal email address for your account
- ✓ If you don't receive an activation link, please check your junk folder
- ✓ **NOTE:** Dependents must use their own personal email address when registering their account

# Member portal features:

## My Health Plan



### Benefits Documents

View your member materials to learn about:

- How to use your plan coverage
- Covered services and costs
- Plan benefits, and more



### Claims & Explanation of Benefits (EOB)

Reference claims and understand how health care services were billed.

Your EOB includes:

- Services provided
- Provider's billed amount
- Amount covered by insurance
- Member responsibility
- Reasons for denial (if any)



### Pharmacy Information

Go to "Drug Lists" to see a list of FDA-approved drugs covered by your plan. The list includes:

- Brand-name, generic, and specialty medications
- Medications that require approval, that are part of a step therapy program, or have refill limits



### Benefit Usage

View your annual deductible and out-of-pocket maximum progress. Once you reach these limits:

- Insurance begins to pay a portion of your healthcare costs (deductible)
- Insurance typically covers most of your covered healthcare costs (out-of-pocket maximum)

## My Providers



### My Providers

Find in-network providers, pharmacies, and facilities, or select the PCP of your choice. The directory includes:

- Providers and pharmacies tailored to your plan network
- Filters such as language, gender, race, ethnicity, and more



### Care Options

You have options when it comes to getting the care you need, when you need it.

## My Tools



### Estimate Costs

Estimate medical, pharmacy, and dental treatment costs. You're able to:

- Compare costs among providers and pharmacies
- Find copay and coinsurance information for services



### ID Card Management

View your member ID card for plan details such as:

- Member and Group ID
- Covered plan network
- Care resources
- Claims submission information

## My Health



### Member Perks

Take advantage of discounts and programs that go beyond your health plan.