Health and well-being resource guide

2020

Important Note: This resource is designed for fully-insured groups with more than 50 employees enrolled in Providence Health Plan.
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Providence is committed to supporting employers who invest in the health and well-being of their employees. Whether you're looking for an economical, turnkey program or you want to sponsor a robust campaign with dedicated resources, we can help.

**Strategic Development**
We take a coordinated approach to workplace health promotion - we'll help you build a plan that incorporates a comprehensive set of programs, policies, benefits, and environmental supports designed to meet the health and safety needs of your employees.

**Health Engagement Reporting**
We provide annual reporting that provides you with an overview of member engagement in Providence-related wellness tools and resources. We also provide internal and industry recommendations to help support your key focus areas.

**Communication Toolkits**
Use our toolkit materials to encourage healthy habits. Whether you want to focus on preventive care, nutrition or smoking cessation, we've got something for every organization. New resources include:

- Wellness Calendar
- Health Fair Planning Guide
- Primary Care Provider Toolkit
- Flu Shot Resources
- Health Coaching Toolkit

Visit [ProvidenceHealthPlan.com](https://www.providencehealthplan.com)
**Biometric Screenings**
Give your employees the information they need to stay healthy with an onsite screening event that helps them identify and manage their health risks. Fees apply.

**Onsite Health Connection Services**
During a biometric screening event, our care coordinators connect participants to resources they need, like care management, health coaching, preventive care, and behavioral health. *Limited to Portland metro area.*

**Snapshot of Your Health Events**
During these onsite health screenings, Providence staff measure BMI, blood pressure, weight, and body composition. *Limited to Portland metro area.*

**Health Education Workshops**
We partner with teams within Providence Health & Services to provide onsite workshops on a variety of health and wellness topics – diet trends, bodyweight exercises, mindfulness and more. *Limited to Portland metro area.*

**Health Fairs**
Our health and wellness team is available to provide onsite support during health fairs or open enrollment meetings. New to health fairs? Check out our planning guide! *Limited to Portland metro area.*

**On-demand Resources**
Sometimes promoting a healthy lifestyle is as simple as building awareness of resources. If you don't have the means to tailor a wellness program to your workforce, we've got on-demand resources that address popular health and well-being topics.

Employer health and well-being services are available for fully-insured groups with more than 50 employees enrolled in Providence Health Plan. For more information, contact your Account Manager.

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**Wellness Central**
Wellness Central is an integrated online health and wellness hub that helps members translate health and wellness goals into meaningful action. Employees can take a health assessment, participate in wellness challenges and incentive campaigns, and access health education tools. Non-health plan members can also access Wellness Central with a special access code.

**Personal Health Assessment**
The Providence personal health assessment gives members a picture of their overall health. Members receive an overall wellness score, a health report to understand lifestyle risk areas, and personalized recommendations to help improve their well-being. If more than 25 members complete the assessment, you’ll receive an aggregate report of your population’s top health risks.

**Wellness Challenges**
Wellness challenges are a fun way to motivate employees to engage in their well-being. We offer four standard wellness challenges:
- 10,000 Steps *(number of steps)*
- Spring into Action *(minutes of activity)*
- 5 a Day *(fruit and vegetable servings)*
- Maintain Don’t Gain *(weight management)*

Members are able to sync steps, cardio, and weight data to Wellness Central through various apps and devices. Participants may also use the manual trackers available in the portal.

**Incentive Campaigns**
We offer a points-based solution that encourages members to engage in healthy habits. Individuals can earn points for tracking daily activities, completing health awareness activities, or self-reporting custom health actions. You’ll receive reports throughout the campaign of your population’s engagement.

**Access for Non-Providence Health Plan Members**
All employees, regardless of Providence Health Plan membership status, can access Wellness Central at no additional cost.
Member health + well-being resources

True health starts with these great benefits:

**LifeBalance**
Get discounts on the things you love to do, from seeing a movie to getting away for less with unique vacation packages.

**Active&Fit Direct™**
Tired of paying expensive health club membership fees? Join the Active&Fit Direct program for $25 a month. Choose from more than 10,000 participating fitness centers nationally.

**ChooseHealthy®**
Get discounts on acupuncture, chiropractic care, massage therapy and dietitian services.

**ID Protection**
With Assist America’s Identity Theft Protection, eligible members who enroll are protected from the effects of identity theft. You’ll have tools to help prevent theft of personal data, and restore its integrity if used fraudulently.

**Travel Assistance**
With a single phone call to Assist America, Providence members get access to a unique global emergency assistance program. It immediately connects you to emergency services while traveling 100 miles away from home or if you are in another country.

Visit myProvidence.com
myProvidence
myProvidence.com is your secure, total health management website. With a myProvidence account, you can access your plan and claims information, use health and wellness tools to keep track of your health at home or on the go, and much more:
+ View your member materials – your plan’s benefit summary and member handbook
+ See your medical claims and payment status
+ Check how much you’ve accumulated toward your deductible
+ Find an in-network doctor, hospital or pharmacy
+ Estimate costs before getting care
+ Order a replacement member ID card

New Member Support
The Providence customer service team can help put the pieces of your care in place—even before your membership begins. Our team can help you:
+ Find a provider or specialist
+ Transfer your prescription medication
+ Help transition your care

ProvRN
Get free medical advice from a Providence registered nurse. Call anytime – 24/7.

Health Coaching
Join the 92 percent of Providence health coaching participants who’ve made a lifestyle improvement.

Care Management
Our care coordinators are registered nurses who treat individuals, not just conditions. Working closely with you, they help you find the motivation and treatment that works when you’re living with a chronic condition, disease or illness.

Behavioral Health Support
Self-help services, interactive tools and action-oriented advice to help members take steps toward feeling healthier and more in control of their career, finances and well-being.

Tobacco Cessation
Several options available, including counseling, classes, health coaching, nicotine replacement therapy and medication.

Providence Express Care Virtual
Visit a health care provider anytime via your computer or smartphone. Services are covered in full on most Providence health plans. If you’re enrolled in an HSA plan, the deductible applies; but, the cost for an Express Care visit is significantly less than a visit to a doctor’s office.

Preventive Care Benefits
Use your preventive care benefits to stay well. Many of these services are covered in full when you receive care from an in-network provider.

Health + Wellness Classes
Providence Health & Services offers classes to help you reach your goals, like weight management, stress management and smoking cessation classes.

Wellness Central
Within your secure myProvidence account, you’ll find Wellness Central, an integrated online health and wellness hub. Use your personalized Wellness Central dashboard to take a health assessment, monitor activities and track progress toward your health goals.

Circle by Providence App
From pregnancy through the teen years, Circle has answers to your questions about raising healthy kids. Plus, when you connect to MyChart through Circle, you will receive appointment reminders for you and your children.

Provider Directory
Providence’s mobile-friendly provider directory makes it easy to find a provider, pharmacy or health care facility that’s right for you and your family. Whether you’re looking for a provider close to home or across the country, count on the Providence Health Plan provider directory to help you find the care you need.

Treatment Cost Estimator
Make the most of your health care dollars by using the treatment cost estimator to compare costs among providers and facilities.

Mobile ID Card
Download your Providence ID card with the Providence Health Plan app.

Visit myProvidence.com
More ways for you to stay healthy

Prescription drug formularies
Your prescription drug plan provides coverage for medications listed on the Providence formulary, which Providence Health Plan has developed with physicians and pharmacies. It includes a list of FDA-approved generic, brand-name and specialty medications.

Maintenance medications
Make life a little easier and save money by filling your maintenance medications either at a preferred retail pharmacy or through the mail order service:

+ Preferred Retail Pharmacies — A preferred retail pharmacy can fill a 30-day supply or up to a 90-day supply of maintenance medications. By filling a prescription at one of these pharmacies, members usually pay less for their medication. Nearly all of our network pharmacies – 97 percent – are preferred retail pharmacies and most major pharmacy chains are included.
+ Mail Order Pharmacies — A mail-order pharmacy also can fill up to a 90-day supply of maintenance medications. Prescriptions filled through our mail order partners, either Postal Prescription Services or Costco Home Delivery, are delivered directly to a member’s home.

Specialty drugs
These medications are injectable, infused, oral or inhaled therapies that often require special delivery, handling, administration and monitoring. They are listed on the Providence Health Plan formulary with a status of “specialty,” and are available through Credena Health located at 6348 NE Halsey St., Portland, OR 97213.

Visit myProvidence.com
Our Mission
As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Values
Compassion | Dignity | Justice | Excellence | Integrity

Talk with a customer service team member
503-574-7500 or 800-878-4445
Monday through Friday 8 a.m. – 5 p.m. (Pacific Time)

ProvidenceHealthPlan.com