Welcome to Providence Health Plan!

We appreciate your business and look forward to working with you. Here is information to help administer your company’s health benefit program and help your employees make the most of their plan benefits and membership.

We are committed to helping you. If you have any questions or need assistance, please let us know.
Notify us immediately of any eligibility changes (New enrollment, Terminations or Changes)

- Remit a written request via e-mail/fax or use the Eligibility Adjustments worksheet and send to your billing team with the respective changes.

- An enrollment form is required when adding members or dependents to the group policy.

- This form can be found on our website: https://healthplans.providence.org/employers/2018-products-services/manage-enrollment/forms/
Billing Statement

- Invoices typically* generate on the 9th and 10th for small groups and the 15th for large groups
- Please review your statement for accuracy (rates/plan/members)
- You have 60 days to dispute your billing statement
- Included with the monthly premium billing statement will be a pre-addressed payment envelope and an Eligibility Adjustments worksheet
- Any adjustments received 5 business days prior to the invoice generation date will appear on the current invoice.
  - For example: April’s invoice generated on March 9th. Providence was notified on March 2nd of a member to be terminated (effective March 31). April’s invoice will reflect this change accordingly.
- Any adjustments received after the invoice generation date will appear on the next month invoice
  - For example: April’s invoice generated on March 9th. Providence was notified on March 16th of a member to be terminated (effective March 31). May’s invoice will reflect this change accordingly.

*Note: Invoice generation dates may vary for large groups. If generation dates occur on a weekend, invoices are produced following business day.
Retroactive adjustments made since previous invoice

Billed amount since previous invoice

Payments received since previous invoice

Payments and enrollment changes made after this date will be reflected on the next invoice

Contact your billing team for discrepancies
Payment

Premium payments are due on the 1st of each month

How to pay:
- Online via checking account: https://healthplans.providence.org/employers/
  - One Time or Recurring payment options available
  - Click on “Pay your Invoice”
  - To log in you will need the group # and subgroup # listed on your premium billing statement
- The amount due will reflect the most current billing statement
- To set up auto-pay:
  - Click on “Frequency” for a drop down menu
  - Recurring payment will deduct the amount due on the 1st of each month. This date cannot be adjusted
  - Recurring payment may be canceled at any time
Payment (cont.)

- Mail your payment to:
  
  Box 4167  
  Portland, OR 97208

  **Important:** Detach the payment coupon from the billing statement and include with the payment to ensure timely and accurate processing.

- **Not accepted:** Credit card, walk-in payments or over-the-phone.
Eligibility Adjustment Worksheet

- Employee Name is required
- Check the corresponding box of the change.
- Add – An Enrollment/Change of Status form is required when a member is to be enrolled or reinstated.
- Term – Provide the last day the member worked. Terminations are effective on the last day of the month the member was benefit eligible.
- Other – Change of status such as the family size, plans, etc.
- State the Event Date/Reason of this change and be specific.

Reminder – If this is received no later than 5 business days prior to your billing cycle, then expect for changes to be reflected on the subsequent billing cycle.