

Primary Care Provider Toolkit



IMPORTANT NOTE: THIS TOOLKIT IS DESIGNED FOR FULLY-INSURED GROUPS WITH MORE THAN 50 MEMBERS ENROLLED IN PROVIDENCE HEALTH PLAN





Primary Care Provider Toolkit

This toolkit is designed to help you communicate an important health plan benefit, preventive services, to your employees. We want to make it easier for you to help your employees make choices to support a healthy lifestyle. In this toolkit, you'll learn more about the importance of having a primary care provider, our preventive care benefits, as well as communication tools to support a wellness campaign.

Our Health Management team is here to help. Contact your Health Management Consultant or Account Manager for more information.

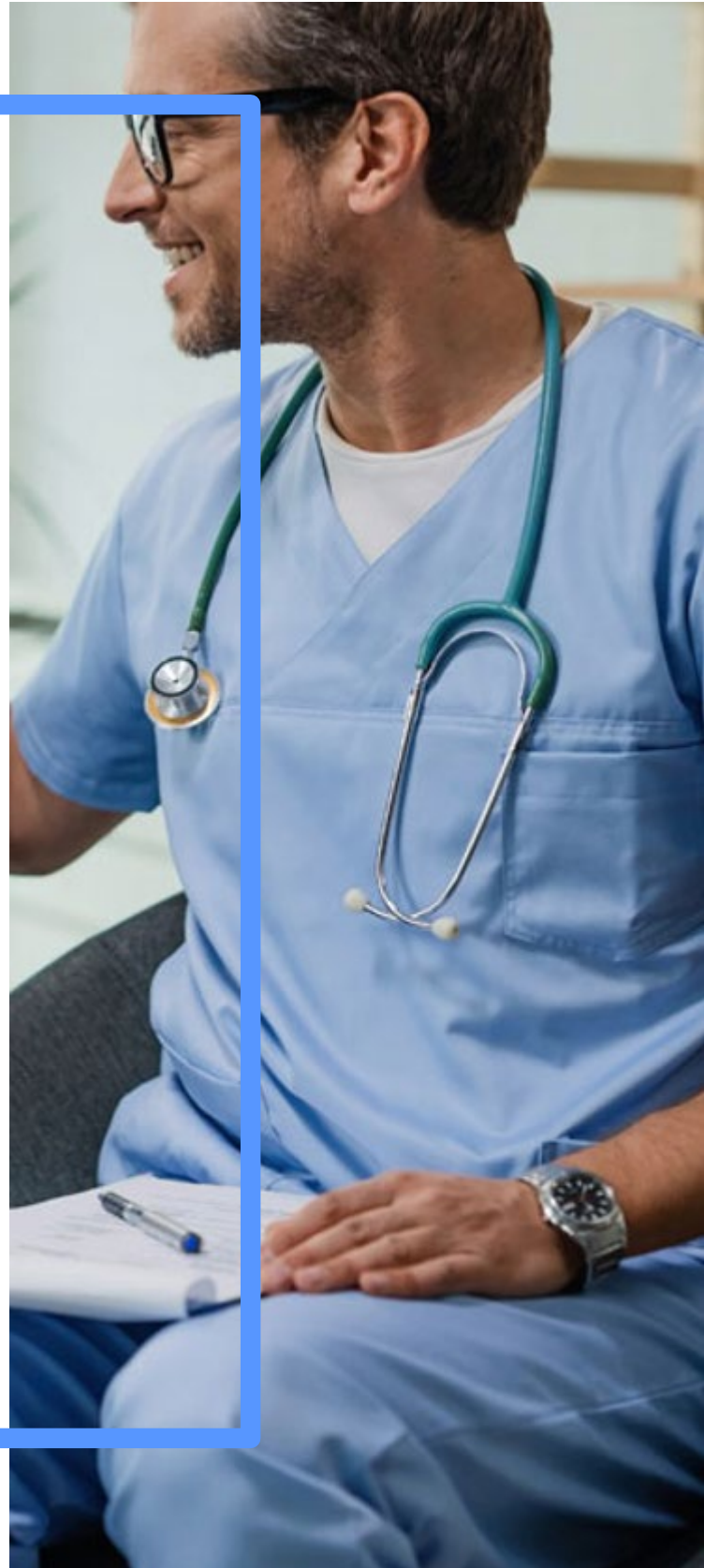




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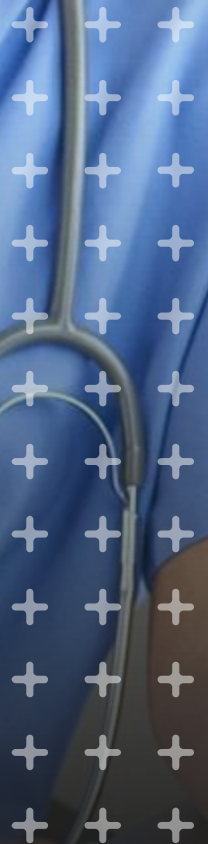




Identify



Determine your organization's interest and need, so you can incorporate wellness strategies that will be valuable for your population.





Preventive care matters



Regular visits to primary care providers help keep us in good health. Yet many people aren't aware about the preventive care they need. According for the Centers for Disease Control and Prevention, Americans get preventive services at only half the recommended rate.¹ In a recent poll, 26% of adults and nearly 50% of millennials reported that they do not have a primary care provider.²

Employee health is good for business

Three conditions that cost employers the most – diabetes, heart attacks and high blood pressure – can often be prevented or caught early and treated successfully.³ And when employers provide paid time for doctor appointments, it shows employees that the organization values their well-being, which can improve employee retention rates and may help the bottom line over the long term.

Preventive care helps employees stay well

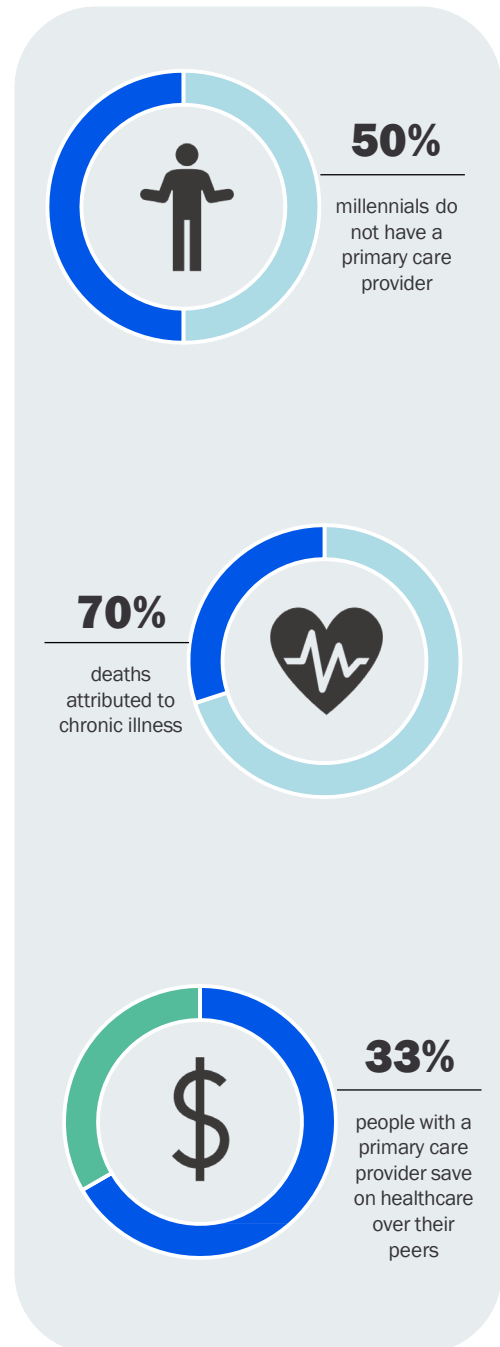
Preventive benefits are designed to help detect potential health concerns early, which can ward off more serious health issues and avoid high medical expenses. Consider that 7 out of 10 deaths are attributed to chronic illnesses, such as diabetes and heart disease, which are preventable and/or manageable with appropriate healthcare.⁴ If everyone saw a primary care provider first for their care, it would save the U.S. an estimated \$67 billion every year.⁴

Primary care providers ensure patients get the right care, in the right place, by the most appropriate provider, and in alignment patient's preferences. People who have a primary care provider have 33% lower healthcare spending over their peers who only see specialists.⁵ Access to primary care helps keep people out of emergency rooms, where care costs at least four times as much other outpatient care.⁶

Even if an employee is healthy today, encourage them to use their preventive benefits to stay that way. They are available to help you make the most of your life.

Data for your population

Contact your Health Management Consultant if you're interested in understanding your population's health risks or learning more about your employees current preventive screening metrics.



Sources:

1. "Preventive Health Care," Centers for Disease Control and Prevention
2. "Kaiser Health Tracking Poll", KaiserFamily Foundation
3. "Increase Productivity," Centers for Disease Control and Prevention
4. "Report on Financing the New Model of Family Medicine," The Annals of Family Medicine
5. "Primary Care: Can It Solve Employers' Health Care Dilemma?," Health Affairs
6. "Why Do We Continue Using the ER for Care?," U.S. News and World Report

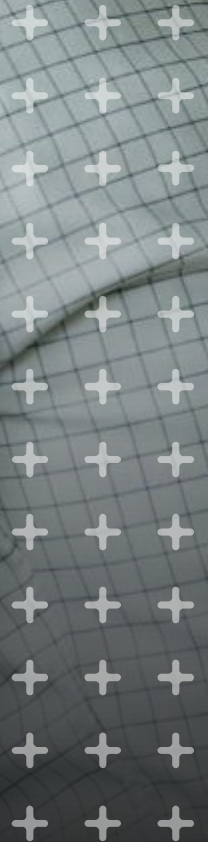




Design



As you develop a plan for your wellness initiatives, incorporate a variety of resources to support your unique population– and be sure to have a communications plan to drive employee awareness and engagement.



Create your communications strategy



Communications Plan

A communications plan is your roadmap for informing your employees about a new initiative and determining when and how you intend to communicate it. Developing a communications plan can increase employee awareness, increase program participation, and ultimately improve health-related behaviors.

As you develop your communications plan for this campaign, it's important to:

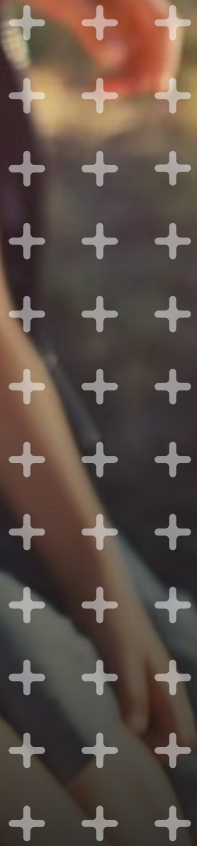
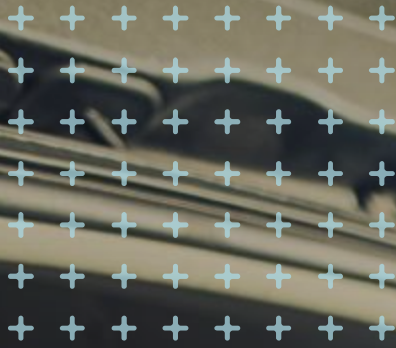
- + Determine the campaign dates
 - + Consider promoting preventive services in alignment with our targeted outreach. Learn more [here](#).
- + Create a calendar for communication material dates - announcement date, launch date, when materials will be dispersed to leaders, when materials will be posted, etc.
- + Familiarize yourself with the materials
- + Customize materials with your branding and incentive
- + Remember to include how you'll measure success
 - + including participation goals



Communication Tips

Here are a few tips to help spread the word:

- + Modify the communication materials so they resonate with your employees and the organization's culture
- + Use a variety of communication methods
- + Get the messages to leaders –supervisors, wellness committee members, wellness champions –and make it easy for them to share the information
- + Make it social. Use an organization-wide event –like an all-staff meeting, health fair or biometric screening event –to help launch the campaign
- + Make sure employees understand the purpose of the campaign and how the campaign will benefit them
- + Consider tying it to an incentive or promotion



Engage



As you implement your initiatives, remember to regularly communicate with employees in relevant and meaningful ways.



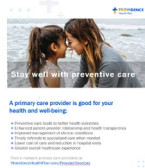
Engage your employees



We've developed communication tools to inform employees about the importance of preventive care. As an employer, you can customize these templates to drive awareness and engagement – just import the file into design software and then add your organization's name or logo. These resources are found in the Appendix of the toolkit.

Campaign Materials

01



Flyer
Print copies and hang in common areas, such as stairwells, elevators, restrooms, breakrooms, lunch rooms, etc.

02



Email
Send to all employees.

03



Infographics
Print copies and hang in common areas, such as stairwells, elevators, restrooms, breakrooms, lunch rooms, etc.

04



FAQ
Post on organization's intranet site or incorporate into campaign email by adding a hyperlink.

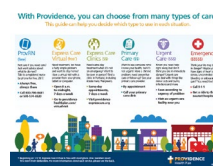
Additional Providence Health Plan Resources

01



Provider Directory
Post on organization's intranet site or incorporate into campaign email by adding a hyperlink.

02



Types of Care
Print copies and hand out during team meetings or leave in visible common areas.

03



Preventive Services
Post on organization's intranet site or incorporate into program overview email by adding hyperlink.

04



Express Care Virtual
Print copies and hang in common areas, such as stairwells, elevators, restrooms, breakrooms, lunch rooms, etc.





Assess



Assess your wellness initiatives to identify gaps and strengthen program offerings.



Evaluate the impact of your campaign



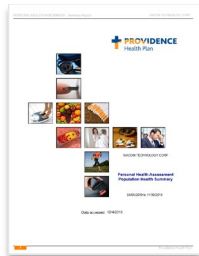
To support your evaluation efforts, we provide aggregate reporting annually to help you understand engagement and effectiveness.

01



Annual engagement reporting
Available on request for groups with 50+ subscribers
Includes information on your population's preventive screenings utilization.

02



Personal health assessment aggregate report
Available on request when 25+ employees complete their PHA
Includes information on your population's self-reported preventive screenings utilization.



Appendix

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Stay well with preventive care

A primary care provider is good for your health and well-being:

- + Preventive care leads to better health outcomes
- + Enhanced patient-provider relationship and health transparency
- + Improved management of chronic conditions
- + Timely referrals to specialized care when needed
- + Lower cost of care and reduction in hospital visits
- + Greater overall healthcare experience

Find in-network primary care providers at
[ProvidenceHealthPlan.com/ProviderDirectory](https://www.providencehealthplan.com/providerdirectory).





No matter how healthy you are, you really should have a primary care provider

You'll stay healthier

Numerous studies show that patients who see their primary care provider (PCP) regularly are less likely to be hospitalized or have surgery.

You'll save money

Preventive care is covered in full when you see an in-network provider. By seeing your PCP regularly, you're more likely to keep issues like high blood pressure at bay which will help avoid costly prescriptions later on.

You'll save time

Your provider may help with physical exams, immunizations, lab tests, and other types of screenings. You can schedule to have your primary care physical with your annual women's health check-up.

Your PCP is your health care hub


Your provider coordinates care with other health care professionals to ensure you receive the right care, at the right time, at the right cost.

Your PCP is your trusted partner

Your provider is a trusted source for health information and helps you navigate the health system by providing medical advice to help you make informed decisions.

Find an in-network primary care provider at [ProvidenceHealthPlan.com/ProviderDirectory](https://www.providencehealthplan.com/providerdirectory).
Remember, primary care providers practice internal medicine, family practice, pediatrics or obstetrics & gynecology.

[Find a provider](#)



Reasons to have a primary care provider

A trusted partner

Your provider is a trusted source for health information and helps you navigate the health system by providing medical advice to help you make informed decisions.

Continuum of care

Your provider knows your background – things like your medical and family history, medications and treatment preferences. Your provider is able to monitor changes over time and make accurate diagnosis based on your unique health history.

Your health care hub

Your provider coordinates care with other health care professionals to ensure you receive the right care, at the right time, at the right cost.

Broad view of care

Your provider is focused on your whole-health and takes a personalized, holistic approach to your health concerns and goals.

Prevention

Your provider may help with physical exams, immunizations, lab tests, and other types of screenings. Look at your benefits to see what preventive care is covered in full by your health plan.

To find a doctor or schedule an appointment, go to:
ProvidenceHealthPlan.com | 800.878.4445



Tips for finding a primary care provider

In - network

Determine which providers are “in-network” for your health plan. You will generally pay less out of pocket costs because your health insurance has negotiated special rates with these providers.

Logistics + preferences

Think about logistics and your preferences. Consider things like location, office hours, gender, primary language, and cultural background.

Big picture

Think big picture. Research the provider’s philosophy of patient care, their specialty focuses, and their areas of interest.

Quality

Conduct a quality check. Research your provider’s education, certification, and performance history. You can also check your health plan to see which providers have a special designation for quality and cost efficiency.

Access

Think about your access to care. Consider the communication methods available to contact your provider, your ability to access your health records, and your provider’s schedule availability.

Comfortable

Be sure you feel comfortable. You rely on your provider to help manage your care; your provider should listen to your concerns, encourage you to ask questions and explains things in an understanding way.

Environment

Evaluate the environment. Take into account the environment of the office, the culture of the employees and organization, and the efficiency of your appointment.



Frequently asked questions (FAQs)

Common questions about preventive care

Overview

- + What is a primary care provider?
- + What kind of primary care doctor do I need?
- + What's included under the preventive care benefit?
- + What's the difference between preventive and diagnostic care?
- + How do I know how much my visit will cost?
- + What if I receive preventive and non-preventive services in the same office visit?

Finding a primary care provider

- + How do I find a primary care provider?
- + What should I consider when deciding if a provider is a good fit?

Privacy

- + How does Providence protect my privacy?

Additional assistance

- + Who should I contact if I have additional questions?



Frequently asked questions

Overview

What is a primary care provider?

As you travel through life, a primary care provider is your expert companion. A primary care provider gets to know you and your health history and goals, helping you to make healthy progress year over year. A primary care provider evaluates your health regularly through checkups, screenings and examinations and is usually the first to notice developing health issues before they become urgent.

What kind of primary care doctor do I need?

You can choose from different types of primary care doctors, depending on your needs and preferences:

- + Family medicine: family medicine doctor can care for your whole family.
- + Pediatricians: Pediatricians specialize in children's health – from birth to age 18.
- + Internal medicine: Internal medicine doctors care for adults. They prevent, treat and diagnose diseases.
- + OB-GYN: OB-GYN doctors specialize in women's reproductive health. They are experts in things like pregnancy, birth, and menopause. They are able to provide screenings, like blood pressure and cholesterol, but you'll still need a primary care doctor for whole-body issues, like mental health and respiratory conditions.

What's included under the preventive care benefit?

Preventive services include vaccines; cancer screenings; blood pressure and cholesterol tests; and alcohol, tobacco and weight screenings.

Download a list of preventive services [here](#). Preventive services may vary by things like age, gender, and risk status. Check your benefits if you have questions about your plan's coverage.

What's the difference between preventive and diagnostic care?

Diagnostic services help your provider diagnose your illness or health condition and decide on your treatment. Diagnostic services include things like treating an illness or injury, monitoring your current health condition or diagnosing a new condition.

How do I know how much my visit will cost?

Preventive care that is delivered by a contracted, in-network health care provider is covered in full under the U.S. Affordable Care Act. To verify the details of your preventive care coverage, log into your myProvidence to access your plan benefits and member handbook. If you don't have a myProvidence account, registering for one is quick and easy.

A [treatment cost calculator](#), located in myProvidence provides personalized information about the estimated costs of treatment, including possible exam and lab fees. You can also compare providers and medical facilities to make sure you're getting the best care at the best price. The most of your health care dollars – hundreds and even thousands of dollars by comparing costs through this tool.

What if I receive preventive and non-preventive services in the same office visit?

You can have preventive and non-preventive services in the same office visit. Your office visit benefit may apply to the non-preventive part of your visit.

Finding a primary care provider

How do I find a primary care provider?

To find a health care provider start by looking in the provider directory located online at ProvidenceHealthPlan.com/ProviderDirectory. You may also contact customer service at 800-878-4445 for assistance finding a provider.

What should I consider when deciding if a provider is a good fit?

Your primary care provider must be someone you trust, with whom you feel a rapport. An ideal relationship with a primary care provider should be comfortable, with both patient and provider valuing one another's thoughts and opinions. It's a sound approach to ask your friends or family what they like about their own providers or turn to the Internet to see what other people in the community have to say. It's always a good strategy to call the provider's office and ask questions such as:

- + Is your health insurance plan compatible with the provider? This may change during the year, so you should always ask.
- + Is the provider accepting new patients?
- + What is the providers treatment philosophy?
- + Does the provider practice at the hospital of your choice?
- + Is the office close to your home or your work and how will you get there?
- + Will the provider personally visit you in the hospital?
- + Is the provider part of a group of providers sharing offices?
- + Who will see you if your provider is not available?
- + If you have a medical condition, how much experience does the provider have in treating it?
- + Are services such as sutures and X-rays referred to an urgent care facility or emergency room?
- + Does your provider offer immunizations, like the flu shot in the fall?
- + If you need a form filled out, does the provider require another office visit?
- + Will the appointment times work with your schedule?
- + Do you need a provider with extended, evening or special office hours?
- + How long will it take to get an appointment?
- + How long do appointments usually last?
- + Can you make the appointment online or via smartphone app?
- + If you call with a question, how soon does the office return your call?
- + Is the office staff respectful and helpful?
- + Can you communicate with the provider via e-mail?
- + Can you access your medical records online?
- + Does the provider speak your language or have an interpreter available?
- + If you have limited mobility, are you able to get into the provider's office, access the exam tables and scales, and get key information in ways that meet your needs?

Privacy

How does Providence protect my privacy?

Your privacy and data security are extremely important and protections are in place to keep your data safe. Your personal health information is confidential and protected by the Health Insurance and Portability and Accountability Act (HIPAA) and will not be shared with your employer.

Additional assistance

Who should I contact if I have additional questions?

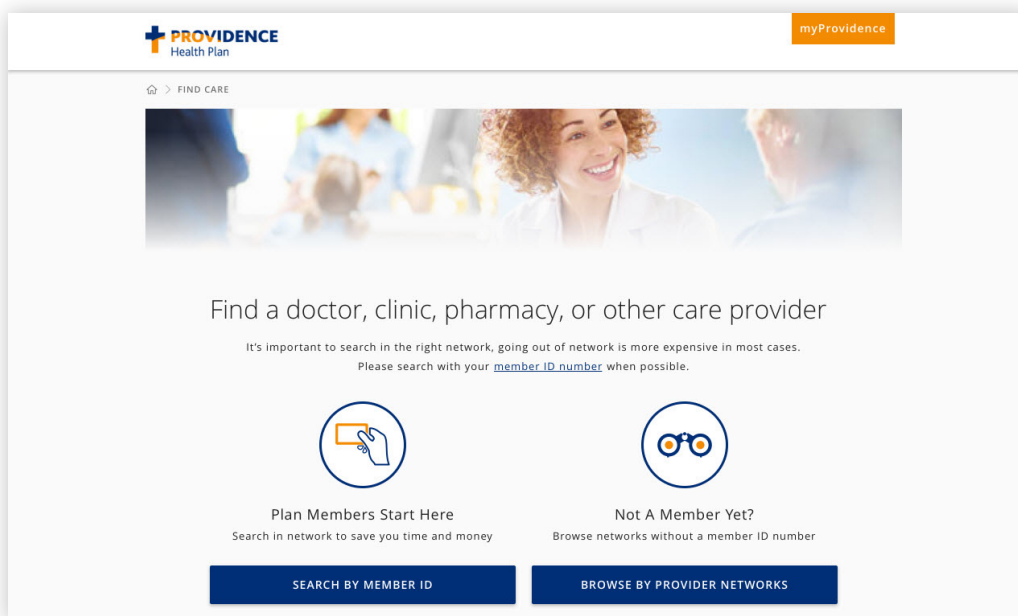
For customer support, contact Providence Health Plan member services at 503-574-7500 or 800-878-4445, TTY: 711, Monday-Friday, 8a.m.-5p.m.

Providence Health Plan's online provider directory makes it easy to find providers, pharmacies and facilities.

Providence offers access to nearly a million providers nationwide.


1 Find in-network providers, pharmacies and facilities:
Visit our website at: www.ProvidenceHealthPlan.com/providerdirectory or click 'find a provider' from the Providence Health Plan home page

2 Two ways to search



For best results, search by member ID number (from your member ID card) Select "Search"

← Search by Member ID


Enter your PHP member ID number 


FROM: 25 miles | LOCATION: Enter city & state or zipcode

remember me on this computer

SEARCH

← Search by Provider Network

Choose plan type 

Choose provider network 

FROM: 25 miles | LOCATION: Enter city & state or zipcode

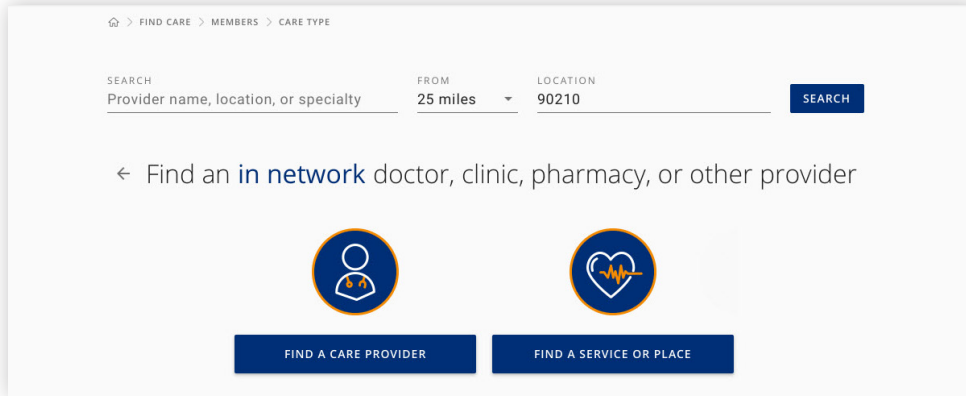
SEARCH

Or, if you don't have your member ID, select your type of plan and provider network Select "Search"

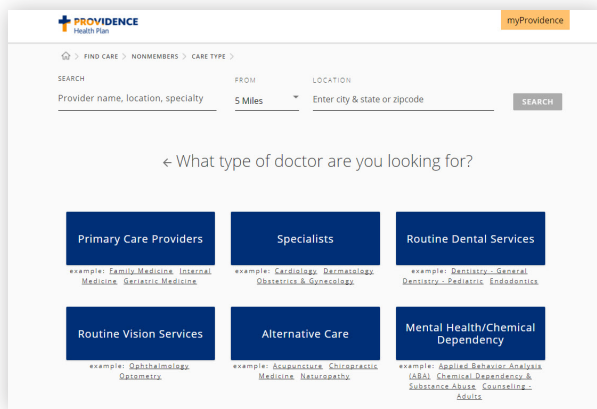
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Tailor your search

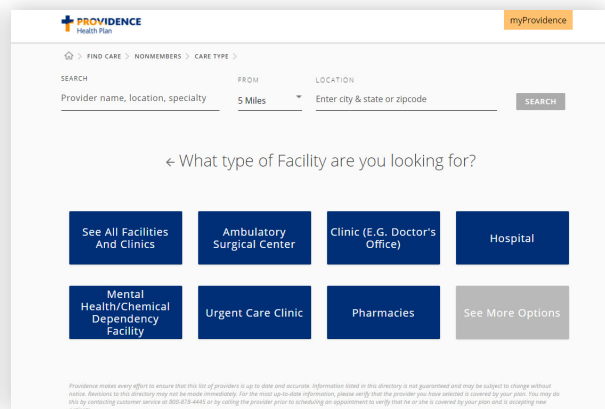
Search by Provider, place, name, keyword or location



Select Provider type



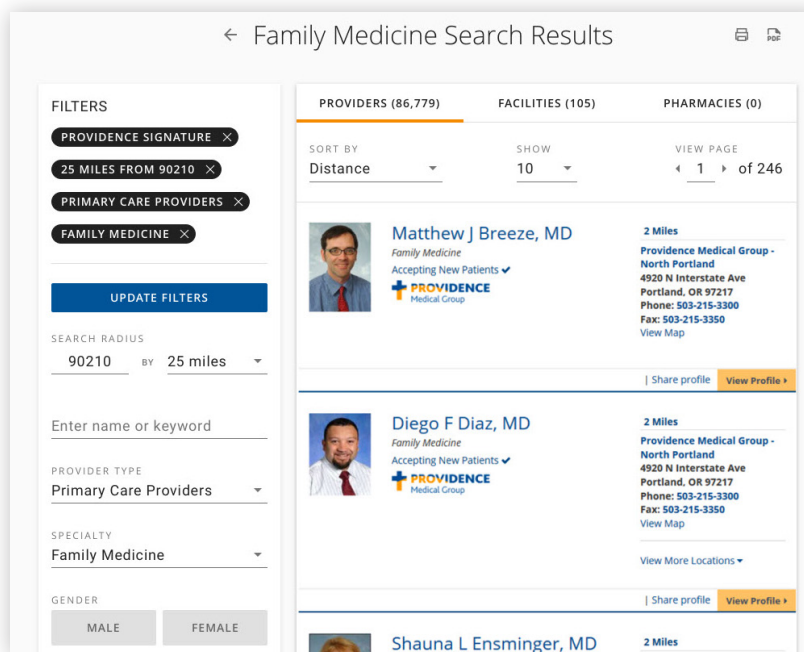
Select type of service or location



4

Customize Results

- Find a doctor - including specialists - by name
- Filter results by:
 - Type/Specialty
 - Location
 - Gender
 - Languages spoken



Select between providers, facilities or pharmacies.

Click on the provider name for more detailed information, including years in practice.

Contact Customer Service for questions or assistance:
 503-574-7500 or 800-878-4445 (TTY: 711)
 8 a.m. - 5 p.m. , Monday through Friday (Pacific time).

Get the right care at the right time for the right price

Want to spend less money and get great care? Here's a guide to your options.



ProVRN (free)

Not sure if you need care? Just want advice about what to do next? Talk to a registered nurse by phone for free, 24/7.

- ▶ **Always free, always there**
- ▶ **Call 800-700-0481 or 503-574-6520**



Express Care Virtual (free*)

Need treatment, but have a fairly simple problem and want to stay home? Have a live secure video visit with a provider from your tablet, smartphone or computer.

- ▶ **Open extended hours, 7 days a week**
- ▶ **Go to providencehealthplan.com/virtualvisit**



Express Care Clinics (free*)

Need same-day treatment when it's not an emergency? Want to be seen in person? Find a clinic near you, including inside many Walgreens.

- ▶ **Same-day appointments, 7 days a week**
- ▶ **Visit providenceexpresscare.org**



Primary Care (\$)

Want to see someone who knows your health, but it's not urgent? Have a chronic problem, need preventive care or follow-up? See your primary care provider.

- ▶ **By appointment**
- ▶ **Call your primary care clinic**



Urgent Care (\$\$)

Know you need help right away, but don't think you are in immediate danger? Urgent care can deal with things like minor cuts and burns, infections and more.

- ▶ **Seen according to urgency of problem**
- ▶ **Visit an urgent care facility near you**



Emergency (\$\$\$\$)

Think your life may be in danger? Maybe you have signs of heart attack, stroke, uncontrolled bleeding or unbearable pain? You need the E.R.

- ▶ **Call 9-1-1**
- ▶ **Get a ride to the nearest hospital**



* Express Care Virtual and Express Care Clinic services are free effective Jan. 1, 2018. HSA plan members must first meet their plan deductible; then services are covered in full. For more information about each service, please see the back.

ProvRN

ProvRN is great for getting advice about minor problems, or to determine if you need further care.

Maybe you aren't sure whether your fever is high enough to need treatment, or you wonder how to treat a mild rash.

Express Care Virtual

Providence Express Care Virtual is great for things that need treatment, including a prescription, but don't require hands-on care.

For example, maybe you have a sinus, ear or eye infection. Or a cough or rash that won't go away. It's like having Facetime with a doctor.

Express Care Clinics

Providence Express Care clinics are great for when you want to be seen by a person the same day.

Maybe you have a sprain, strain or bad headache. You could also have a minor cut or burn, or nausea and vomiting.

Primary Care

Primary Care is best when you want someone who knows you and your health.

Maybe you're really not sure what the problem is (like fatigue) and you need your health care partner to investigate, or you have a chronic illness that you need help managing.

Urgent Care

Urgent care is best when you know you need help today, don't want to make an appointment or don't have an Express Care clinic nearby.

It's best used for things like minor cuts and burns, ear, nose and throat problems, sprains and strains or stomach problems, to name a few.

Emergency

Emergency care is what you use when you feel you may be in danger.

It's best for things like suspected heart attack, stroke, severe abdominal pain, poisoning, choking, loss of consciousness and uncontrolled bleeding.

[ProvidenceHealthPlan.com](https://www.providencehealthplan.com)



If you ever think your life or well-being could be in serious danger, call 911 immediately.

Adult preventive services

Use your preventive care benefits: These benefits are covered and available to help you stay well.

As a Providence Health Plans member, you and your enrolled dependents have access to preventive care services. For most members many of these services are covered in full when you receive care from in-network providers. See your member materials for specific benefit information or call customer services at 503-574-7500 for more information.

<p>Cancer</p> <p>Breast Cancer</p> <ul style="list-style-type: none"> + Mammography (women 40+, every 1-2 years) + Genetic (BRCA) Screening and counseling (women who meet criteria based on personal & family history) + Risk reducing medication prescription (women at high risk) <p>Cervical Cancer (women)</p> <ul style="list-style-type: none"> + Pap testing HPV DNA testing (women 30+) <p>Colorectal cancer</p> <ul style="list-style-type: none"> + Sigmoidoscopy, and/or colonoscopy (adults 50+) + Aspirin (adults 50-59) <p>Lung cancer screening (adults 55-80 at high risk, one per calendar year)</p> <p>Skin cancer</p> <ul style="list-style-type: none"> + Behavioral counseling 	<p>Chronic Conditions</p> <p>Abdominal aortic aneurysm screening (men 65-75, one per lifetime)</p> <p>Cardiovascular health</p> <ul style="list-style-type: none"> + Blood pressure screening + Cholesterol screening (one per calendar year) + Aspirin (adults 50-59) <p>Depression screening</p> <p>Diabetes (Type 2) screening and intensive behavioral counseling (one per calendar year)</p> <p>Hepatitis B screening (adults at high risk for infection)</p> <p>Hepatitis C Screening (adults born between 1945 and 1965)</p> <p>Obesity and overweight screening and behavioral interventions</p> <p>Osteoporosis screening (women 60+)</p> <p>Tuberculosis screening for infection (at risk adults)</p>	<p>Health promotion</p> <p>Alcohol misuse screening and counseling</p> <p>Domestic and interpersonal violence screening and counseling (at least annually)</p> <p>Fall prevention counseling and Vitamin D prescription (at-risk adults 65+)</p> <p>Gynecological exam, pelvic and breast exam (women, one per calendar year)</p> <p>Nutrition counseling</p> <p>Periodic health exams</p> <p>Thyroid screening (women, one per calendar year)</p> <p>Tobacco screening and cessation interventions</p> <ul style="list-style-type: none"> + Behavioral counseling + Pharmacotherapy <p>Well-woman preventive care visits</p>	<p>Immunizations</p> <p>Hepatitis A</p> <p>Hepatitis B</p> <p>HPV</p> <p>Influenza</p> <p>Measles, Mumps and Rubella</p> <p>Meningococcal</p> <p>Pneumococcal</p> <p>Tetanus, Diphtheria, Pertussis</p> <p>Varicella</p> <p>Zoster (Shingles)</p>	<p>Pregnancy related</p> <p>Breastfeeding supports</p> <ul style="list-style-type: none"> + Counseling and support + Equipment and supplies (Hospital- grade breast pump rental for duration of breastfeeding or purchase of commercial grade pump through a participating DME supplier) <p>Folic acid supplement prescription (0.4-0.8mg; women with reproductive capacity; supplements containing DHA are <u>not</u> covered)</p> <p>Low-dose aspirin prescription (women with high-risk for preeclampsia)</p> <p>Prenatal visits and many services necessary for prenatal care (women)</p> <p>Screenings for pregnant women</p> <ul style="list-style-type: none"> + Bacteriuria urinary tract or other UTI + Chlamydia infection + Gestational diabetes (one per pregnancy) + Hepatitis B + HIV (and counseling) + RH (D) incompatibility 	<p>Reproductive health</p> <p>Contraception</p> <ul style="list-style-type: none"> + All FDA-approved contraceptive methods as prescribed + Sterilization procedures + Patient education and counseling + <u>Not</u> covered: abortifacient agents <p>Preconception care (women)</p> <ul style="list-style-type: none"> + <u>Not</u> covered: fertility and infertility care <p>Screenings</p> <ul style="list-style-type: none"> + Chlamydia infection (women) + Gonorrhea (women) + Syphilis (adults at high risk) + HIV (and counseling) <p>STI prevention counseling (women)</p>
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Providence Express Care Virtual

No appointment necessary.

With Providence Express Care Virtual, visiting a care provider has never been easier. Using your smartphone, tablet or computer, you can have a secure, online visit with a provider at your convenience.

Providence Express Care Virtual is available nationwide, at no cost* for most Providence Health Plan members.

Get a diagnosis and treatment recommendation for common health concerns, such as:

- Sinus, ear and eye infections
- Cough, cold and flu
- Rash and joint issues

For a complete list of conditions, visit Virtual.Providence.org.

Express Care Virtual is available seven days a week:

- In Oregon, Washington and Montana: 8 a.m. to midnight (Pacific Time)
- In California: 8 a.m. to 8 p.m. (Pacific Time)
- Outside of Oregon, Washington, Montana and California: 24 hours a day

It's as easy as 1, 2, 3

1. Sign up

Download the app (if on mobile). Input your personal information. If using Providence Express Care Virtual outside of OR/WA/MT/CA, enter service key "Providence".

2. Select a provider

Choose from the list of available health care providers.

3. Have your visit

See a provider right away. Get your diagnosis and treatment.

Download the free app from the App Store or get it on Google Play. Search by typing in "[Express Care Virtual](#)."

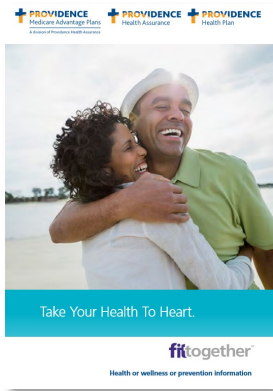


Visit Virtual.Providence.org to create a free account today so you're ready when you need it.

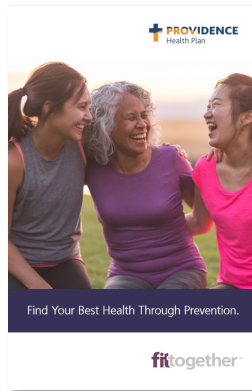
*Providence Express Care Virtual is covered in full for most Providence health plans. HSA plan members must first meet their plan deductible.

Preventive care mailers

Providence Health Plan provides targeted outreach throughout the year to educate members on prevention and their preventive care benefits. Consider promoting these preventive services in alignment with our outreach.



April
+ High Blood Pressure



May
+ Colorectal Screening
+ Cervical Cancer Screening



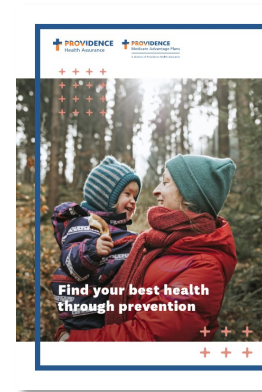
July/ August
+ Women's Health
+ Osteoporosis



September
+ Flu Shot



October
+ Breast Cancer Screening
+ Respiratory Health



November
+ Tobacco Cessation
+ Diabetes



We all deserve True Health



For questions about implementing a preventive care campaign, contact

WorkplaceWellness@providence.org

