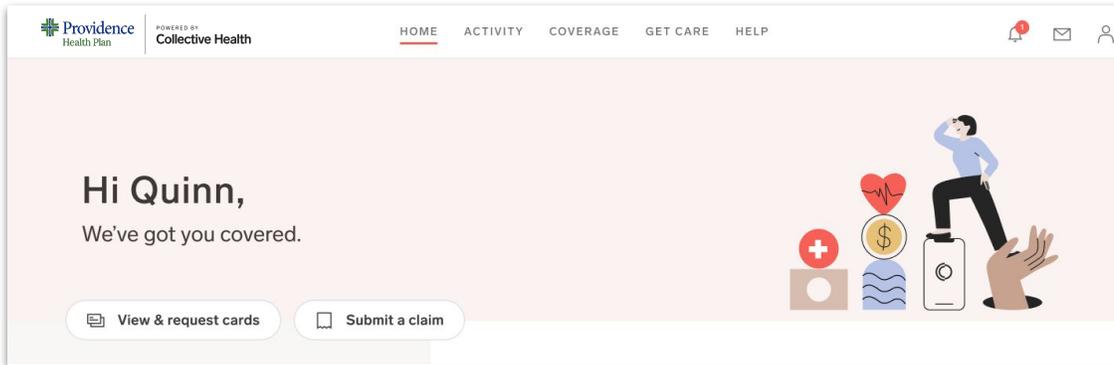


REGISTRATION

# My Collective™ walkthrough

My Collective™ ([providencehealthplan.collectivehealth.com](http://providencehealthplan.collectivehealth.com)) is the online portal you can access on your desktop if you want to look at your recent activity, determine your plan stipulations, search for contracted providers in your area, learn about program partners, and update email/password settings. It's your one stop shop!

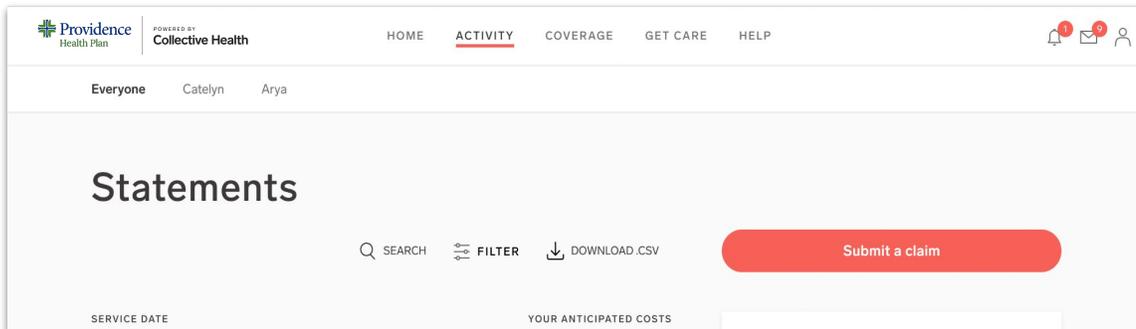
## View & Request ID Cards



View your digital ID cards here and send to your Provider, if necessary.

- You can request new physical ID cards be sent to you or click “Print cards” to print a picture of your ID cards if you do not have them physically.

## Activity



The “Activity” tab shows all processed Medical claims including service date and costs as well as pending out of network claims. Click “Submit a Claim” if you have an In-network or Out-of-Network claim that needs to be submitted to your insurance.

- You can also see how much you have spent toward your deductible and Out of Pocket Maximum on the lower right-hand side of this tab.

## Exploring your health plan

Under the “Coverage” tab, view and explore more detailed information about your selected plan for this year.

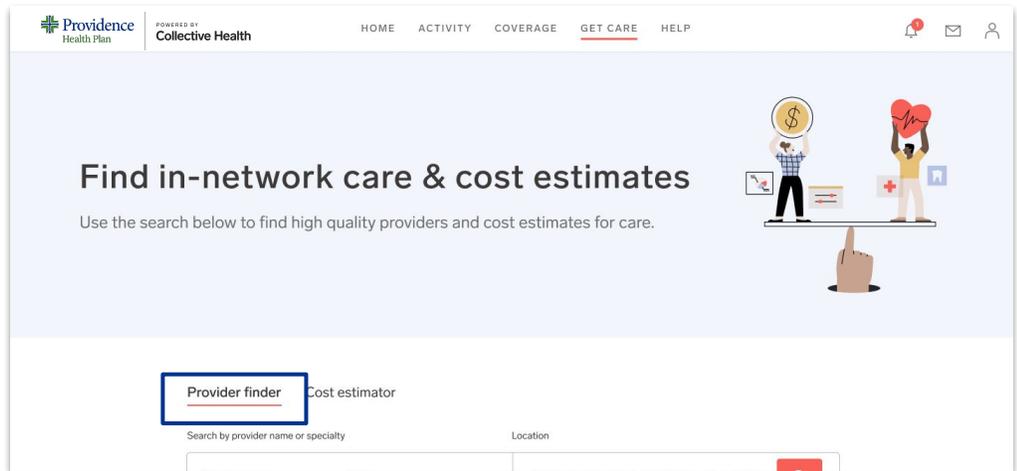
- Here you will find what medical network you have, your in or out-of-network deductible and out of pocket maximum costs, and more specified medical coverages.



## Get Care

The “Get Care” tool can help search for an In-network provider in your area.

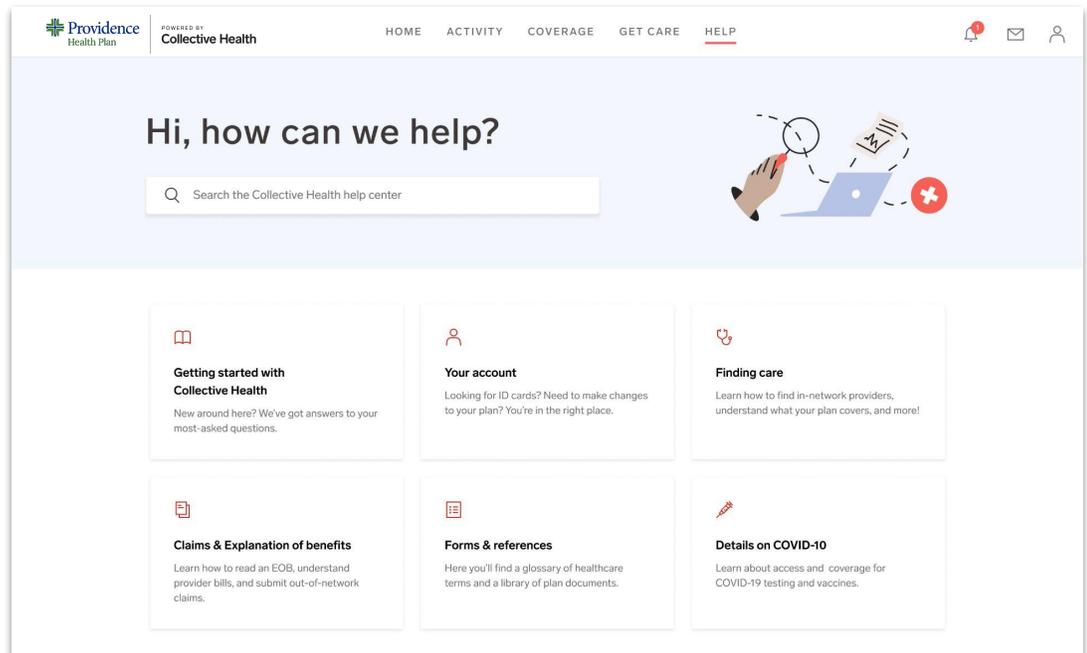
- Select the search type: In-network care
- Adjust the address on the right hand side of needed
- Type in the name of provider or the specialty type into the search box on the left
- Select a provider or specialty



If the provider appears, the provider is In-network with your insurance. However, before you receive care, confirm the network status with the provider directly.

## Help Center

The Help Center is a combination of “how-to” instructional type articles (ex: how to submit Out-of-Network claims, how to find In-network providers, etc) and explanation type articles to help members understand some key topics (ex: Deductible, Explanation of Benefits, etc)



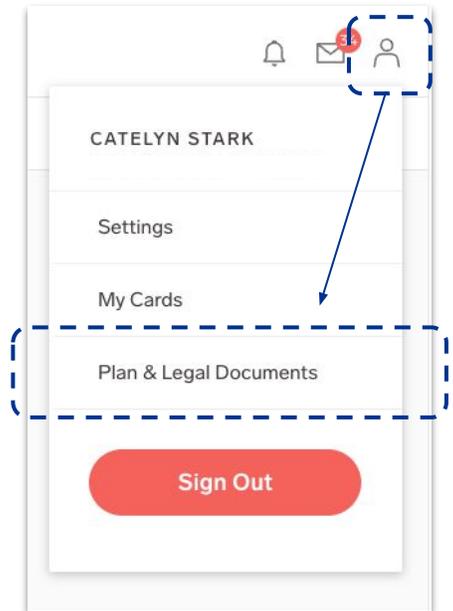
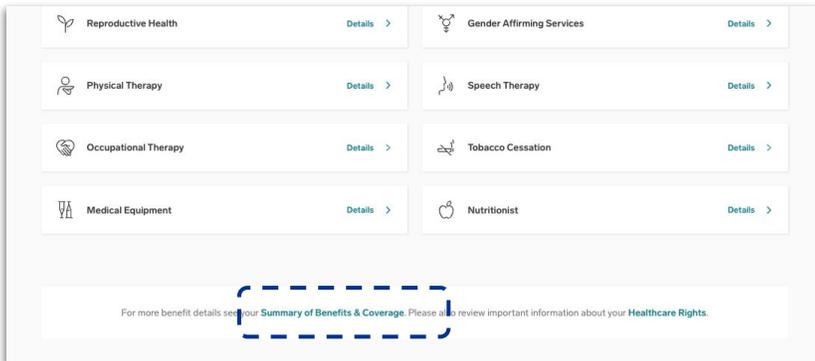
## Member documents

There are two places to find plan documents in My Collective™

- Click on the profile icon and select “Plan and Legal Documents” to see all plan documents (dental, vision, etc)
- You can also go to the bottom of each respective plan



Scroll down



**Here, you may see either a “Summary of Benefits and Coverage” or a “Summary Plan Description”.  
What are these documents?**

These documents describe the benefits of your health plan. They can tell you what’s covered by the plan, what’s not covered, and how much you can be expected to pay for healthcare.