

Important Information for Your Providence Health Plan Transition

As you prepare for your transition from Providence Health Plan, please review the information below regarding eligibility, billing, and portal access.

Eligibility Changes

- After your group policy terminates, you will have 30 days from the termination date to submit final eligibility changes.
 - Example: If your contract ends on 12/31/26, changes can be submitted until 1/31/27.
- We recommend reviewing your enrollment before termination to ensure all member information is accurate.
- If you submit eligibility through an electronic file feed, the feed will be deactivated upon termination. Any final eligibility changes should be emailed to your Membership Accounting service team.

Employer Group Portal Access

- Employer Group Portal access will be deactivated on the same day as your policy termination date.
 - Example: If your contract ends on 12/31/26, portal access will end on 12/31/26.
- Please download any invoices or documents you wish to retain before your termination date.
- After portal access is removed, eligibility requests should be sent directly to your Membership Accounting service team.

Premium Payments

- To make online premium payments:
 - Visit: <https://www.providencehealthplan.com/employers/groups>
 - Select "Pay Your Premium with eBill"
- Any outstanding balances should be resolved within 30 days of termination to avoid collections.
- If a refund is due, it will generally be processed approximately 30 days after termination to allow time for final eligibility adjustments.

Member Questions

- Members with benefit or claims questions can contact Customer Service at 503-574-7500 or 800-878-4445 (TTY: 711) 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday.

Other questions?

Contact Membership Accounting at 503-574-5754 8 a.m. to 5 p.m. (Pacific Time), Monday through Friday. For non-urgent inquiries, you can email your Membership Accounting service team, as displayed on your invoice, and we will respond at our earliest opportunity.

Thank you for allowing us to support your eligibility and billing needs. We appreciate the opportunity to serve your organization.

Sincerely,

Membership Accounting