



2026 Member Resource Guide

Your benefits, made simple



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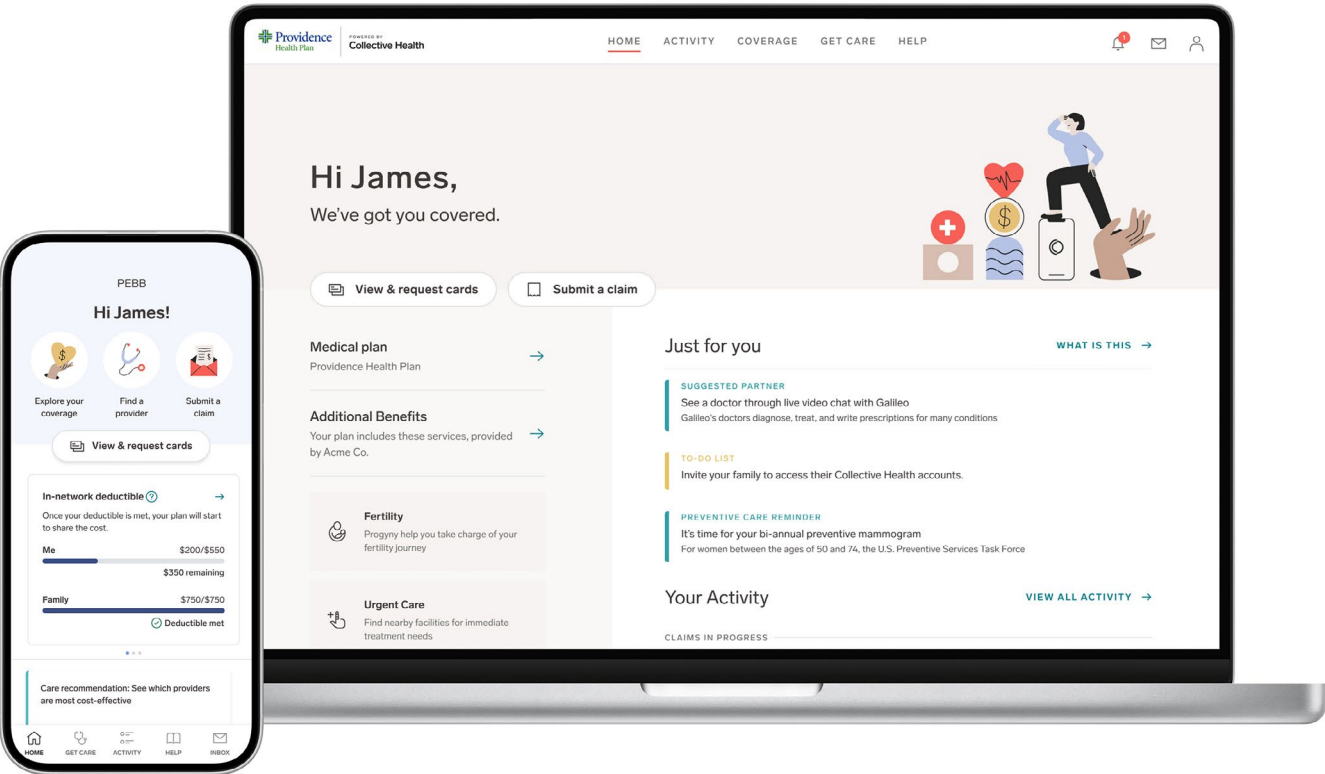


A single front door for all your healthcare needs

Providence Health Plan Powered by Collective Health offers members one modern app to manage everything. It’s one experience, with everything in one place.

With the My Collective app, you can:

- Check your coverage and explore health programs like Omada, Virta, Kaia, Weight Watchers®, and Progyny
- View or share your ID cards
- Find in-network doctors that meet your needs
- Chat securely with a Member Advocate whenever you need help
- Review claims or submit a new one with just a photo and a few taps





Register your My Collective account:

1 Download the app

Go to CollectiveHealth.com/app to download your My Collective mobile app from the Apple App Store or Google Play.

2 Visit My Collective

Go to ProvidenceHealthPlan-pebb.CollectiveHealth.com and click “Register now.”

3 Fill out your personal information

Required to register:

- Email address
- Password
- Phone number

Need help getting started?

Watch a short video to learn how the My Collective app works.
ProvidenceHealthPlan.com/MyCollective

MEMBER ADVOCATES

Real human support when you need it

Get real help from real people. No wait times, no handoffs, and no phone trees. Providence Health Plan Powered by Collective Health gives you direct access to Member Advocates who provide clear answers and real support, exactly when you need it.

With just one number, you can:

- Talk to someone about all your plan benefits
- Get one-on-one support for claims, finding providers, or other care needs
- Skip the callbacks and extra steps to get answers fast
- Receive a call summary so you know exactly what to do next

Member Advocates are available 14 hours a day. Call your dedicated line at 855-284-1368, Monday – Friday, 4 a.m. to 6 p.m., and Saturday, from 7 a.m. to 11 a.m. (Pacific Time).

You can also reach Member Advocates through your My Collective app:

1 Send a secure message

All your messages will be in one spot when you use secure message through your My Collective account in the app or online.

2 Chat online

Have something more urgent? Use the My Collective chat feature to get answers fast.

Have questions?

Watch a short video to see how Member Advocates support you and your family.
ProvidenceHealthPlan.com/MemberAdvocates



FIND A PROVIDER

Find doctors and facilities wherever you are

It's easy to search the full Providence network using the Get Care provider search. You have access to in-network providers across all 50 states so your family can get care wherever they are located.

Search for a provider:

- 1

Log in to your My Collective account

Go to ProvidenceHealthPlan-pebb.CollectiveHealth.com
- 2

Search in-network care

Open the Get Care tab and select the search type: in-network care.

Enter the name of the doctor or the kind of doctor that you're looking for.

Tip: For the best results, select a type of care from the specialty menu.
- 3

Provide location

Get Care searches for providers located near the address in your My Collective account.

To search somewhere else, enter your location in the search bar.
- 4

Review available doctors

Review the list of in-network results on the map or the list.

To see more details about a provider, click on their name.

Tip: Keep an eye out for the 'Accepting new patients' label.
- 5

Customize your search

Filter provider results by language, gender, and if they're accepting new patients by selecting 'Filter & Sort' in the My Collective app.



FIND A PROVIDER

Want extra guidance in choosing a doctor? Garner Heath's dedicated Concierge team will support you every step of the way.

Garner connects you to quality doctors in the Providence network and can help you save up to \$1,000 per member, or up to \$2,000 per family on care. Through My Collective, you'll see a Garner Health tile where you can sign in.

Tip: If you use your FSA card to pay for services, you cannot also ask Garner Health to reimburse you for that same cost. This is called double-dipping and is not allowed by the IRS. Choose one option: either use your FSA card at the time of service or send the expense to Garner—not both.

VIRTUAL CARE

Get care anywhere with Galileo

Galileo Health is your virtual medical home, providing you and your family with 24/7 access to virtual primary care, urgent care, behavioral health, and specialty care across all 50 states.

With Galileo, you can get care for:

- Annual checkup and preventive care
- Minor issues like colds, UTIs, and stomach aches
- Ongoing conditions like diabetes, asthma, or high blood pressure
- Birth control and other sexual health needs
- Behavioral health concerns like anxiety, depression, or insomnia
- Dermatological issues like acne or hair loss
- Medication refills
- Referrals to in-person specialists, when needed

Support for your mental health, too.

Galileo offers more than just medical care. Their therapists and doctors provide behavioral health support through self-guided tools, coaching, and virtual therapy. If you ever need in-person help, Galileo can connect you with the right provider fast.

100

Net Promoter Score

90%

of patients have clinically significant improvement in 6 weeks

Ready to get started?

Log in to your My Collective account online at:
ProvidenceHealthPlan-pebb.CollectiveHealth.com

CARE NAVIGATION

Expert care for life’s more complex health needs

Our dedicated Care Navigation team is here to guide you, so you don’t have to navigate your health care alone. Whether you are dealing with a big health issue or just trying to stay healthy, we offer personalized support based on your needs.

Your Care Navigation team can help with:

- Mental health conditions
- Managing complex medication routines, including infusions and injectables
- Pregnancy, newborn care, or complications from birth
- Rare or genetic conditions
- Gender-affirming care
- Transplant surgery
- Traumatic injuries
- Conditions like autism
- Neurologic, cardiac, or gastrointestinal issues
- Cancer, stroke, asthma, and diabetes
- Navigating disability-related challenges
- Living in unsafe environments
- Connecting with community resources

Get support your way.

Prefer to manage things yourself? We have simple, self-guided tools that make it easy. Need more support? Our care managers include licensed social workers, dietitians, pharmacists, nurses, care coordinators and nurses.

Need help understanding how it works?

Watch a short video to learn how our Care Navigation Program supports your well-being.
ProvidenceHealthPlan.com/CareNavigation



ALTERNATIVE CARE

No changes to alternative care coverage in 2026

Your Providence Health Plan Powered by Collective Health plan provides coverage for alternative care therapies. Experience relief from pain while enhancing your physical and mental well-being.

Plan Name	Providence Statewide PPO Plan (Full-time and Part-time)	Providence Choice Plan (Full-time and Part-time)
Benefit	Benefit Limits (per calendar year)	
Acupuncture	60 visits (combined with chiropractic)	12 visits
Chiropractic	60 visits (combined with chiropractic)	20 visits
Massage Therapy	\$1,000	\$1,000

Looking for an alternative care provider?

Use the Get Care provider search by logging in to your My Collective account online at:
ProvidenceHealthPlan-pebb.CollectiveHealth.com

PHARMACY RESOURCES

Pharmacy resources that save you time and money

You have access to more than 34,000 pharmacies across the country. Whether you fill prescriptions in person or by mail, your plan is designed to help you get the medications you need at the lowest cost possible.

Your pharmacy benefits include:

- 1

Plan Formulary

This is the list of FDA-approved medications (approved by the government) your plan covers. It includes brand-name and generic drugs, and shows which medications need approval, step therapy, or have refill limits.
- 2

Mail-order Pharmacy

Save money by ordering a 90-day supply of your medications and having them delivered right to your home. Shipping is free on all orders. Need help getting started? Call a Member Advocate at 855-284-1368.
- 3

Preferred Retail 90 Pharmacy

Fill a 90-day prescription at a preferred pharmacy and pay 2.5 copays instead of 3. Some value medications may even have a \$0 copay.
- 4

Specialty Pharmacy

Some medications require special handling, like refrigeration or injections. Your specialty care team will help you get these medications and explore financial assistance if available.

If you take maintenance medications, you must use an in-network mail-order service or a preferred pharmacy in the Retail 90 network.



PHARMACY RESOURCES

Extra programs to help you save even more on your medications.



Rx Savings Solutions

Helps lower out-of-pocket costs for your medications.

- Free to eligible members
- Automatically included—no sign-up needed
- Personalized to your plan and medications
- Get alerts when cheaper options are available
- Expert support from certified pharmacy technicians



HelpScript™

May lower copay on eligible medications.

- Free to eligible members
- Automatically included—no sign-up needed
- Expert support accessing medications from Patient Navigators
- Available at select pharmacies

Learn more

Visit the PEBB Pharmacy Resources page at:
ProvidenceHealthPlan.com/PEBB-PharmacyResources

FAMILY PLANNING SUPPORT

Fertility benefits to support your path to parenthood

Through PEBB, you have enhanced benefits to support your family planning journey. Progyny, a leading fertility benefit, provides personalized care and guidance every step of the way.

With Progyny, you'll get:

- Custom treatment plans
- Dedicated Patient Care Advocate (PCA)
- Personalized support and guidance
- Access to top fertility specialists
- Comprehensive coverage from tests to treatments

Learn more

Visit the Progyny resource page for Providence Health Plan PEBB members at:
ProvidenceHealthPlan.com/PEBB/Progyny

Get the support of a professional birth doula.

As a Providence Health Plan member you'll get 8 professional birth doula visits per childbirth and delivery. Birth doulas are there to support you and your baby's well-being, preparing you for a safe birth, and support postpartum. Your benefits include:

- Eight visits with a birth doula
- Help with your birth plan
- Full delivery support
- Postpartum care

To find a birth doula:

Visit the Oregon Doula Association online at:
ORDoulas.org/directory



WELLNESS PROGRAMS

Wellness programs to help you feel your best

Your health plan includes programs that help your body and mind stay healthy. These tools are easy to use, backed by science, and designed to help you meet your health goals.

Kaia Health

Relieve pain from muscles and joints, without leaving home. Kaia is an app that helps you manage pain in your back, neck, joints, and more. You will get a custom plan with exercises, stretching, relaxation tools, and expert guidance based on medical research. Join more than 500,000 people using Kaia for pain relief.

Omada

Take steps to prevent diabetes. The Omada program helps lower the risk of prediabetes and chronic diseases. It provides tips on nutrition and resources for losing weight. You will have access to certified health coaches, groups of people with similar health conditions, and doctor visits online.

Virta Health

Reverse type 2 diabetes with expert care. Virta offers treatment led by doctors and is supported by research that can help reverse type 2 diabetes. You can lower your blood sugar, take fewer medications, and lose weight. Virta provides a personalized treatment plan with professional support and helpful resources.

Weight Watchers® (WW)

Get personalized support to eat well and reach your goals. Eat better, move more, and lose weight with a plan made for you. You will get progress reports, easy tracking tools, and thousands of recipes. Plus, you can get coaching any time, day or night, all from an app on your phone.



EXCLUSIVE MEMBER PERKS

Exclusive care and savings to support your health goals

Your plan gives you more than just doctor visits. It also comes with extra perks to support your health, daily life, and peace of mind.

One Pass Select™

Discover whole body health in one affordable program. Choose a membership tier that fits your lifestyle and access digital fitness apps, gym memberships, and home grocery delivery services. Start your journey for less than \$1 a day.

Travel Assistance®

We’ve partnered with Assist America Travel Assistance to provide practical help for your emergency medical needs when you are hundreds of miles or more from your home. Get help with prompt admission to a qualified hospital or replacing prescriptions that have been left behind, and much more.

LifeBalance

LifeBalance gives you and your family discounts on the things you love to do, like seeing a movie or taking a vacation. Stay active, reduce stress, and save on thousands on fun activities, cultural events, wellness items, and travel.

ID Protection

Assist America protects you from the theft of your personal data and helps restore its integrity if it is used fraudulently. Store important information in a safe location, and if it’s lost or stolen, take advantage of a fast and simple resolution process.

Visit the PEBB Member Resources page at:

ProvidenceHealthPlan.com/PEBB/MemberResource



Questions?

We're here to help

Our team can help explain your plan and answer any questions.



Call your dedicated line at:

855-284-1368

Monday - Friday, 4 a.m. to 6 p.m. (Pacific Time)

Saturday, from 7 a.m. to 11 a.m. (Pacific Time)



Visit:

ProvidenceHealthPlan.com/PEBB/MemberResource



POWERED BY **Collective Health**

