

## Providence Health Plan Members

### How to find an in-network healthcare provider

#### Searching an in-network healthcare provider

Use Providence's online provider directory to search for an in-network provider. In this example, let's search for an in-network Primary Care Provider.

- Go to: <https://phppd.providence.org/>
- Click **Browse by Provider Networks**
- Click **Choose Plan Type > Specific Employer Groups > Choose Provider Network > SAIF**. Enter your zip code and click **Search**.
- Click **Find a Care Provider**
- Click **Primary Care Providers**
- Click **See All Primary Care Providers**. Here you can see a list of all in-network PCPs. If there is a particular provider you are searching for and they are not listed on the website, they are likely not in-network.

#### Searching for an in-network pharmacy


Use Providence's online directory to finding an in-network pharmacy.

- Go to: <https://phppd.providence.org/>
- Click **Browse by Provider Networks**
- Click **Choose Plan Type > Specific Employer Groups > Choose Provider Network > SAIF**. Enter your zip code and click **Search**.
- Click **Find a Service or Place**
- Click **Pharmacies**
- Click **See All Pharmacies**. Here you can see a list of all in-network pharmacies. You can also type in the name of the pharmacy on the left side of the page (if it shows up in the search results it is considered in-network). If there is a particular pharmacy you are searching for and it is not listed on the website, it is likely not in-network.

#### How to schedule an appointment with an in-network healthcare provider who is outside of Oregon


When you call to make an appointment, let the provider's office know that your insurance is through Cigna, and this is who they should send any billing to. Give them the Cigna information that is located on the back of your Providence member ID card (example below).




**Cigna**  
P.O. Box 188061  
Chattanooga, TN 37422-8061  
Electronic payer ID number: 62308

Administered by  
 myProvidence.com  
 Name **saifcorporation**  
 ID #                      Group # 107689

	In-Network	Out-of-Network
Deductible	\$350	\$1,050
Out-of-Pocket Max	\$2,350	\$9,400

Rx BIN # 600428                      Rx Assistance for Pharmacists  
 Rx PCN # 01420000                      888-445-5518



For...	Call...
 Customer service, benefits, and eligibility	503-574-7500 or 800-878-4445 TTY: 711 ProvidenceHealthPlan.com
 ProvRN: non-urgent, 24-hr medical advice	503-574-6520 or 800-700-0481
 Prior authorization and inpatient admissions	800-638-0449
 Mental health/substance use disorder (MH/SUD)	800-878-4445

Members should carry this card at all times. Emergency hospital admissions must be reported within 48 hours or by the next business day. Please review all plan requirements. Possession of this card does not guarantee eligibility or benefits. Benefits are not insured by Cigna or affiliates.

Providers in the PHP service area (including MH/SUD within OR/SW WA), send claims to: Providence Health Plan, P.O. Box 3125, Portland, OR 97208-3125

MH/SUD claims outside OR/SW WA, send to: Beacon Health Options, 1850, Hicksville, NY 11791, Submitter ID: PNC &M 8242

All other claims, send to: Cigna, P.O. Box 188061, Chattanooga, TN 37422-8061, Payer ID# 62308

**AWAY FROM HOME CARE**

ital admissions must be reported within requirements. Possession of this card insured by Cigna or affiliates.

All other claims, send to:  
 Cigna  
 P.O. Box 188061  
 Chattanooga, TN 37422-8061  
 Payer ID# 62308

**AWAY FROM HOME CARE**

Even though your medical insurance is through Providence Health Plan, the network that the provider's office will be utilizing is Cigna, not Providence.

### Questions?

If you run into any issues at all, you can contact Providence Health Plan's customer service team at 800-878-4445, or Courtney Johnson, SAIF Benefit Analyst, at [coujoh@saif.com](mailto:coujoh@saif.com), or 503-373-8029.