

Providence Health Plan Members

How to find a covered alternative care provider

1. Searching for an in-network alternative 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 **Alternative Care**
- Click **Massage Therapy, Chiropractic Medicine, Acupuncture, or Naturopathy (Non-PCP)**. Here you can see a list of all in-network providers.

2. Out-of-network alternative care providers

You can go to any alternative care provider as long as they are willing to bill Providence (or Cigna if you live outside of Oregon) insurance. If they won't bill Providence/Cigna insurance, you will need to [submit a claim](#) to Providence/Cigna for your visit to ensure it will be covered with just a \$25 copay from you. There are three ways you can submit the claim form for reimbursement:



- **Fax:** 503-574-5940 (if you live in Oregon); 859-410-2440 (if you live outside of Oregon)
- **Mail:** P.O. Box 3125, Portland, OR 97208-3125 (if you live inside Oregon); P.O. Box 18806, Chattanooga, TN 37422-8061 (if you live outside of Oregon)
- **Email:** If submitting by email, complete and save the form to a PDF or JPEG, then log in to your [myProvidence account](#) and click on Messages at the top right of your screen. Once in the Secure Message Center, click on New Message, then find the Topic drop-down menu and select Customer Service. Once the Subtopic menu appears, select Medical Claims & Benefits, attach your claim form, fill out the subject line and any message in the body of the email and send.

How to schedule an appointment with alternative care providers 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	Group # 107689		
ID #	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 Options, Providence Health Plan, P.O. Box 3125, Portland, OR 97208-3125. Submitter ID: PHC & A/N 8242

MH/SUD claims outside OR/SW WA, send to: Beacon Health Options, 1850, Hicksville, NY 11315. Submitter ID: PHC & A/N 8242

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

AWAY FROM HOME CARE

Initial 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, or 503-373-8029.