

Providence Health Plan MembersHow 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:

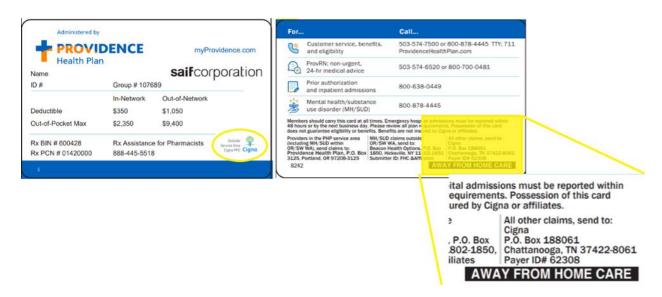
- Fax: 503-574-5940 (if you live in Oregon); 859-410-2440 (if you live outside of Oregon)
- Mail: P.O. Box 3125, Portland, OR 97208-3125 (if you live inside Oregon); P.O. Box 18806, Chattanooga, TN 37422-8061 (if you live outside of Oregon)
- **Email:** If submitting by email, complete and save the form to a PDF or JPEG, then log in to your <u>myProvidence account</u> 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



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.