

Clackamas County Benefits Review Committee (BRC)

Providence Responses to Questions from March 20th Meeting

Health Coaching – how do members access coaching?

- Members can visit our [website](#) and complete the “health coaching interest form.” One of our staff will call the member and initiate the enrollment process.
- Members can always contact us via phone (503-574-6000 or 888-819-8999) or email (HealthCoaching@Providence.org).
- Another way folks enroll in the program is through claims-based outreach. Our team queries members who could benefit from the service (say someone with pre-diabetes) and we outreach directly (via phone).
- Our Wellness and Coaching teams also publish periodic e-newsletters that promote this service.

How is Health Coaching different than Care Management?

- Where health coaching is typically focused on an otherwise healthy member...looking to make some lifestyle improvements...[care management](#) is focused on those members who may be dealing with a chronic condition (asthma, COPD, diabetes, cancer, mental health, substance abuse, etc.).
- Members can self-refer...or be referred by a nurse, provider, or other healthcare entity.
- This team is composed of registered nurses, social workers, and clinical support coordinators.
- Their goal is to provide tailored health education about the members medical concerns...including innovations, medication therapy and symptom management.

What resources do members have when changing to Providence from a different provider or changing PCP?

- Members can access the provider directory specific to their plan via the MyProvidence member portal.
- Members can reach out to the Bridge Team as detailed in the attached flyer.

- Members can contact Customer Service at the phone number located on their ID Card.

State law requires a PCP – what can members do if they don't like the PCP that has been assigned to them?

- Members can select new PCP at any time via MyProvidence and/or calling customer service.

What should members do when they are told their prescription is in short supply or cannot be filled?

- A member could look at using a different contracted pharmacy that might have the required supply available.
- Mail Order is a great option for maintenance prescriptions and an alternative to the retail pharmacy.
- Members can contact Customer Service who can assist finding alternate options and/or pharmacy locations.

Is tobacco cessation covered?

- Tobacco Cessation is covered in full on all plans.
 - On POA benefit summaries this benefit is listed under other services – this is due to the grandfathered status of these plans.
 - On General OP benefit summaries this benefit is listed under preventive care.

Alternative Care - Does Providence cover lab work to determine therapy?

- These services would be covered subject to medical necessity.

What should a member do when they are told they have to wait 6-9 months to see their PCP?

- A member can ask the providers office to be put on a call back list if a spot opens earlier than scheduled visit.
- A member can ask to be seen by a nurse practitioner for physician's assistant.

- Members can reach out to the Bridge Team as detailed in the attached flyer.

What is Providence doing to get more PCPs?

- Providence Health Plan continually reviews provider landscape and works to add provider access to our network to include virtual care options that can provide immediate access much quicker than it can take to get into a provider's office.