### Option Advantage Benefit Highlights

<table>
<thead>
<tr>
<th>Offer</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-Demand Provider Visits</strong></td>
<td>Covered in full</td>
<td>Not covered</td>
</tr>
<tr>
<td>Virtual visits to a Primary Care Provider by phone &amp; video (ExpressCare Virtual) or by Web-direct Visits (where available)</td>
<td>Covered in full</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Providence ExpressCare Retail Health Clinic</td>
<td>$5 / visit</td>
<td>Not covered</td>
</tr>
<tr>
<td>Virtual visits to a Specialist by phone &amp; video</td>
<td>Covered in full</td>
<td>Not covered</td>
</tr>
</tbody>
</table>

### Preventive Care

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Periodic health exams and well-baby care</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Colonoscopy (age 50 +)</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Routine immunizations; shots</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Gynecological exams (calendar year) and Pap tests</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Mammograms</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Nutritional counseling</td>
<td>Covered in full</td>
<td>20%</td>
</tr>
<tr>
<td>Tobacco cessation, counseling/classes and deterrent medications</td>
<td>Covered in full</td>
<td>Not covered</td>
</tr>
</tbody>
</table>

### Physician / Provider Services

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office visits to Primary Care Provider</td>
<td>$20 / visit</td>
<td>20%</td>
</tr>
<tr>
<td>Office visits to Alternative Care Provider (such as Naturopath) (Chiropractic manipulation &amp; acupuncture services are covered only if a separate benefit has been purchased by your employer. Consult your member materials for these benefits.)</td>
<td>$20 / visit</td>
<td>20%</td>
</tr>
<tr>
<td>Office visits to Specialists/Other Providers</td>
<td>$20 / visit</td>
<td>20%</td>
</tr>
<tr>
<td>Allergy shots and serums</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Infusions and injectable medications</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Surgery; anesthesia in an office or facility</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Inpatient hospital visits</td>
<td>10%</td>
<td>20%</td>
</tr>
</tbody>
</table>

### Diagnostic Services

<table>
<thead>
<tr>
<th>Service</th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>X-ray, lab services, and testing services (includes ultrasound)</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>High-tech Imaging services (such as PET, CT, MRI)</td>
<td>10%</td>
<td>20%</td>
</tr>
</tbody>
</table>
### Emergency and Urgent Services
- **Emergency services** (For emergency medical conditions only. If admitted to hospital, copayment is not applied; all services subject to inpatient benefits.)
  - In-Network: $250✓
  - Out-of-Network: $250✓
- **Urgent care services** (For non-life threatening illness/minor injury)
  - In-Network: $20 / visit✓
  - Out-of-Network: 20%
- **Emergency medical transportation** (air and/or ground)
  - In-Network: 10%
  - Out-of-Network: 10%

### Hospital Services
- **Inpatient/Observation care**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Rehabilitative care** (Limited to 30 days per calendar year. Limits do not apply to Mental Health Services.)
  - In-Network: 10%
  - Out-of-Network: 20%
- **Habiliative care** (Limited to 30 days per calendar year. Limits do not apply to Mental Health Services.)
  - In-Network: 10%
  - Out-of-Network: 20%
- **Skilled nursing facility** (Limited to 60 days per calendar year)
  - In-Network: 10%
  - Out-of-Network: 20%
- **Temporomandibular joint (TMJ) services** (Inpatient and/or outpatient services combined limit of $1,000 per calendar year/$5,000 per lifetime)
  - In-Network: 50%
  - Out-of-Network: Not covered

### Outpatient Services
- **Outpatient surgery, infusion, dialysis, chemotherapy, radiation therapy**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Outpatient Surgery at an Ambulatory Surgical Center (ASC)**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Temporomandibular joint (TMJ) service**
  - In-Network: 50%
  - Out-of-Network: Not covered
- **Colonoscopy** (non-preventive)
  - In-Network: 10%
  - Out-of-Network: 20%
- **Outpatient rehabilitative physical therapy**
  - In-Network: 10%✓
  - Out-of-Network: 20%
- **Outpatient rehabilitative occupational and speech therapy**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Outpatient habilitative services: physical, occupational or speech therapy**
  - In-Network: 10%
  - Out-of-Network: 20%

### Maternity Services
- **Prenatal office visits**
  - Covered in full✓
  - Out-of-Network: 20%
- **Delivery and postnatal services**
  - In-Network: $200 / delivery✓
  - Out-of-Network: 20%
- **Inpatient hospital/facility services**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Routine newborn nursery care**
  - In-Network: 10%✓
  - Out-of-Network: 20%

### Medical Equipment, Supplies and Devices
- **Medical equipment, appliances, prosthetics/orthotics and supplies**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Diabetes supplies** (such as lancets, test strips and needles)
  - In-Network: 10%✓
  - Out-of-Network: 20%
- **Removable custom shoe orthotics** (Limited to $200 per calendar year)
  - In-Network: 10%✓
  - Out-of-Network: 20%

### Mental Health / Chemical Dependency
(All services, except outpatient provider office visits, must be prior authorized. For information, please call 800-711-4577.)
- **Inpatient and residential services**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Day treatment, intensive outpatient and partial hospitalization services**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Applied behavior analysis**
  - In-Network: 10%
  - Out-of-Network: 20%
- **Outpatient provider office visits**
  - In-Network: $20 / visit✓
  - Out-of-Network: 20%

### Home Health and Hospice
- **Home health care**
  - In-Network: 10%
  - Out-of-Network: Covered in full✓
- **Hospice care**
  - In-Network: Covered in full✓
Your guide to the words or phrases used to explain your benefits

**Coinsurance**
The percentage of the cost that you may need to pay for a covered service.

**Common deductible**
- Copays and coinsurance for services that do not apply to the deductible
The dollar amount that an individual or family pays for covered services before your plan pays any benefits within a calendar year. The deductible can be met by using in-plan or out-of-plan providers, or the combination of both. The following expenses do not apply to an individual or family deductible:
  - Services not covered by your plan
  - Fees that exceed usual, customary and reasonable (UCR) charges as established by your plan
  - Penalties incurred if you do not follow your plan’s prior authorization requirements

**Common out-of-pocket maximum**
The limit on the dollar amount you will have to spend for specified covered health services (a combination of both in- and out-of-plan services) in a calendar year. Some services and expenses do not apply to the common out-of-pocket maximum. See your Member Handbook for details.

**Copay**
The fixed dollar amount you pay to a health care provider for a covered service at the time care is provided.

**Formulary**
A formulary is a list of FDA-approved prescription drugs developed by physicians and pharmacists, designed to offer drug treatment choices for covered medical conditions. The Providence Health Plan formulary includes both brand-name and generic medications.

**In-Network**
Refers to services received from an extensive network of highly qualified physicians, health care providers and facilities contracted by Providence Health Plan for your specific plan. Generally, your out-of-pocket costs will be less when you receive covered services from in-network providers.

**Limitations and Exclusions**
All covered services are subject to the limitations and exclusions specified for your plan. Refer to your Member Handbook or contract for a complete list.

**Out-of-network**
Refers to services you receive from providers not in your plan’s network. Your out-of-pocket costs are generally higher when you receive covered services outside of your plan’s network. An out-of-network provider does not have contracted rates with Providence Health Plan and so balance billing may apply. To find an in-network provider, go to www.ProvidenceHealthPlan.com/providerdirectory

**Primary Care Provider**
A qualified physician or practitioner that can provide most of your care and, when necessary, will coordinate care with other providers in a convenient and cost-effective manner.

**Prior authorization**
Some services must be pre-approved. In-network, your provider will request prior authorization. Out-of-network, you are responsible for obtaining prior authorization.

**Retail Health Clinic**
A walk-in health clinic, other than an office, urgent care facility, pharmacy or independent clinic that is located within a retail operation. A Retail Health Clinic provides same-day visits for basic illness and injuries.

**Usual, Customary & Reasonable (UCR)**
Describes your plan’s allowed charges for services that you receive from an out-of-network provider. When the cost of out-of-network services exceeds UCR amounts, you are responsible for paying the provider any difference. These amounts do not apply to your out-of-pocket maximums.

**Virtual visit**
Visit with a Network Provider using secure internet technology such as Providence Express Care phone and video visits or Web-direct Visits.

**Web-direct Visit**
A consultation with Network Provider using an online questionnaire to collect information to diagnose and treat common conditions such as cold, flu, sore throat, allergies, earaches, sinus pain or UTI.

Contact us
Headquartered in Portland, our customer service professionals have been proudly serving our members since 1986.

Portland Metro Area: 503-574-7500
All other areas: 800-878-4445
TTY: 503-574-8702 or 888-244-6642

Have questions about your benefits and want to contact us via e-mail? Go to our Web site at: www.ProvidenceHealthPlan.com/contactus

PGC-OR 0119 LG OP ADV CD
Oregon - Large Group

ADV-952 OP ADV B 20/10/20/2500/250cd
Non-discrimination Statement

Providence Health Plan and Providence Health Assurance comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence Health Plan and Providence Health Assurance do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Providence Health Plan and Providence Health Assurance:

• Provide free aids and services to people with disabilities to communicate effectively with us, such as:
  o Qualified sign language interpreters
  o Written information in other formats (large print, audio, accessible electronic formats, other formats)

• Provide free language services to people whose primary language is not English, such as:
  o Qualified interpreters
  o Information written in other languages

If you are a Medicare member who needs these services, call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. Hearing impaired members may call our TTY line at 711.

If you believe that Providence Health Plan or Providence Health Assurance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Non-discrimination Coordinator by mail:

Providence Health Plan and Providence Health Assurance
Attn: Non-discrimination Coordinator
PO Box 4158
Portland, OR 97208-4158

If you need help filing a grievance, and you are a Medicare member call 503-574-8000 or 1-800-603-2340. All other members can call 503-574-7500 or 1-800-878-4445. (TTY line at 711) for assistance. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW - Room 509F HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TTY)

Language Access Information

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-878-4445 (TTY: 711).

ATENCION: si habla español, tiene a su disposición servicios gratuitos de asistencia lingúística. Llame al 1-800-878-4445 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-878-4445 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-878-4445 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-878-4445 (телетайп: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-878-4445 (TTY: 711) 번으로 전화해 주십시오.

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-878-4445 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-878-4445 (TTY: 711) まで、お電話にてご連絡ください。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجاني. اتصل برقم 4445-878-4445 (TTY: 711).

ATENȚIE: Dacă vorbiți limba română, vă sta la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-878-4445 (TTY: 711).

XIIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-878-4445 (TTY: 711).


دویچه‌گ. شما یا می‌توانید به‌صورت رایگان لاتین‌سخن‌گویندگان را به‌طور رایگان تماس فرماید. تماس: 1-800-878-4445 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-878-4445 (ATS : 711).

ยิน: ถ้าคุณสุนัขไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ที่ โทร 1-800-878-4445 (TTY: 711)