



Providence Care Management

Your partner in health



Our experts help you every step of the way

Providence Care Management helps you better understand your health so you can take an active role in improving it. Whether you need help with understanding a new diagnosis or assistance navigating options for a diagnosis that has been affecting your life for a long time, we've got you covered.

Participation is voluntary and declining/opting-out may be done upon contact with your care manager or by contacting us by phone.



Ready to get started? Call or email

800-662-1121 (TTY: 711)

Monday through Friday, 8 a.m. - 5 p.m. (Pacific Time)

caremanagement@providence.org

ProvidenceHealthPlan.com/CareManagement

Highly skilled care teams for complex and chronic conditions

Care Management helps you better understand your condition and supports you on your journey so you can take a more active role in meeting your health goals. With these services, you'll receive personalized support with health conditions including, but not limited to:

- Asthma
- Chronic obstructive pulmonary disease
- Heart failure
- Coronary artery disease
- Diabetes
- Pregnancy and post-partum
- Complex health issues requiring hospitalization, rehabilitation or extensive outpatient therapies
- Parkinson's disease, multiple sclerosis, hemophilia and kidney disease
- Cancer
- Support to caregivers of children who need help managing a chronic condition or illness
- Mental health
- Substance use

Our care managers are here to help you with:

- ✔ Assistance finding services that fit your needs
- ✔ Support with prior authorizations or provider referrals
- ✔ Advice on general health and lifestyle choices, including nutrition and exercise, to help reduce risks
- ✔ Personalized health education about medical concerns including new innovations, medication therapy and symptom management
- ✔ Coordination between your providers
- ✔ An individualized plan to help you reach your health goals

If you're living with a complex condition or illness, it can be hard to do it alone. With Providence Care Management, you don't have to.

Frequently asked questions



Can you help with my new diagnosis?

- New diagnoses can be scary and stressful; we can help. We'll walk with you through this condition, including finding in-network providers and facilities, understanding your diagnosis, symptom management, medications treatment plans, and assist with finding possible financial assistance when needed.

I'm new to the plan and in the middle of treatment for a condition. Can you help me understand my new coverage and where to go?

- We'll help you transition your care to providers, facilities and pharmacies that are in your plan. If your treatment is active, we will help you gather the clinical information necessary to finish your treatment with your current provider under the Transition of Care process.

My medication is too expensive for me to afford.

Can you help?

- We will assist you in connecting with your provider and pharmacy to find the lowest cost options as well as secure any available assistance from pharmaceutical companies or other financial resources.

My doctor has suggested a procedure that requires a prior authorization from the health plan and I don't know what to do!

- We'll shepherd your request through the prior authorization process to ensure your personalized health care needs are known to your care team.

We all deserve True Health

Providence Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, sexual orientation, religion, gender identity, marital status or sex.