



Dear PEBB member,

We're reaching out to all Providence Health Plan members with an update on your benefits for 2026.

We've heard from members about confusion related to a new company that Providence Health Plan is partnering with to administer your benefits. The company is called Collective Health.

We apologize for the frustration. Dealing with healthcare is confusing enough. We didn't mean to make it more confusing.

To clarify

- **Providence Health Plan chose to partner with Collective Health to serve many of their customers, not just PEBB.**
- **Your medical plan coverage remains the same.** The plans have not changed.
- **Your medical provider network remains the same.** The provider network has not changed.
- **You should have received new ID cards** in the mail for you and your dependents.
- **You and your dependents will also have new ID numbers.** Contact your pharmacy and medical providers to give them the new ID number(s).

Check your inbox Friday Jan. 9 for an email with more details from Providence Health Plan.

We're here to help in the meantime

- Click the email links below for pre-populated subject line to expedite your service:
 - **Haven't received your new ID card(s)?** [Send an email](#) to PEBB Benefits Team
 - **Having issues accessing your benefits?** [Send an email](#) to PEBB Benefits Team
 - Register or login to the My Collective portal for 2026 medical plan information: <https://providencehealthplan-pebb.collectivehealth.com>
 - You'll need your new ID number from your new ID card to access the My Collective portal. This is the same as your P Number. If you haven't received your new ID card, you can find your P Number by:
 - Logging into [PEBBenroll.com](https://pebbenroll.com)
 - Clicking on "My Benefit Statement" in the top left under "Resource Tools"
 - Your P Number is in the top right (listed as "Benefit #")
 - You can still access the myProvidence portal for medical benefit information prior to 2026: <https://login.providencehealthplan.com>
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Connect with Providence Health Plan Powered by Collective Health

- **Join a live webinar to hear updates from Providence Health Plan and ask questions.**
 - Monday, January 12 from 1-2 p.m. [Click here to register for the webinar](#)
 - Can't make the date/time? Register anyway and get the recording emailed to you.
- **Call Providence Health Plan Powered by Collective Health: 855-284-1368**

Sincerely,

PEBB Benefits Team