

# myRegence.com

Encourage your Regence patients to get more value out of their health care dollars by joining our online community at **myRegence.com**. They'll discover online resources and interactive tools that will help them make more-informed health care decisions. More than 670,000 members are using **myRegence.com** to find useful health-related information.

On **myRegence.com**, members can:

- Check claims and search for providers  
(See the reverse side to learn how to enhance your provider profile)
- Read the latest health news and join wellness programs
- Research conditions and learn about generic medications  
(See the reverse side for information about A.D.A.M. Quicksheets)
- Learn how their benefits work and understand their options  
(See below for information about our Treatment Cost Estimator)
- Share feedback on their experiences with providers  
(See the reverse side for information on patient feedback)
- Engage in open forums on health topics with other members and also with topic-specific specialists

## View our Treatment Cost Estimator

This feature gives your patients information about the average time and costs for various treatment options. Members can also choose from over 100 procedures or services, select their specific health care provider and view their estimated out-of-pocket costs.

The Treatment Cost Estimator helps your patients create a health care budget, better understand a condition or treatment, and maximize their conversations with you. One of our providers said it best: "This is a great tool to help me map out visually all the procedures and services my patients will need to anticipate. It also helps broach the subject of costs."

View this feature and other useful content by registering on **myRegence.com**, using the Guest Pass code PROVIDER. After registering with this code, you can login anytime with your username and password. *Note:* The out-of-pocket cost estimate is based on the member's benefit plan and only visible to the member.

## Read and respond to patient feedback

The Member Review feature on **myRegence.com** gives your patients the opportunity to voice their opinions and make recommendations to others based on their experience with you. Of the members who have submitted feedback, 90% recommend their providers to others.

To see if you have patient feedback results, view our alphabetical lists on the Patient Feedback page in the Cost & Quality section of our *Provider Web Site*.

You can also join the conversation by responding to member comments. Simply select the Patient Feedback link on the Provider Center.

## Enhance your provider profile

The Enhanced Provider Profile (EPP) gives members more specific information about you and your practice, including your:

- Location
- Specialty
- Education
- Credentials
- Office hours
- Phone number
- Philosophy of care
- Accreditations and various professional recognitions or society affiliations

This feature can:

- Save you time and money
- Link to your practice website
- Decrease routine phone calls
- Increase your reach, visibility and access

Facts about EPP:

- Over 6,500 visits to Provider Search on **myRegence.com** each week to view information about our participating providers.
- More than 16,000 providers Regence-wide have created profiles for their practice.

Take advantage of this free feature and create your profile today. Simply select the Enhanced Provider Profile link on the Provider Center.

## Register for the Provider Center

If you are not using the Provider Center, register via OneHealthPort™ at **www.onehealthport.com**.

The Provider Center is a free, Web-based tool that allows you to access valuable information for your patients.

Using this tool, your office can:

- Review and respond to patient feedback about their experiences with you
- Enhance your individual profile page, including philosophy of care, practice areas of expertise, appointment availability, awards and other distinctions and patient demographics

You can also:

- View fee schedules
- Search for providers
- Verify patient coverage, benefit types and eligibility effective dates
- View patient benefit information, including office visit copayments and major medical information
- View deductible, real-time out-of-pocket and coinsurance maximum accumulation amounts
- Review the status of your submitted claims and view payment information
- Search for and view payment vouchers by provider name, voucher number or check number
- View and sign provider agreement documents using eContracting
- Access A.D.A.M. Quicksheets, a resource with searchable health topics. These handouts can be personalized with your notes and contact information.

## Learn more

More information is available in the Cost & Quality section of our *Provider Web Site* at **www.wa.regence.com/provider**.



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