

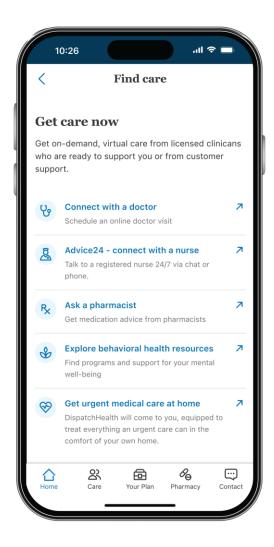
# Regence digital experience

2025



## Regence app

### Everything you need on the go



Website and app screens are subject to change

### **Get started today!**

To create your account, all you need is your member ID card



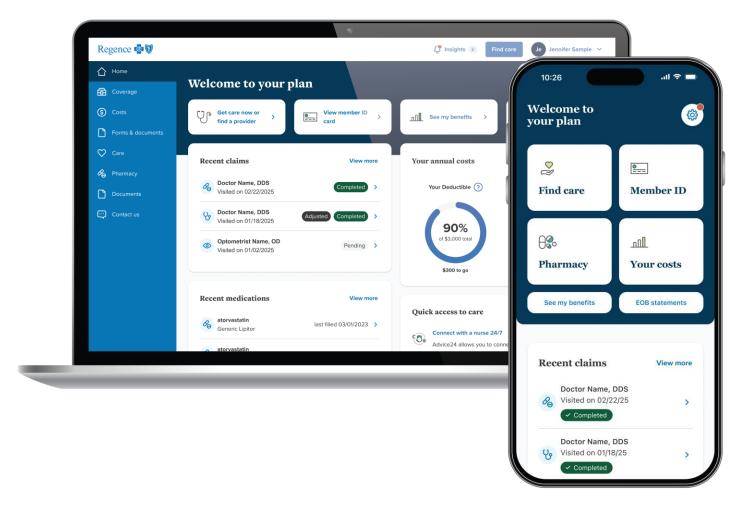




- Digital member ID cards for you and your family
- Care support
- Customer Service via phone and live chat
- Personalized insights
- Comprehensive access to care resources
- Care history and more!



#### Home



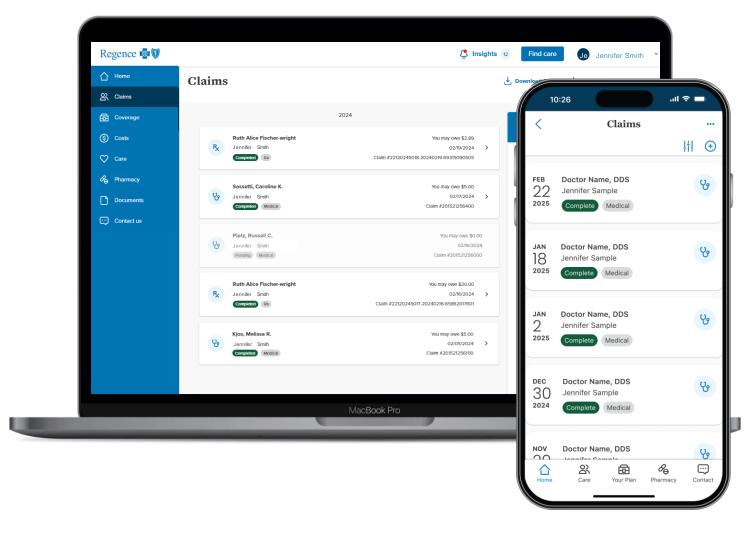
## A personalized hub of health information & resources

- Digital member ID cards for the family
- Detailed benefits information
- Provider search
- Access to health profiles for subscribers and dependents in one place\*
- Snapshot of deductibles and expense status
- Recent claims information
- Customer Service chat and more



<sup>\*</sup> Sharing and access rules vary by age and state.

### Claims

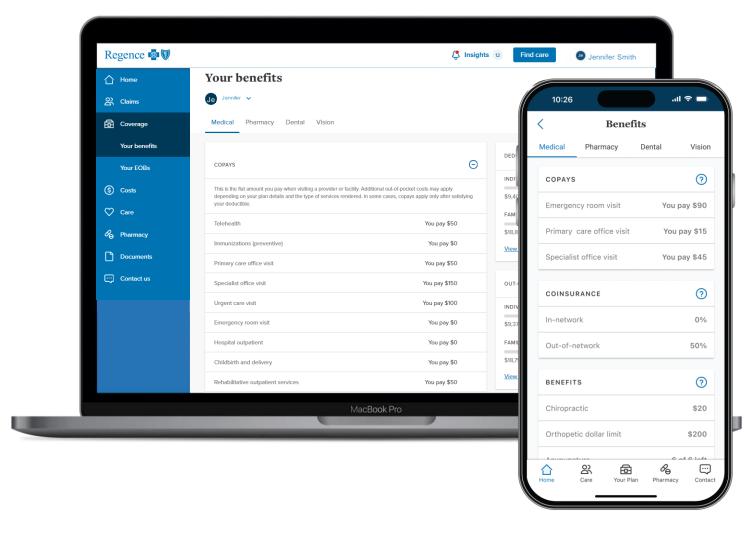


## A comprehensive view of your claims history

- See chronological timeline of claims in progress and processed claims
- Filter your results by family member, date, claim type, provider and claim status
- Download results into PDF or CSV



### Coverage

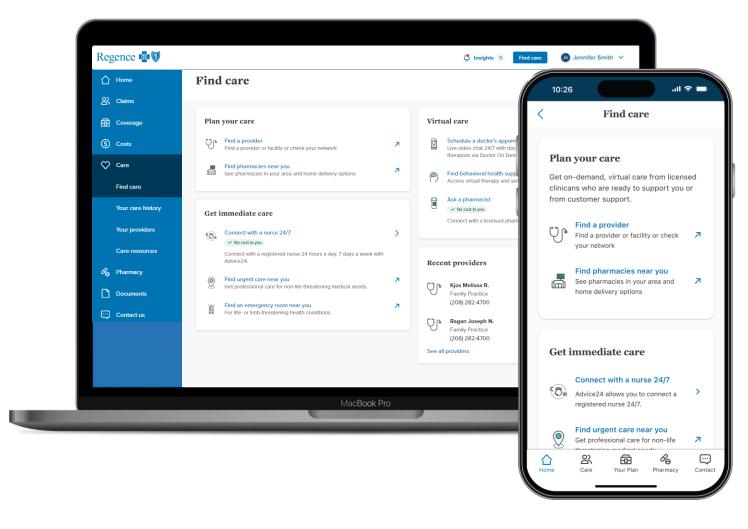


### **Understand coverage & where** you stand with your benefits

- Copays and coinsurance for office visits, virtual care and labs
- Accumulators, link to cost estimator tool and preventive care guide
- Medical benefits booklet
- Access EOBs from the drop-down in this section



#### Care

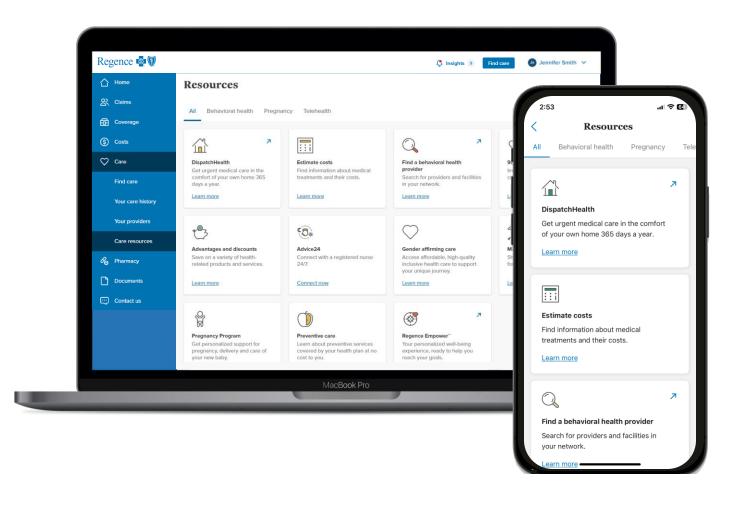


## Help finding the right care at the right time

- Use provider search
- Explore virtual care options
- Select Get immediate care to break down options for quick care
- Click further drop-downs for care history, providers and care resources



### Care: Resources

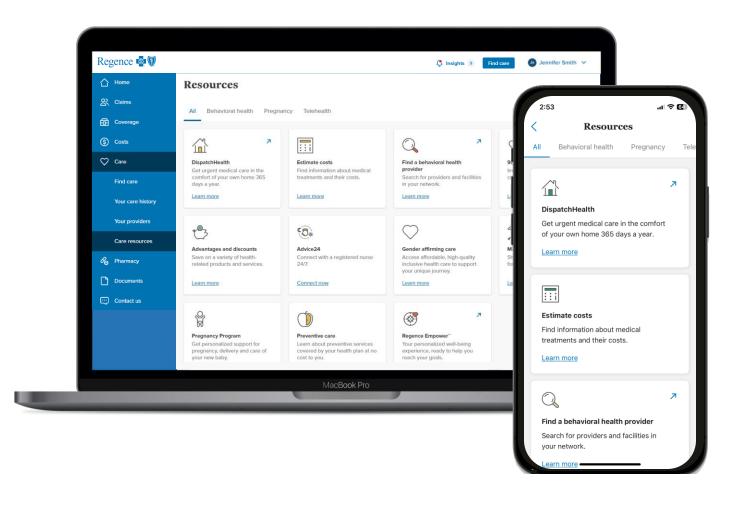


## Take advantage of the full scope of your benefits

- Comprehensive access to resources
- Dedicated behavioral health resource page
- Dedicated telehealth resource page



#### Care: Resources

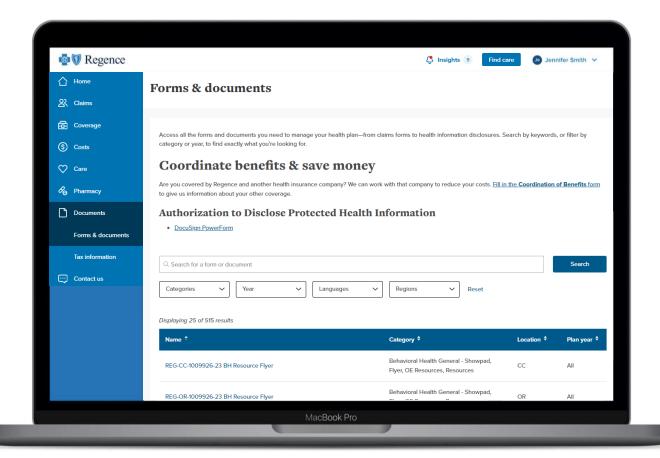


## Take advantage of the full scope of your benefits

- View current medications by member
- Access current and past pharmacy claims
- Find a pharmacy and check medication costs and coverage
- Learn more about home delivery
- View pharmacy insights to learn about recalls or savings guidance on medications



#### **Documents**

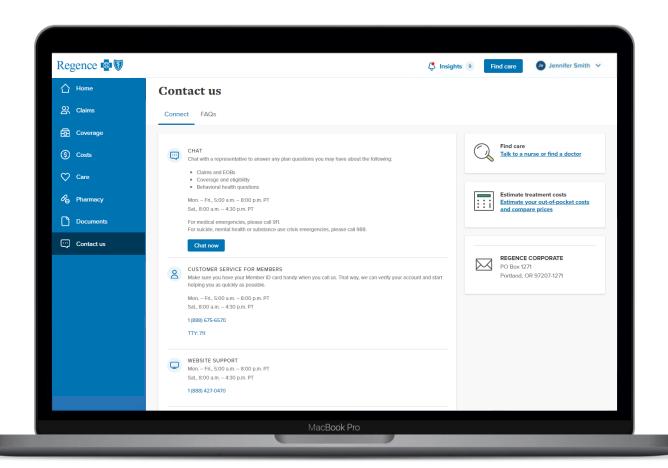


### Gain access to useful documents to support your needs

- Access coordination of benefits forms
- Access disclosure authorization forms
- Browse resource flyers



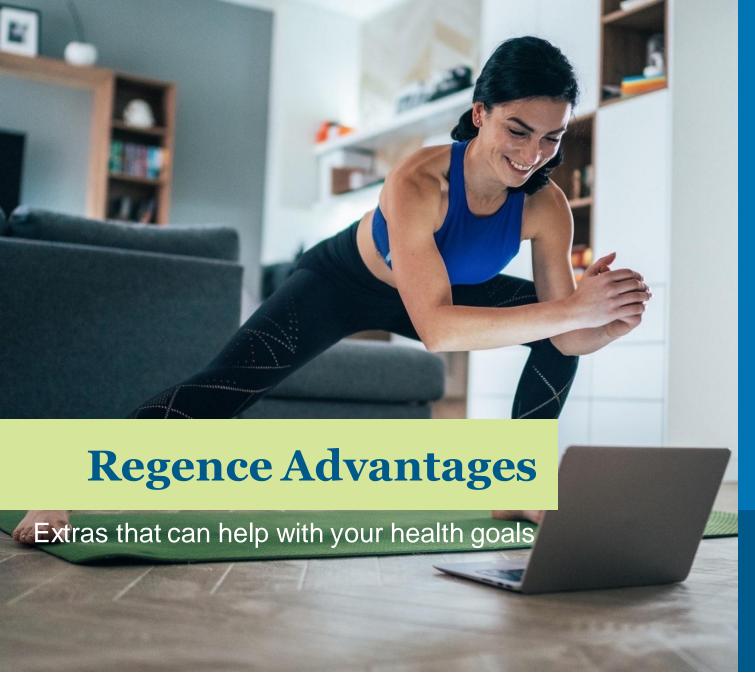
### Contact us



### Access to our amazing **Customer Service team**

- Access via phone or chat
- Access website support
- Browse our FAQ





Active&Fit daily, live and on-demand exercise programs, along with weight loss programs

A wide range of hearing, dental and vision discounts

Walgreens Smart Savings: Save 20% on eligible Walgreens-brand over-the-counter health and wellness products

Waived Banfield Pet Hospital enrollment fee and much more!

Visit regence.com and scroll down to Resources to view all discount programs

