

The Individual and Family Network

What's the Individual and Family Network?

It's the doctors, facilities and practitioners we've contracted with to provide care to our members at a discounted price.

It includes providers and facilities in Oregon, as well as providers in parts of Utah, Idaho and Washington.

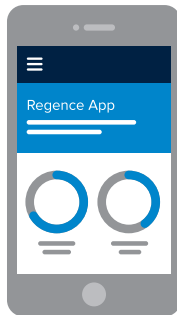
What happens if you choose an out-of-network provider?

All of our medical plans are Exclusive Provider Organization (EPO) plans, which offer no coverage outside the network (except urgent and emergency care). To avoid surprise bills, you must be very careful to always see an in-network provider. Find in-network providers at [regence.com](https://www.regence.com). Or call Customer Service at 1-888-REGENCE (734-3623).

What if you're traveling outside the network service area?

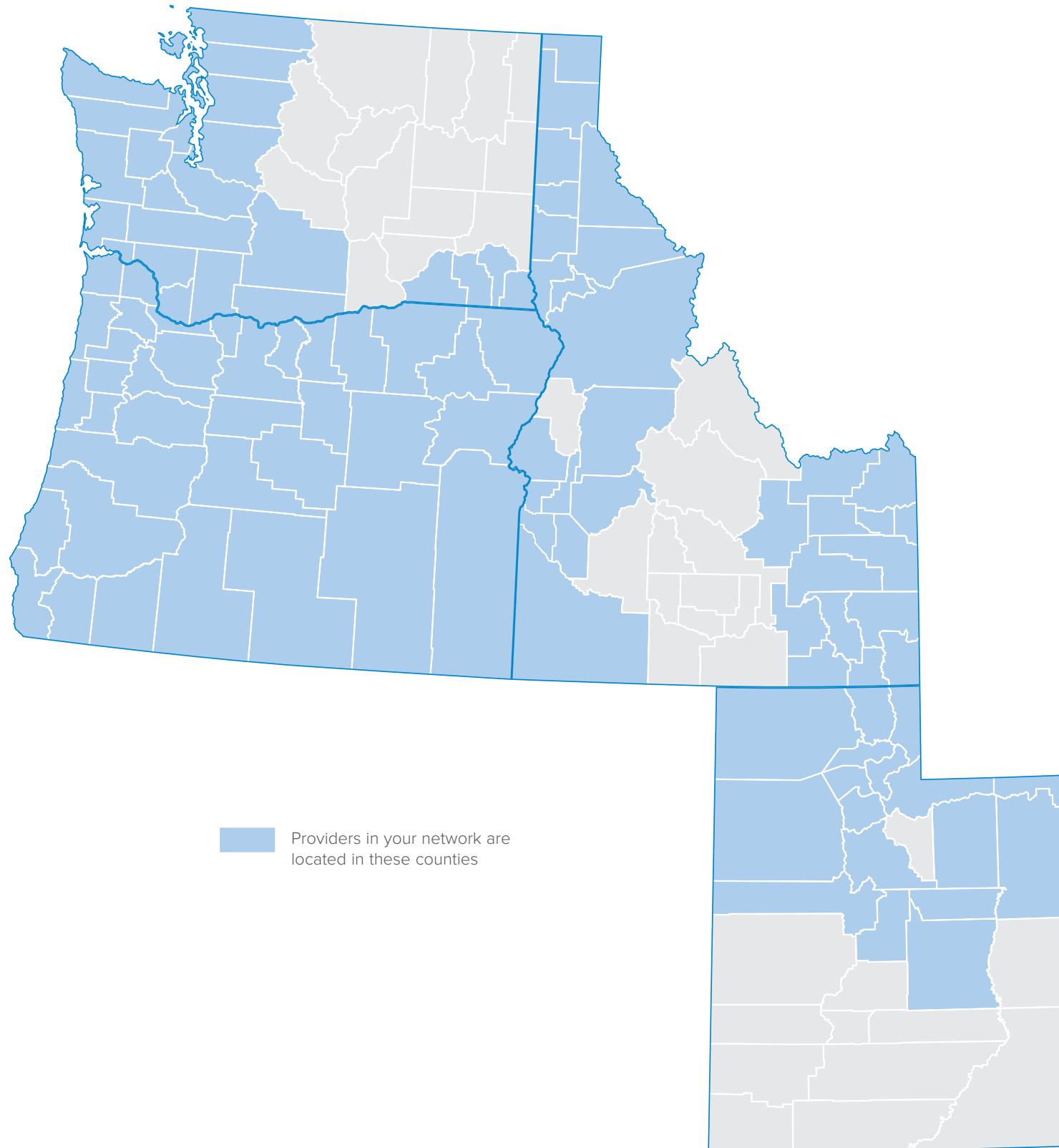
Emergency facilities and ambulances are covered at the in-network cost-share. When you use urgent or emergency facilities in the BlueCard® network, you won't be balance billed.

You also have 24/7/365 in-network access to telehealth through Doctor On Demand, and to urgent care through BlueCard.



Download the Regence app!

The Regence app is available for free for Android and iOS. It gives on-the-go access to a digital member ID card. In addition to seeing claims and benefit information, you can use it to find in-network doctors and estimate costs.



Hospitals

You can find an in-network doctor at [regence.com](https://www.regence.com) or call Customer Service at 1-888-REGENCE (734-3623).

- OHSU Hospital
- Adventist Health M.C.
- Tuality Community Hospital
- Salem Health
- Santiam Memorial Hospital
- Silverton Health
- Albany General Hospital
- Samaritan Lebanon Community Hospital
- Samaritan North Lincoln Hospital
- Samaritan Pacific Health
- Good Samaritan M.C.
- Sacred Heart M.C.
- McKenzie-Willamette
- Legacy M.C.
- PeaceHealth Southwest M.C.
- St. Charles M.C.