

FAQ Sheet

Moda Health | 2027 PEBB medical plans

Choosing your plan – What’s the difference between Moda Coordinated Care and Moda PPO?

Moda Coordinated Care

Most similar to Providence Choice and Moda Synergy plans available today. Members who live in Oregon and surrounding counties can select the Coordinated Care plan. This plan requires you to see a PCP 360 for primary care to receive in-network primary care benefits. This plan offers copayments.

Moda PPO

Matches the Providence Statewide plan available today. Members can select this plan whether they live in Oregon or elsewhere in the country. The plan does not require members to see a PCP 360. This plan uses coinsurance.

- Both plans use the Connexus network. Outside the Connexus service area — Oregon, Southwest Washington, Idaho and Alaska — members use the Aetna PPO network through Aetna Signature Administrators.
- Neither plan requires referrals to see specialists.

Finding in-network providers

Understanding PCP 360

Q: What is a PCP 360?

A: A PCP 360 is a primary care provider tied to a certified patient-centered primary care program or similar quality standard. This is similar to what Providence calls a Medical Home.

Q: Who needs one?

A: Members on Moda Coordinated Care must see a PCP 360 to receive in-network coverage when seeing a primary care provider.

Providers & network access

Q: Will my Providence providers be covered?

A: Yes. Providence hospitals and providers are in-network with Moda Health.

If you enroll in the Coordinated Care plan, you can continue seeing your Providence primary care provider, as they are PCP 360 providers.

For specialty care, providers must be in-network, but they do not need to be designated as PCP 360 providers.

The PCP 360 designation applies only to primary care providers.

Out-of-state coverage

Q: How are members and dependents covered outside the service area?

A: Coordinated Care Plan:

- Subscribers with dependents who live outside the Connexus service area can still enroll in the Coordinated Care plan. When outside the service area, these dependents use the Aetna PPO® network through Aetna Signature Administrators®.
- If you are traveling or need to seek care outside of the Connexus service area, you will have access to the Aetna PPO® Network through Aetna Signature administrators®.

PPO Plan:

- Members who live in Oregon, Southwest Washington, Idaho or Alaska use the Connexus network. Outside the service area, members use the Aetna PPO® network through Aetna Signature Administrators®.

Transitioning to Moda

Q: What should I do about ongoing care?

A: As you transition to Moda Health, we want to make the process as smooth as possible. Moda is working with Providence to transfer active prior authorizations into our system, so you do not have to obtain new prior authorizations beginning Jan. 1.

If you are currently seeing an out-of-network provider or participating in case management, contact Moda for help. We can help you transition to a new provider or arrange transition-of-care coverage, which may allow you to continue seeing the out-of-network provider for a specified period.

The Health Navigator can answer questions, explain next steps and provide personalized support to help you navigate your benefits and care options.

The goal is to ensure you have the resources and guidance you need throughout the transition.

Good to know

Pharmacy benefits

Q: Who is Judi Rx?

A: PEBB pharmacy benefits are now managed by Judi Rx, a separate pharmacy benefits provider. To see your pharmacy coverage details, visit Judi Rx here: [View enrollment information](#) or call 833-895-9846.

Beginning Jan. 1, 2027, you can also access Judi Rx's website through your Moda 360 Member Dashboard.

Garner

Q: Do I need to re-enroll in Garner with Moda Health?

A: No, Moda and Garner are working together so your account transfers appropriately.

Behavioral health

Q: Can I keep my current therapist?

A: To determine whether your therapist is in-network, use Moda's online provider directory, [Find Care](#). If you need assistance or have questions about mental health coverage, the Behavioral Health Champions can help. Call 833-212-5027 or email BHChampions@ModaHealth.com for more information or to participate.

Costs & deductibles

Q: What do the common cost terms mean?

A: A copay is a set amount; coinsurance is a percentage of the allowed cost. "Deductible waived" means the deductible does not apply to that service. "No cost sharing" means no member cost for that covered service.

Alternative care

Q: What services are available?

A: Chiropractic, massage, acupuncture and naturopathic care are available under Moda plans. Visit limits, cost sharing and network rules vary by service and plan. For more information please visit: [2027 PEBB Open Enrollment brochure](#).

Questions? We're here to help

Email:

PEBBcustomerservice@modahealth.com

Live chat with a Moda 360 Health Navigator by logging in to your [Member Dashboard](#).

Reach your Moda 360 Health Navigator by phone:

Medical: 844-776-1593

Dental: 833-681-2117