



“To have somebody that happily takes that off your hands and not have to make a million phone calls and be on hold forever ... it took a great amount of stress off of me.”

— Jessie, Regence member

[▶ Watch Jessie's story](#)

Partners In Care

Support you can count on

Health care can be confusing and stressful, especially when you're dealing with a chronic condition or serious illness. The Partners In Care Program is here to make sure you have the best support, the right resources and a listening ear. We'll connect you with a Partners In Care ambassador who can be by your side on your health care journey.

How we can help

Partners In Care works with members dealing with long-term health care needs, chronic illness, transplants, frequent hospital admissions and complex claims issues. If this is you, your Partners In Care ambassador can:

- Coordinate care, including scheduling appointments and checking authorization status.
- Find a specialist, medical supplies you need or a pharmacy near you.
- Help you understand your benefits, coverage and out-of-pocket costs.
- Translate complex claims and address billing or payment issues.
- Identify potential gaps in your care and suggest additional support resources.



Want to learn more?

Call the number on the back of your member ID card or reach out to us at PartnersInCare@regence.com.

Regence 

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