



January 2025

# Health Highlights

## Grace period for prescription medications ends this month

When medical and prescription benefits transitioned to Regence in 2024, members were provided a grace period for prescription medications that require pre-authorization from Regence before they can be covered by the health plan. **That grace period will end on Jan. 31, 2025.**

Members that are affected will receive a letter from Regence in the coming weeks with more information about next steps and potential lower-cost alternative medications.

If you have questions, please reach out to Regence Customer Service at 1-800-854-5585 or login to your member portal at [www.regence.com](http://www.regence.com) to use the chat feature.

## Self-guided mental health support

Whether it's the holidays, travel stress or even seasonal affective disorder, this can be a challenging time of year. This winter, take advantage of the resources available to you and put your mental health first.

Teladoc Health is a free, convenient and self-guided digital mental health program that can help keep you centered through this season and beyond. You'll set the pace for what you need and get a customized plan that includes resources, tools and activities. To get started, visit [TeladocHealth.com/start/mental-health-digital](https://TeladocHealth.com/start/mental-health-digital) and use the code **SOI** to register.

Be sure to check out the [Value Added Programs](#) webpage of the OGI website for a full list of all the resources and programs that are available to you.

## Kick-start 2025 with Regence Empower

With just three easy steps, you can start the new year off right and stay on top of your health in 2025. To get started, login to your member portal at [www.regence.com](http://www.regence.com) and select *Regence Empower* under *Care resources*, then follow the steps below:

- 1. Take your Health Assessment.** Understand your baseline health and get personalized recommendations for what to work on next.
- 2. Download the Regence Empower app.** Join challenges and track your progress on the go.
- 3. Sync a fitness device.** Connect your FitBit, Apple Watch, Apple Health app or other device to easily track your activity in the app and earn rewards.

The more activities you complete, the more chances you have to earn gift cards and sweepstakes entries!

## Important Insurance Terms

To get the most out of your medical coverage, it's important to understand all the terminology that comes with it. Each month, we'll share important insurance terms so you can start building your insurance vocabulary.

**Balance Billing:** When a provider bills you for the difference between the provider's charge and the allowed amount. For example, if the provider's charge is \$100 and the allowed amount is \$70, the provider may bill you for the remaining \$30. A preferred provider may not balance bill you for covered services.

Teladoc Health is a separate company that provides care and disease management services.



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