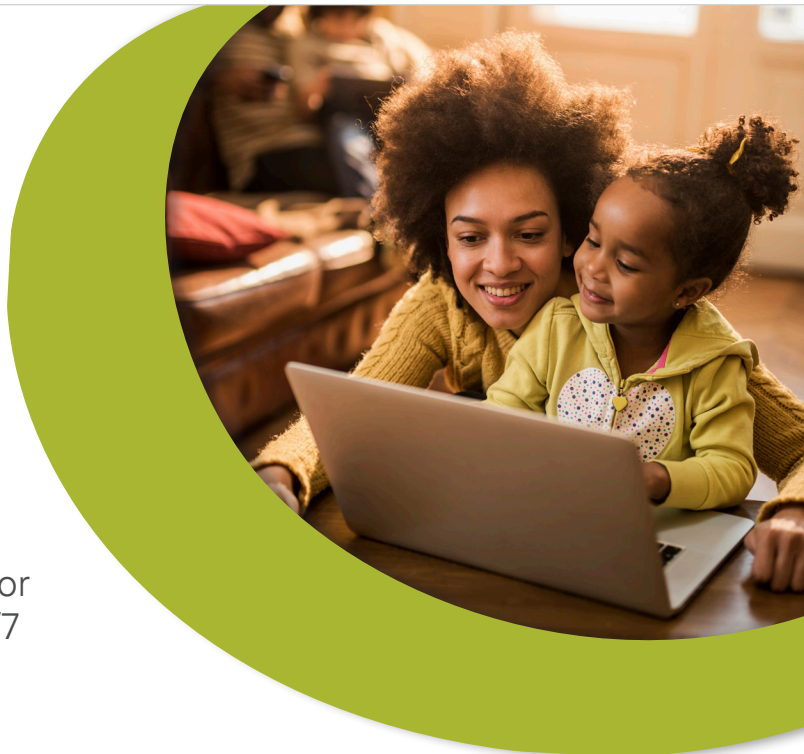


# Access Your Plan Info from Your Computer, Tablet, or Phone

We know your busy schedule doesn't always coincide with our customer service hours. To help, we offer InTouch for Members, a secure website available 24/7 from any computer or mobile device.

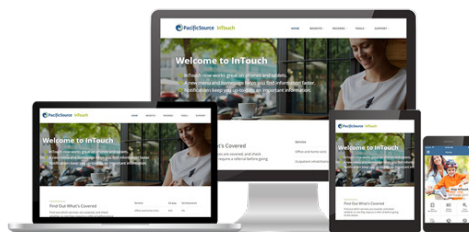


## Access Your Benefits and Wellness Resources Online

Once you've registered for InTouch, you can review your covered services, services you've received, deductibles, co-insurance, co-pays, explanation of benefits, and more.

### InTouch is Easy to Use

- Look up coverage information and review benefit summaries.
- Check the status of a claim and access your claim history.
- View explanation of benefits (EOB) statements for paid claims.
- Go paper-free by setting your preferences to receive notices, such as EOB alerts by email.
- Change your address.
- Check your out-of-pocket amounts.
- Order new ID cards or print temporary ones.
- Use CaféWell, a secure online health engagement portal, to help you make the most of your health (available only to medical members age 18 and older).



## What You See When You Log Into InTouch

### Covered Services

View a list of common services and their associated co-pays and co-insurance, right from your homepage. If you're looking for a more complete list of covered services, you can view that, too.

### Service Allowances

With your plan, you have several covered services, such as routine physicals or "well care" visits. From the InTouch homepage, you can get a quick look at a few covered services, how many of the services you're allowed based on your benefits, and how many of those services you have left.

### Deductibles

Your plan includes annual deductibles, which must be met each year before your

### Idaho

Direct: (208) 333-1596  
Toll-free: (800) 688-5008

### Montana

Direct: (406) 442-6589  
Toll-free: (877) 590-1596

### Oregon

Direct: (541) 684-5582  
Toll-free: (888) 977-9299

### TTY

Toll-free: (800) 735-2900

### En Español

Direct: (541) 684-5456  
Toll-free: (800) 624-6052 ext. 1009

### Email

cs@pacificsource.com

### PacificSource.com



benefits begin to pay for most healthcare services. When you log into InTouch, you can quickly see what your deductibles are and how much of your deductible amounts you've met.

## Explanation of Benefits (EOB)

View all EOB statements online. (You'll still continue to get EOBs in the mail unless you choose to opt out of paper.)

## Additional Resources and Information

Using InTouch, you have access to even more information about your plan benefits, tools, and wellness resources, including:

- ID card
- Provider Directory
- Treatment cost navigator
- Reimbursement accounts
- Claims and reports
- Referrals and preauthorizations
- Extra benefits

## Personalized Support Through CaféWell

With CaféWell through InTouch, you can:

- Complete the health assessment to identify your potential health risks.
- Get your health and wellness questions answered by an expert health coach.
- Connect with family, friends, and others who are focused on similar health goals.
- Access helpful tips and articles on health and wellness.

## Get Started!

From your InTouch home page:

1. Select the Benefits menu.
2. Click Wellness – CaféWell.
3. Follow the on-screen instructions to complete the registration process.

You'll create a new username and password specifically for CaféWell. This will allow you to log in directly from CafeWell.com on your next visit or through the CaféWell mobile app.

## Register for InTouch Today!

To start using InTouch, simply visit our website from any mobile device and sign up:

1. Go to PacificSource.com.
2. Under Access Your Benefit Information, click InTouch for Members.
3. Enter your username and password to log in.

**New InTouch Users:** If you have never used InTouch, follow steps one and two, above. Then, follow the on-screen instructions to sign up. You'll need your member ID to register.

During the registration process, you will receive an email with your access pin. This pin is only valid within the first two hours of the email being sent, so be sure to complete the registration process before your pin expires to prevent being locked out of your account.

Remember to add PacificSource email addresses to your safe sender list to prevent the email with your pin from being blocked.

## Stay "InTouch" On the Go with Our Mobile App

Stay "InTouch" with your PacificSource coverage—no matter where you are—with myPacificSource, our free mobile app. You can download the app from the Apple App Store, Amazon, or Google Play.

### Use myPacificSource to:

- Access our 24-Hour NurseLine.
- Find a provider, hospital, or urgent care center.
- Save a provider's contact information to your contact list.

### Log into InTouch through the app to:

- Access your ID card, anytime.
- Check your deductible and out-of-pocket totals.

To learn more about our mobile app, visit PacificSource.com/mobile.