PacificSource Health Plans
**Member Guide**

PacificSource
HEALTH PLANS

# We're Here to Help

At PacificSource, everything we do revolves around taking care of people. That's why we offer quality customer service that you can access by phone or email. Our average hold time for calls is less than 30 seconds or less, based on internal call reports. If you call, you'll talk with a live person—not an automated response system. Or email us, if you prefer. Our friendly, professional Customer Service Representatives will be happy to help you.

## Your PacificSource ID Card

Your ID cards will be mailed directly to your home within a few weeks of enrollment. Once you receive them, you can discard any old cards. Please begin using your new card for your healthcare services. When you visit your doctor or pharmacy, be sure to present your card. This ensures they have the correct insurance information.

If you need your ID card before it arrives, you can print a temporary ID card on our secure member site at **InTouch.PacificSource.com/members/IDcard/temporary**. You may also access your ID card using our free myPacificSource mobile app. See the "Online and Mobile Tools" section for more information.

If you have any questions or haven't received your ID cards, please contact our Customer Service Department.

## Provider Network

Your plan uses a participating provider network to ensure maximum access to providers for all members. Visit **PacificSource.com/find-a-provider** or call Customer Service for assistance finding participating providers in your plan's network.

**Tip:** Be sure to select the appropriate network for your area and plan. Your network information is listed on your ID card. You can search by specialty, last name, location, or other details to access a list of providers. Or you can create your own personalized provider directory to download and print.

Note that some health plans require you to select a primary care provider (PCP).

### Outside Our Service Areas

If you live or are traveling outside of Idaho, Montana, Oregon, or select Washington counties (Clark, Cowlitz, Klickitat, Pacific, Skamania, and Wahkiakum counties), use one of these networks:

- **Alaska and Washington** (except for the counties noted above): First Choice Health™ Network

- **All other states** (except Alaska, Washington, and those noted above): First Health® Network

To find providers in the First Choice Health Network or the First Health Network, visit **PacificSource.com/find-a-provider.**

## Dental Network Plans

For Dental Advantage Network plans (Idaho and Oregon only), you can save money by using Dental Advantage Network providers. You'll pay your plan's co-pay and/or co-insurance at the participating provider (in-network) level. In most cases, when you visit an Advantage dentist, we'll waive your deductible.

For Dental Advantage Essentials plans, you're only covered when you see a provider who participates in the Dental Advantage Essentials Network.

## Pharmacy

### PacificSource Drug Lists

The PacificSource drug lists are guides to help your doctor identify medications that can provide the best clinical results at the lowest cost. To find out which list applies to your prescription drug plan, check your Summary of Benefits or PacificSource member ID card. If no "drug list" is noted on your card, use the "PDL" list.

Access our drug lists at **PacificSource.com/drug-list.**

### Using the CVS Caremark® Pharmacy Network

We contract with CVS Caremark for pharmacy management services. If your health plan includes a prescription drug benefit, you can enjoy automatic savings from CVS Caremark. Just show your PacificSource ID card when you buy your prescriptions.

CVS Caremark's network includes nearly 98% of all walk-in pharmacies in the United States. Ask your local pharmacy's staff if they participate with CVS Caremark, or look up the pharmacy at **Caremark.com/wps/portal.**

### Mail Order Services

If your plan includes prescription drug coverage, mail order service may be a convenient, cost-saving option for you. We partner with CVS Caremark to provide you this service. Visit **PacificSource.com/member/mail-order-rx** for more information.

**PacificSource Pharmacy Services**
**(541) 225-3784 | (800) 624-6052, ext. 3784**

**CVS Caremark**
**Caremark.com | (866) 329-3051**

# Online and Mobile Tools

At **PacificSource.com,** and the myPacificSource mobile app, you can access tools, information, and resources to help you make the most of your PacificSource benefits.

## InTouch

You can access coverage and benefit information through InTouch, our secure web portal at **PacificSource.com.** It allows you to easily and conveniently manage your insurance coverage and health, 24/7. Sign into InTouch to:

- Look up coverage information in your member handbook/policy, or read benefit summaries.
- Look up claims.
- View explanations of benefits.
- Review your family's enrollment history.
- Check deductible and your out-of-pocket status.
- Track preauthorizations.
- Look up your share of your family's healthcare expenses.
- Change your address.
- Order replacement ID cards.
- Estimate healthcare costs using our Treatment Cost Navigator.
- Access the CaféWell health and wellness resource.

## myPacificSource Mobile App

Our free mobile app gives you secure, on-the-go access to all your coverage information, no matter where you are.

The myPacificSource app is available for both iPhone® and Android™. Visit **PacificSource.com/mobile** for more information.

# Health Management Programs and Services

## Condition Support

Our Condition Support Program offers education and support to members with asthma, diabetes, heart failure, chronic obstructive pulmonary disease, coronary artery disease, or juvenile diabetes. This program is available to eligible PacificSource members with medical coverage.

## AccordantCare

With AccordantCare, we offer rare disease management and specialty pharmacy programs that provide individual support and coordination for our members with certain rare diseases, or those requiring injectable medications or biotech drugs.

For more about health management programs and other health and wellness extras, visit **PacificSource.com/ extras.**

# Submitting a Claim

Usually, your provider will submit claims for you. If you need to fill a covered prescription or see a provider for a covered service before you receive your new ID card, or if you see a nonparticipating provider, you can pay and then submit a copy of the provider's itemized receipt or statement for reimbursement.

On our website, you'll find details about how to submit a claim. Visit **PacificSource.com/YourPlan/#Claim** for more information.

# Value-added Extras

Your PacificSource coverage also includes the following no-cost wellness programs and services. For details about these programs and more, visit **PacificSource.com/extras.**

## 24-Hour NurseLine

Have a health-related question? Our 24-Hour NurseLine is staffed around the clock, 7 days a week—so you'll never be without a registered nurse to talk to. Call them toll-free at (855) 834-6150.

## CaféWell

This secure online health engagement portal helps you keep track of, and make the most of, your health. To access CaféWell, sign into InTouch, go to Benefits, and select Wellness – CaféWell.

## Weight Management Programs

As part of your PacificSource medical coverage, you can enjoy special offers for one of the following programs:

- **Weight Watchers®:** Be reimbursed for some program costs when you participate in person or in the online program.
- **Jenny Craig®:** Join the Jenny All Access program for 50% off the enrollment fee, plus 5% off all Jenny Craig food.

## Tobacco Cessation Program

With your PacificSource medical coverage, you can participate in the Quit For Life® tobacco cessation program. Kick tobacco for good with nicotine replacement therapy and one-on-one phone support. The Quit For Life® Program is brought to you by the American Cancer Society® and Optum.

## On-Demand Access to Doctors by Phone or Videoo

We've partnered with Teladoc® to offer you virtual healthcare visits. Teladoc is a national network of U.S. board-certified physicians and pediatricians that you can see on-demand, 24/7, via phone or online video consultations, from wherever you happen to be; some limitations apply. For a virtual visit with Teladoc, you pay the same as you would a regular office visit. Depending on your plan, this could be a co-pay amount or you may first need to meet your deductible.

## Worry-Free Travel

If you have a medical emergency 100 or more miles from home or abroad, Assist America is on call to coordinate your care and help ensure you get the treatment you need.

## Hospital-Based Class Reimbursement

Get reimbursed up to $150 per plan year for health and wellness classes offered by hospitals, including first aid, CPR, pregnancy, parenting, heart health, nutrition, fitness, financial planning, and more.

## Prenatal Program

If you're expecting, our free Prenatal Program offers you support, useful information, and resources during this very important time for you and your baby.

**Prenatal vitamins:** Women between the ages of 15 and 45 with prescription drug coverage are eligible to receive select physician-prescribed prenatal vitamins at no cost—all co-pays and deductibles are waived—when filled through an in-network pharmacy. Visit our website for details.

## Gym Membership Program

With the Active&Fit® gym membership program, you can access any gym within your plan's network for a one-time initiation fee of $25 plus a monthly fee of $25 per member.

Visit **PacificSource.com/extras** for details about these and other no-cost programs and services.

# Customer Service

**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: (866) 281-1464

**Email**
cs@pacificsource.com

For more information, visit
**PacificSource.com/YourPlan**