

# InTouch Online Access to Your Information

## Access Your Coverage Information and Wellness Resources Online with InTouch

We know your busy schedule doesn't always coincide with our customer service hours. To help, we offer PacificSource InTouch, a secure website available to any individual who is covered under a PacificSource health plan.

Once you've registered, you can review claim and coverage information, check your family enrollment history, find resources to help you manage your health, and more—at your convenience from any computer with Internet access.

## PacificSource InTouch is Easy to Use

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

***With InTouch, you have secure online access to your coverage information and a variety of health and wellness resources.***

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The screenshot shows the PacificSource InTouch website interface. It features a navigation bar at the top with links for 'InTouch Home', 'My Benefits', 'My Health Records', 'Tools', 'Pharmacy Center', and 'Wellness Center'. The main content area is divided into several sections:

- 1. Explanation of Benefits (EOB):** A section titled 'Explanation of Benefits' with a sub-header 'Explanation of Benefits'. It contains the text 'You have not received any EOBs in the last six months.' and two links: 'Year End Claim History Report' and 'Year End Out-of-Pocket Costs Summary'. A 'More >>' link is also present.
- 2. Wellness Center:** A section titled 'Wellness Center' featuring the 'CaféWell' logo and a 'Learn more' link.
- 3. Health Plan Snapshot:** A section titled 'Health Plan Snapshot' with a sub-header 'Health Plan Snapshot'. It displays 'Covered Members' for 'Venette Jaramilla'. Below this is a table with columns for 'Plan Name', 'Group (ID)', 'Member ID', 'First Name (Suffix ID)', 'Relationship', and 'Status'. The table shows one member: 'Venette (00)' with relationship 'Subscriber' and status 'Active'. Below the table are two links: 'Summary of Benefits and Coverage - Medical' and 'Member Handbook - Medical'.
- 4. Benefits:** A section titled 'Benefits' with a sub-header 'Benefits'. It contains three links: 'Deductible', 'Out Of Pocket', and 'Service Limits'.
- 5. Site Announcement:** A section titled 'Site Announcement' with a sub-header 'Site Announcement'. It features an image of a person using a smartphone and the text 'Stay InTouch with myPacificSource!'. Below the image are links for 'Available on the App Store' and 'Get it on Google play'.
- 6. Quick Links:** A section titled 'Quick Links' with a sub-header 'Quick Links'. It contains five links: 'Search Your Claims', 'Referrals', 'PreAuthorization', 'Order Your ID Card', and 'Print Your Temp ID Card New'.

## Online Access to Your Coverage Information

InTouch makes it easy for you to manage your coverage and information.

### 1. Explanation of Benefits (EOB)

- Your EOB statements are available to view online. You will still continue to get EOBs in the mail unless you choose to opt out of paper.

### 2. CaféWell (Medical Members Only)

- Access health and wellness resources relevant to you and your dependents (for details, see the CaféWell section).

### 3. Health Plan Snapshot

- View a summary of your information and other family members covered under your plan.

### 4. Your Benefits

- Access a snapshot of your plan's benefits including your out-of-pocket expenses, co-pay, and deductibles.

### 5. News and Options

- Find news about new features and options.
- Set Your Preferences. You can choose how you want to receive information from us. Choose to get your *Member Newsletter*, EOBs, and wellness information by email, paper, or both.

### 6. Quick Links

- Print a temporary ID card to use before your card comes in the mail.
- If you need a replacement card, select Order Your ID Card. Your card will be mailed in about five business days.
- And more!

*If you have questions you are welcome to contact our Customer Service department at (800) 688-5008 or email [cs@pacificsource.com](mailto:cs@pacificsource.com).*

# Personalized Support for a Healthier Life

Log into InTouch and click CaféWell to:

- 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!

1. Go to PacificSource.com and log into InTouch.
2. Click on the CaféWell button.
3. Complete the one-time CaféWell registration process.
4. Start your healthy life journey!

The image shows two screenshots of the PacificSource CaféWell platform. The top screenshot is a user's dashboard for Venette. It features a navigation menu on the left with categories like PacificSource Resources, Programs, Rewards in CaféWell, Resources, Communities, and Coaching. The main content area includes a personalized greeting, a 'Recommended for You' section with a 'Fitness 101' program card, and a 'Your Health Itinerary' section. A 'Get Started' button is visible on the fitness program card.

The bottom screenshot shows the registration process on the Wellspring website. The header includes the Wellspring logo and the user's name, John Smith. The main banner features a scenic landscape with a hiker and the text 'THIS IS THE START OF SOMETHING AMAZING'. Below the banner is a navigation bar with icons for 'ME', 'MY HEALTH', 'MY NUTRITION', and 'MY ACTIVITIES'. The 'ME' section is active, displaying a health assessment form with questions like 'In general, how do you rate your health?' and 'How happy are you?'. The 'JOHN'S WELLNESS PROFILE' section on the right shows a progress indicator and a preview of the assessment results.

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## InTouch Online Access to Your Information

### Register for InTouch Today!

To start using PacificSource InTouch, simply visit our website and register:

1. Have your PacificSource Member ID card or your Social Security number handy.
2. Go to PacificSource.com.
3. Click on the Register Now link on the right side of your screen.
4. Follow the onscreen instructions.

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 the myPacificSource Mobile App

Stay "InTouch" with your PacificSource coverage, no matter where you are, with our free mobile app. The myPacificSource app is available for both iPhone® and Android™.

Use myPacificSource to:

- Access your ID card, anytime.
- Access our 24-Hour NurseLine.
- Find a provider, hospital, or urgent care center.
- Check your deductible and out-of-pocket totals. (InTouch login required.)

Visit [PacificSource.com/mobile](http://PacificSource.com/mobile).

### Example of Member ID Card



HEALTH PLANS

Group: Group Name Here

Group #: G0000000

Subscriber Name: John Smith

Member ID #: 112345000

Network: PSN

Card Issued: 04/01/15

SAMPLE

ID	Member	Effective Date
00	John	04/01/2015
01	Susie	04/01/2015
02	David	04/01/2015

Health	Dental	Vision
✓	✓	✓
✓	✓	✓
✓	✓	✓

Drug List            XX  
RxBin                00000  
RxGroup            00000000  
RxPCN               00000



**PacificSource**  
HEALTH PLANS

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**PacificSource.com**