

PacificSource Health Plans Member Guide

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We're Here to Help

At PacificSource, everything we do revolves around taking care of people. You are welcome to call us toll-free. Our customers enjoy average on-hold times of less than 20 seconds, and phone contact with a live person—not automated response systems. Or email us. One of our friendly, professional Customer Service Representatives will be happy to assist you.

Your PacificSource ID Card

ID cards will be mailed directly to your home. You should receive your cards within a few weeks after enrollment. Please begin using the new cards as soon as you receive them, and discard any old cards. When you visit your doctor or pharmacy, be sure to present your card to ensure they have the correct insurance information.



This is a sample ID card for illustration only. Your actual ID card may vary.

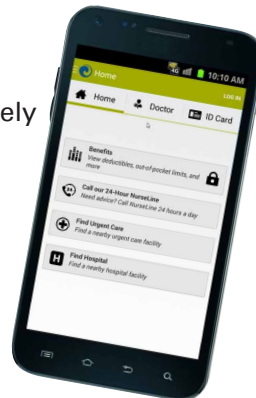
Note: Some health plans require you to select a primary care provider (PCP) and to obtain a referral before seeing a specialist.

You are welcome to contact our Customer Service Department if you have any questions or if you have not received your ID cards.

myPacificSource Mobile App

Stay "InTouch" with your PacificSource coverage, no matter where you are, with our free mobile app. Securely access your InTouch account to view your ID card or check your deductibles and out-of-pocket totals. Use myPacificSource to find a provider, hospital, or urgent care center, or access our 24-Hour NurseLine.

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



**For more new-member information, visit
PacificSource.com/welcomemembers**



PacificSource.com

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Customer Service

Email

cs@pacificsource.com

Idaho

(208) 333-1596 or
(800) 688-5008
(8:00 A.M. to 6:00 P.M. MT)

Montana

(406) 442-6589 or
(877) 590-1596
(8:00 A.M. to 6:00 P.M. MT)

Oregon

(541) 684-5582 or
(888) 977-9299
(7:00 A.M. to 5:00 P.M. PT)

En Español

(541) 684-5456 or
(800) 624-6052 ext. 1009





PacificSource.com

Our website offers you a wealth of tools, information, and resources to help you make the most of your PacificSource benefits.

InTouch

Access Coverage and Benefit Information

InTouch, our secure web portal at PacificSource.com, allows you to easily and conveniently manage your insurance coverage and health 24/7. Log into InTouch to:

- Look up coverage information in your Member Handbook or read benefit summaries.
- Look up claims.
- View Explanation of Benefits for paid claims.
- Review your family's enrollment history.
- Check your deductible or out-of-pocket status.
- Track preauthorization and referral requests.
- Look up your share of your family's healthcare expenses.
- Change your address (only available for select plans).
- Order replacement ID cards.

CaféWell

CaféWell is a secure online health engagement portal with personalized

information and tools to help you make the most of your health. Log into InTouch and click CaféWell to:

- Complete the health assessment to identify your potential health risks
- Participate in health and wellness activities and programs
- 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

Provider Networks

Your plan uses participating provider networks to ensure maximum access to providers for all members. You can find providers online or by calling Customer Service for assistance.

To access our online directory, visit PacificSource.com and click Find a Doctor.

Be sure to select the appropriate network for your area and plan. You can search by specialty, name, location, or other details to access a list of providers that fit your criteria. Or you can create your own personalized provider directory to download and print.

Outside Our Service Areas

If you are traveling or live outside of Idaho, Montana, Oregon, or Clark, Cowlitz, Klickitat, Pacific, Skamania, and Wahkiakum counties in Washington, use one of the following networks:

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

To locate First Choice Health Network participating providers in Washington and Alaska, visit PacificSource.com, click on Find a Doctor, and then click on the link to the First Choice Health Network.

To locate First Health Network participating providers, visit PacificSource.com, click on Find a Doctor, and then click on the link to the First Health Provider Directory. Or call First Health toll-free at (800) 226-5116. Si habla Español—Spanish speaking representatives are available.

For specific plan benefits, refer to your summary or member handbook.

Dental Network Plans (ID & OR)

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 copayment, deductible, and/or coinsurance at the participating provider level.

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

VSP® Vision Care

If you have vision coverage that uses VSP providers, you can find a participating provider by clicking on the VSP Provider Directory link at PacificSource.com/find-a-vision-provider. Or call VSP customer service toll-free at (800) 877-7195.

Emergency Medical Help While Traveling

If you experience a medical emergency while traveling 100 or more miles from home or abroad, Assist America® Global Emergency Services can help. Please see the back page for more information.

Care Management

Condition Support Programs

One-on-one support is available if you have a chronic health condition: heart failure, COPD, coronary artery disease, diabetes, or asthma. If your pharmacy and medical claims indicate that you might have a chronic condition, or if we receive referrals from a case manager or physician, you may be invited to participate. The goal of the program is to improve your health outcomes.

Case Management Services

If you have an ongoing medical need, our Nurse Case Managers can help. PacificSource Nurse Case Managers, all of whom are registered nurses with extensive experience, work with you and your healthcare providers to ensure continuity of care and prevent breaks in necessary medical services. Should you need help managing specific healthcare needs, our Nurse Case Managers will become involved, helping improve your health, financial outcomes, and quality of life.

Examples include:

- Special-needs children
- Transplants
- Chronic pain
- Extended hospital care
- Skilled nursing care
- Coordination of home health or equipment

For more information, contact PacificSource Customer Service.

Pharmacy

Using the CVS Caremark® Pharmacy Network

PacificSource contracts with CVS Caremark for pharmacy management services. If your health plan includes a prescription drug benefit, you can enjoy discounts available through our contract with CVS Caremark without completing a claim. Just show your PacificSource ID card when you purchase prescriptions. Participating retail pharmacies will collect your share of the drug's cost, then bill PacificSource directly for the balance.

Submitting a Claim

Usually, your provider or pharmacy 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. It needs to include:

- Your name (enrolled employee), patient's name, pharmacy or provider name (with tax ID)
- The charges (showing the CPT and diagnosis billing codes)
- The date your prescription was filled or the service was provided
- The medication name, strength, and quantity dispensed

Please add your employer's name and group number (if known). If the treatment was for an accident, please include details.

- Mail your claim to PacificSource Health Plans, Claims Department, PO Box 7068, Springfield OR 97475.
- Or fax: medical and vision (541) 225-3632, pharmacy (541) 225-3665, or dental (541) 225-3655.

CVS Caremark's network includes about 98 percent 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 on the CVS Caremark website at <https://www.caremark.com/wps/portal>.

Mail Order Service

We partner with both CVS Caremark and Wellpartner Pharmacy for mail order services. If your plan includes prescription drug coverage, mail order is a convenient and cost-saving option.

CVS Caremark

Caremark.com
(866) 329-3051

CVS Caremark
PO Box 659541
San Antonio, TX 78265-9541

Wellpartner

Wellpartner.com
(877) 568-6460

Wellpartner, Inc.
PO Box 5909
Portland, OR 97228-5909

Preauthorization and Step Therapy

If you are new to PacificSource and have a prescription for a drug that would normally require preauthorization or Step Therapy under your plan, we will help to ease your transition to PacificSource by extending your existing drug

therapy for 90 days when possible. This will give you and your provider time to review drug options.

Specialty Pharmacy

CVS Caremark® Specialty Pharmacy Services is our exclusive provider for high-cost injectable medications and biotech drugs. If you are taking a specialty medication, contact Caremark's Specialty Care Team at (800) 237-2767 to get set up.

Pharmacy Services

(541) 225-3784 or
(800) 624-6052, ext. 3784

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 pharmacy plan, check your Summary of Benefits or PacificSource member ID card. If no "Drug List" is noted on your card, use the "PDL" list.

Our Preventive and Incentive drug lists are also available online.

To access our drug lists and to learn more, visit PacificSource.com/drug-list.

No-Cost Extras

Your PacificSource coverage also includes the following no-cost wellness programs and services:

24-Hour NurseLine

Have a health-related question? Call our 24-Hour NurseLine. Staffed around the clock, seven days a week, you'll never be without a registered nurse to talk to when you have health-related questions. To access our 24-Hour NurseLine toll free, call (855) 834-6150.

Travel Emergency Assistance Program

If you experience a medical emergency while traveling 100 or more miles from home or abroad, you can access services provided by **Assist America**[®] **Global Emergency Services** at no cost. Services include medical consultation and evaluation, medical referrals, foreign hospital admission guarantee, critical care monitoring, and when medically necessary, evacuation to a facility that can provide treatment. Assist America is not travel or medical insurance; rather, it is a provider of global emergency services. All medical costs incurred should be submitted to PacificSource and are subject to the limits of your policy.

Save on Popular Weight Management Programs

As a part of your PacificSource medical coverage:

- Participate in a **Weight Watchers**[®] program and receive an annual reimbursement of \$100 (\$40 if an online Weight Watchers participant) for your Weight Watchers membership. Complete a minimum of ten weeks during a consecutive four-month period to be eligible.

- Choose a **Jenny Craig**[®] program discount: free 30-day trial with Jenny AsYou Go, or 30 percent off the enrollment fee with Jenny All Access.

For full details and eligibility requirements, visit the Members> Extras and Wellness area of PacificSource.com.

Tobacco Cessation: Helping You Quit Tobacco for Good

Our **Quit For Life**[®] program, brought to you by Alere Wellbeing and the American Cancer Society, can help tobacco users quit.

To enroll, call Quit For Life toll-free at (866) QUIT-4-LIFE (784-8454). You'll receive:

- One-on-one phone-based sessions scheduled at your convenience.
- Unlimited toll-free telephone access to the Quit Coaches while you are in the program.
- Membership to Web Coach, where you can build your own Quitting Plan, track your progress, and interact with other participants and Quit Coaches.
- Recommended nicotine replacement products, such as an eight-week supply of nicotine patches or gum (sent directly to you from the program), or the medications bupropion, bupropion SR, or Chantix (when prescribed by your doctor).
- A Quit Kit of materials designed to help you stay on track.

Health and Wellness Education

You can receive reimbursement for hospital-based health and wellness education classes in your area. The program will reimburse you for up to \$50 per eligible class or class series, up to a maximum of \$150 per member per plan year.

Prenatal Care

Our Prenatal Program helps expectant mothers reduce their risk of premature birth. Participants receive educational materials and toll-free telephone access to a nurse consultant. High-risk members receive additional nurse support. Once the baby is born, you'll receive an additional package containing helpful parenting information.

Registration for the program is easy—just visit the Members> PacificSource Extras and Wellness area of PacificSource.com and click on the Prenatal Program link. After you register, a prenatal information package with everything you need will be sent directly to your home.

Prenatal vitamins: In addition, pregnant members with pharmacy coverage are eligible to receive up to nine months of physician-prescribed prenatal vitamin supplements at no cost (all copays and deductibles are waived). This program covers two generic prenatal vitamins, which are only available through Wellpartner mail order pharmacy.

Wellness for Kids

Nine- and six-year-olds currently covered by a PacificSource medical plan may be invited by mail to join **HealthKicks!**, a children's program that promotes healthy behaviors. Children enrolling in HealthKicks! will receive age-appropriate, educational activity booklets in the mail with fun information on topics such as nutrition, exercise, and good health habits.

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



PacificSource.com