

We're in it for the people.

About PacificSource



With a 77-year history and reputation for taking great care of people, PacificSource Health Plans delivers healthcare solutions to businesses and individuals throughout the Northwest. PacificSource is an independent, not-for-profit plan that values partnership, service excellence, community, and personal relationships.

PacificSource is based in Eugene, Oregon, with regional offices in Portland, Bend, and Medford, Oregon, as well as Boise, Coeur d'Alene, and Idaho Falls, Idaho. Founded in 1933, we provide medical and dental benefits to more than 6,600 Northwest employers and cover more than 280,000 people with group and individual health insurance plans. We also provide self-funded employee benefit plans, flexible spending accounts, HRAs, and COBRA administration services. Together with our subsidiaries, we employ about 600 people.

Our core values

Our culture is driven by six core values, which guide our employees in how we do business:

Do the Right Thing

We are committed to doing the right thing—for our customers, for the community, and for our organization.

Work as a Team toward a Common Goal

We are all working as a team toward a common goal, to achieve our mission of helping people get the healthcare they need.

Focus on Customer Service

We are each responsible for providing excellent customer service, internally and externally, regardless of our job titles.

Practice Open Communication

We practice open communication at all levels of the company to foster individual, team, and company growth.

Participate in Efforts to Improve Our Communities

We actively participate in efforts to improve our many communities—internally and externally.

Encourage Creativity, Innovation, and the Pursuit of Excellence

We encourage creativity, innovation, and the pursuit of excellence at every level in our organization.

PacificSource highlights

- We're a regional carrier with a stable history and more than 77 years of experience.
- We insure more than 280,000 members and contract with more than 34,000 physicians, hospitals, and other healthcare providers.
- We have a reputation for friendly, personal customer service. According to ongoing customer surveys, our customer satisfaction rating averages over 90 percent.

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For us, healthcare goes far beyond insurance.



- Our flat organizational structure allows quick decisions and easy access to decision makers, enabling an agility not usual with health insurance carriers.
- Our people are our strength. We have a highly experienced workforce with a low turnover rate of 9 percent and remarkable dedication to the organization.

Our commitment to customer service

For employers, we offer...

- Phone contact with a live representative—not automated response systems—and average on-hold times of less than 20 seconds
- A dedicated Client Service Representative to help employers with everything from employee enrollment meetings through annual renewals
- A dedicated Membership Service Representative to help with billing and enrollment questions
- Tools, information, and one-on-one assistance to help you set up or tune up your workplace wellness program and meet your employee wellness goals
- InTouch for Employers, our secure Web site for employers where you can manage enrollment, access your plan documents, download reports, and more

For our members, we offer...

- Phone contact with a live representative—not automated response systems—and average on-hold times of less than 20 seconds
- Extensive provider networks, including coverage all across the United States and abroad
- Medical management programs and services to help those with more intensive medical needs get the most effective, cost-efficient care
- InTouch for Members, our secure Web site where members can track claims, deductibles, out-of-pocket expenses, preauthorizations, referrals, and more
- InTouch Health Manager, an online health and wellness center with personalized information, health risk assessments, and tools to help you make the most of your health
- No-cost extras to help you manage your health and stretch your healthcare budget
- Spanish language phone queue and benefit materials; no-cost translation service for other languages

We're about helping people.

For us, healthcare goes far beyond insurance. It means providing programs that help members stay well so they can live well. It means providing financial and volunteer support for local charities that improve the quality of life in your community. And it means supporting and collaborating with other like-minded organizations—such as the 100% Access Healthcare Initiative, the Archimedes Movement, and HealthMatters—to help ensure everyone has access to necessary healthcare.

*Interested in learning more about us?
We invite you to visit us online at
PacificSource.com.*



Boise: 208.342.3709 • 888.492.2875
Coeur d'Alene: 208.665.7976 • 800.688.5008
Idaho Falls: 208.522.1360 • 800.688.5008

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