

No-Cost Extras for Members

Value-Added Programs & Services



Online Tools and Resources at PacificSource.com

InTouch for Members

Members can access their benefit information by logging on to the secure InTouch For Members area of our Web site. They can view their claims, the status of preauthorizations and referrals, the accumulated expenses towards their plan's deductible, and more.

Health Manager

Health Manager is an online health and wellness center available through InTouch. Powered by WebMD®, it includes personalized wellness information and a variety of helpful, easy-to-use online tools including a health risk assessment.

Provider Directory

Members can find up-to-date participating provider information based on their location or the provider's name. Members can also make a personalized directory.

Wellness and Care Management Programs

Prenatal Care Program

Our Prenatal Care Program helps expectant mothers learn more about their pregnancy and the development of their child. Participants receive educational materials and toll-free telephone access to a nurse consultant. High-risk members receive additional proactive nurse support.

Prenatal Vitamins

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.

Tobacco Cessation

Our Quit For Life® program, brought to you by Alere Wellbeing and the American Cancer Society, can help tobacco users kick the habit. Members receive phone and online support, as well as a Quit Kit with nicotine replacement therapy patches or gum to help keep them on track. (Chantix or bupropion are doctor prescribed; subject to pharmacy copay, coinsurance, or deductible.) Member toll-free number: (866) 784-8454.

Hospital-Based Education Classes

Members can receive a reimbursement of up to \$50 per eligible health and wellness class or series offered by hospitals, and up to \$150 per member per plan year.

Weight Management Programs

Members with medical coverage can:

- Participate in a **Weight Watchers®** program and receive an annual reimbursement of \$100 (\$40 if an online Weight Watchers participant) for their Weight Watchers membership.
- Receive **Jenny Craig®** program discounts: Free 30-Day Trial Program, 25% off a Premium Program.

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

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Brown Bag Wellness Seminars

We offer Brown Bag Wellness Seminars tailored to the specific wellness interests of employers with 100 or more employees. These informational seminars for employees are held at the worksite or other convenient locations.

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. Parents will receive an invitation to enroll their child in HealthKicks! If enrolled, children will receive age-appropriate, fun activity books on health and wellness topics to encourage healthy habits. Contact us for more information.

Condition Management Program

Condition Management Program offers educational materials, and support through a toll-free phone number, to members with asthma and diabetes (including members age 18 and younger), heart failure (HF), chronic obstructive pulmonary disease (COPD), or coronary artery disease (CAD). Members needing additional support and counseling are contacted by a nurse case manager. This program is available to groups of 51 or more employees.

AccordantCare® Rare Disease Management Program

Our members with certain chronic, rare conditions receive ongoing one-on-one support and care coordination to ensure optimal care, decrease complications, and improve health outcomes.

Chronic Disease Self-Management Program

The Chronic Disease Self-Management Program provides six weekly sessions to help participants establish immediate goals. Members will learn to manage their symptoms and take control of their health. If there is a charge for the program, \$25 is reimbursable.

Caremark® Specialty Pharmacy

Caremark® Specialty Pharmacy Services is our provider for injectable medications and biotech drugs. A pharmacist-led CareTeam provides individual follow-up care and support to our members with certain conditions.

Nurse Case Management

Our Health Services Department provides individual case management for members who require specific help in managing their healthcare needs. Nurse Case Managers work collaboratively with providers and members to improve members' health, financial outcomes, and quality of life.

LifeTracSM Transplant Network

We partner with LifeTrac Transplant Network to ensure that our members requiring transplant services have access to nationally recognized centers of excellence. Our Case Managers assist members by coordinating all phases of transplant services. Serving clients since 1988, LifeTrac is a national network of more than 50 carefully selected facilities that perform organ and bone marrow transplants—one of the most comprehensive networks in the United States.

Travel Program

Assist America® Global Emergency Services

Members with medical coverage who experience a medical emergency when traveling 100 or more miles from home or abroad can call Assist America for help. 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. These services are provided at no cost to members when arranged and provided by Assist America. Member toll-free number within the United States: (800) 872-1414; from outside the United States: 00-1-(609) 986-1234.

Discount Programs

Caremark® Prescription Discount Program

With our prescription discount program, members simply present their PacificSource Member ID card at any Caremark network pharmacy to receive a discount on the cash price of any drugs not covered by their plan.

Please note: These value-added programs are not available with all plans. Check with your PacificSource Sales Representative for details.

Questions? You're welcome to contact your PacificSource Sales Representative for more information about any of these value-added programs.



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