

24/7 Access to Important Client Information

PacificSource InTouch for Agents



Stay Updated About Your Clients' Health Coverage—Without the Hassle of Phone Calls!

At PacificSource, we're committed to providing you with flexible, personalized service. One way we do that is through an agents-only area of our Web site called PacificSource InTouch for Agents. By logging in with a user name and password, you can access personalized information about your PacificSource clients and their coverage 24 hours a day. If you prefer doing business online to phoning a personal representative, you'll appreciate the convenience of InTouch.

Use InTouch to:

- Access information specific to your PacificSource group clients.
- View and download enrollment and census information and plan materials.
- View and download experience reports for groups with more than 100 subscribers.
- Generate online quotes for Oregon SEHI groups with 2 to 25 employees.
- Generate dental quotes for Oregon groups with 10 or more enrolled employees.
- Access your recent PacificSource small group proposals.
- Use an existing proposal you've generated online to create a customized quote for your client.
- Personalize your InTouch password.

Getting Started is Easy!

To start using PacificSource InTouch for Agents, simply visit the For Agents section of our Web site, PacificSource.com, and request a password. To do so, follow the links that say "Register Now." This form gives you the opportunity to request a unique password. To maintain security and verify your authorization, it will be necessary for you to print

the form, sign it, and fax it back to PacificSource. Your signature is the key—without it, we are unable to fulfill your request.

The security features we're using require that you use the Web browser Internet Explorer to access InTouch for Agents, and the software must be version 5.5 or above. Using that program will ensure compatibility with our security precautions, and will protect your clients—and our members—from potential breaches of confidentiality.

Questions and Answers

Can I change my password?

Yes, you can change your password to another unique password if you wish. There are instructions for changing your password on the InTouch for Agents Web site.

What happens if I lose or forget my password?

When you register, you will complete hint questions to assist you should you forget your password. Your password is encrypted, so we are unable to provide that information.

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Can I access information for another agent at my agency?

Because InTouch provides access to information specific and confidential to individual agents, we can only allow agents to access their own personal information.

Who should I contact if I have technical problems?

If you have any difficulties with PacificSource InTouch, you're welcome to call our Marketing Department. You can reach them by phone at (541) 686-1242 or toll-free at (800) 624-6052, or by e-mail at intouchforagents@pacificsource.com. You can also use the Contact Us form on our Web site to describe your problem. We'll look into it and follow up with you right away.

To start using PacificSource InTouch for Agents, simply visit our Web site, PacificSource.com, and click the "Register Now" link in the upper right corner of any page.



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