

24/7 Access to Your Information

InTouch for Employers



Online Services for Your Group Health Plan

At PacificSource, we're committed to providing you with flexible, personalized service. One way we do that is through an employers-only area of our Web site called PacificSource InTouch for Employers. By logging in with a user name and password, you can enroll new members in your plan, access your plan's contract documents and member benefit materials, and much more—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:

- Enroll new members in your plan and update information for existing members
- Access the most up-to-date Employer Manual
- Access your plan's contract documents and member benefit materials
- View, change, or download enrollment and census information
- View and download enrollment totals for your group by family composition category
- Verify employee and dependent enrollment by name or member number
- Request benefit materials, ID cards, enrollment forms, and administrative supplies to be sent by mail

Getting Started is Easy!

To start using PacificSource InTouch for Employers, simply visit the For Employers section of our Web site, PacificSource.com, and create a User ID. To do so, follow the links that say "Register Now."

Online Registration gives you the opportunity to create unique User IDs for yourself and your administrative staff members. To maintain security and verify your authorization, you must complete the online registration, print the form, have your group's authorized contact person sign it,

and fax it to PacificSource at (541) 225-3642. The signature is the key—without it, we are unable to fulfill your request. Once the signed form is on file, you will receive an e-mail message indicating that your new User ID has been activated. We highly recommend that you use the Web browser Internet Explorer version 6.0 or above to access InTouch for Employers. Other browsers and versions may work, but using that program will ensure compatibility with our system and its security precautions.

Questions and Answers

Can I change my password?

Yes, you may change your password at any time by clicking the "Change Password" link on the left side of your Group Home Page.

What happens if I forget my password?

If that happens, you can click the "Forgot My Password" link on the login page. You will be prompted to answer two hint questions and can then select a new password.

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What if I have questions or comments?

If you have questions or comments about InTouch, you may contact the InTouch for Employers Team by phone at (541) 225-3742 or by e-mail at intouchforemployers@pacificsource.com. In addition, you are welcome to call your Membership Services Representative. Your Representative's contact information appears on your monthly billing statement and is also listed on your Group Home Page. Or you can reach PacificSource by phone at (541) 684-5583 or toll-free at (866) 999-5583 to be connected to the appropriate person. We will investigate and follow up with you right away.

To start using PacificSource InTouch for Employers, 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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