

# Our **Sales Staff** is Here to **Assist You**

## Contact Guide for Idaho Agents



With so many staff members available to serve you, how do you choose whom to call? This guide may help you decide, as well as help us serve you as quickly and efficiently as possible.

### Group Plans

**For questions regarding member claim status and benefit information for existing groups**, please contact Customer Service first (a signed Authorization to Use or Disclose PHI form may be required):

Customer Service  
800.688.5008 or 208.333.1596 (Boise area)  
cs@pacificsource.com

**For new group submissions, quotes, sold groups, and renewal option questions**, please contact:

**North and Eastern Idaho**  
Jacquelyn Hanners  
Marketing Sales Assistant  
(to Sales Executives  
Heidi Otto and Travis Packer)  
208.908.5814 (Boise area)  
888.492.2875, ext. 5814  
Fax 208.344.4262  
jhanners@pacificsource.com

**Southwest Idaho**  
Joe Morgan  
Marketing Sales Assistant  
(to Sales Manager Dave Ewers  
and Sales Executive Doug Fry)  
208.333.1552 (Boise area)  
888.492.2875, ext. 1552  
Fax 208.344.4262  
jmorgan@pacificsource.com

**For general new group billing and enrollment questions**, please contact:

Membership  
membership@pacificsource.com

### Administration

**For agent administration**, including contracting, appointments, commissions, licensing, and E&O documentation, please contact:

Agent Coordinator staff  
agentcoordinator@pacificsource.com  
800.624.6052, ext. 1963

### Sales and Service Directory

Our online Sales and Service staff directory can also help connect you to our representatives. If you are not sure whom to contact, just call us. A representative will either help you or connect you to someone who can.

[PacificSource.com](http://PacificSource.com)

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### Individual Plans

**For questions regarding member claim status and benefit information for existing clients**, please contact Customer Service first (a signed Authorization to Use or Disclose PHI form may be required):

Customer Service  
800.688.5008 or 208.333.1596 (Boise area)  
cs@pacificsource.com

**For policy submissions, questions, and requests**, please contact:

Idaho Individual Sales  
855.333.1559 or 208.333.1559 (Boise area)  
Fax 208.333.1587  
idahoindividual@pacificsource.com

Angie Jackson  
Individual Sales Representative  
208.908.5800 (Boise area)  
888.492.2875, ext. 5800  
ajackson@pacificsource.com

**For general billing questions**, please contact:

Membership  
membership@pacificsource.com

