

Benefit Matters

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Temporary ID Card Speeds Access to Care

New enrollees and members who have misplaced their ID card can now print a temporary ID card directly from our website. The temporary ID card makes it possible for members to access services before their new or replacement permanent card arrives in the mail. The temporary ID card will reflect the member's eligibility *on the day the card is printed*. New enrollees will be able to print a temporary card *after* their coverage becomes effective. The card includes the member's ID number, group ID number, and pharmacy information.

We now welcome newly enrolled members with an email that includes a link to the temporary ID card, along with other plan information. Since launching this enhancement in mid-December, members are clicking through to the ID card at a terrific rate and we're glad this feature makes it easier for members to access care when they need it.

Visit PacificSource.com, click "For Our Members," and then the link under "Need an ID card?"

Keeping Emailed Member Information Secure

Protecting your employees' information is very important to us. That's why we use a secure email system, Tumbleweed, when sending you email that includes personal information. Personal information, called protected health information or PHI, includes any information that might identify a member, including demographic information, medical history, as well as test and laboratory results.

You can also help by using a secure email system when sending personal information to us. Recently, we've noticed an increase in unsecured emails. Some may

have "private" or "secure" typed in the subject field, but are actually not encrypted. If your organization does not have a secure email system in place, we invite you to use our Tumbleweed system. Working together, we can ensure your employees' information is well protected.

Using PacificSource's Secure Email System

You are welcome to use our secure email system. Simply complete a two-step account registration:

1. To get started, you will need to receive a secure message from someone at PacificSource. Email any of our representatives and ask them to send you a secure email.
2. When you receive the secure email, click the View Message button in the body of the message. You will be directed to our secure mail portal (the Tumbleweed Communications website) where you can follow the on-screen instructions to complete your account registration.

Once you're registered, use your browser to access <https://mail.pacificsource.com/messenger>. After you log in, you can compose messages, attach files, and check your inbox as you typically would with any email software. (Please note that our secure mail portal can only be used to send secure messages to PacificSource and our subsidiaries, not to other companies.)

Questions?

Please feel free to contact us if you have any questions about using our secure email system or about protecting PHI.

Continued on reverse



Focus on Dental Has Healthy Implications

The connection between oral health and overall medical well-being is very significant. "Research has shown that poor oral health has been linked to increased cardiovascular problems, higher incidences of strokes, higher percentage of diabetes and increased premature births. It's been shown that when people receive their regular dental cleanings, systemic health in these areas improves," says Jim Gimarelli, D.M.D., Director of Dental Business. That's why we're working to improve member education about the overall health benefits of preventive dental care.

Since joining PacificSource in 2011, Jim has lead a team dedicated to assessing the dental needs of our customers, and developing products that will make it easier for you to offer dental coverage to your employees. Many of these offerings will make the most of the unique partnership we have with the Advantage Dental Network.

Jim is also ramping up efforts to educate members who do have coverage to take advantage of the little- or no-cost cleanings provided as part of their dental preventive care. We believe our renewed focus on dental care will have healthy implications for you and your employees, and that's sure to make everyone smile.

Retirees Can Now Choose PacificSource

Your retirees who become eligible for Medicare may now have another Medicare Advantage plan choice—PacificSource Medicare. For 2012, we expanded our coverage area and now offer Medicare Advantage health plans across much of Oregon and Idaho*.

Retirees will find PacificSource Medicare plans with rates as low as

Upcoming Community Events

PacificSource is proud to sponsor community events that support healthy communities and health-focused organizations. Please join us in supporting these local events:

Culinary World Tour Gala— Children's Home Society of Idaho

March 3, Boise, Idaho

Jazz & Jewels Auction— Mobility Unlimited

March 3, Medford, Oregon

Inaugural Dinner and Auction— The Buck Buck Foundation

March 10, Portland, Oregon

Portland International Auto Show

Give yourself a tune-up at the PacificSource Healthy Life Wellness Garage! For more about Healthy Life, visit PacificSource.com/HealthyLife.

January 26-29,
Portland, Oregon

\$0 per month, and will experience the same exceptional local service they have come to expect from their employer-sponsored group coverage. PacificSource was one of three companies in its service area to receive a 2012 plan rating of 4.5 stars out of a potential of 5 stars for its Medicare Advantage programs. According to data released in October 2011 by the Centers for Medicare & Medicaid (CMS), this is the highest score awarded in the markets PacificSource serves throughout Oregon and Idaho.

"As a not-for-profit community health plan, it is our goal to provide the best possible coverage to people of all ages and incomes," said Ken Provencher, CEO of PacificSource.

For more information about PacificSource's Medicare Advantage Plans, call (888) 863-3637 or visit www.medicare.pacificsource.com.

* Idaho Medicare Advantage area: Ada, Blaine, Boise, Camas, Canyon, Cassia, Elmore, Gooding, Jerome, Lincoln, Minidoka, Owyhee and Twin Falls counties. Oregon Medicare Advantage area: Lane County, central and eastern Oregon, and the mid-Columbia Gorge.

Welcome Site Helps Members Get the Most Out of Their Coverage

Our "Welcome to PacificSource Health Plans" web page offers information to help members navigate their plan benefits and learn about the many extras we offer. Although the site is created with new members in mind, long-time members can find useful information there to help them make the most of their coverage. The site includes:

- We're Here to Help—an introduction to our Customer Service Department
- Using PacificSource.com—an overview of member resources on our website
- Using InTouch for Members—an introduction to our secure site for members
- Top Ten Questions Asked by Members—answers to common questions about PacificSource coverage

You're welcome to provide this welcome site as a resource to your employees: PacificSource.com/welcomemembers.