

# Benefit Matters

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## Holiday Hours

Our offices will be closed November 24 and 25 for Thanksgiving.

## New Flier Clarifies Preventive Care Benefits

As you may know, in compliance with the Affordable Care Act (federal healthcare reform), PacificSource makes recommended preventive care services available at no cost to covered members. However, there are situations in which they may incur charges for preventive care.

To dispel confusion and help members better understand their preventive care benefits, we have created a new member flier called "Preventive Care: Understanding Your Benefits." The piece includes answers to these questions and more:

- What is the difference between preventive care and diagnostic care?
- How does my PacificSource plan cover preventive services?
- What could cause my preventive services not to be covered at 100 percent?

The flier is available on our website, PacificSource.com, in the For Employers > Forms and Materials section under Member Materials. Members will also find it in the For Our Members > Forms and



Materials section of our site, under General Educational Materials.

To learn more about the Affordable Care Act and to see more specifics regarding how PacificSource covers preventive care services, please visit [pacificsource.com/healthcare-reform/preventive-care](http://pacificsource.com/healthcare-reform/preventive-care).

## CHE Program Marks Community Successes

The Community Health Excellence (CHE) program continues to produce new ideas and improvements for delivering high-quality healthcare to patients at the best possible price.

In September, 16 physician groups and hospitals—last year's grant recipients—will come together to share and celebrate their successes. These successes can provide a springboard for other innovations, and demonstrate what can be accomplished for the community when PacificSource and providers work together in new and innovative ways.

CHE will fund 15 provider initiatives for the 2011–2012 program year, benefiting communities throughout Oregon and Idaho, including Hood River and Twin Falls.

### About CHE

In 2009, we established our Community Health Excellence (CHE) program to encourage collaborative community health solutions. CHE provides funding for healthcare provider initiatives designed to ensure high-quality care for all patients—regardless of insurance status. For lists of past and current recipients and initiatives, please visit [PacificSource.com/che-program](http://PacificSource.com/che-program).

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## Wellness News

### Prenatal Vitamin Benefit

We have increased the length of our free prenatal vitamin benefit from six months to nine months. Expectant mothers who have a PacificSource pharmacy benefit can receive up to nine months of physician-prescribed prenatal vitamin supplements at **no cost!** (All copays, deductibles, and coinsurance are waived.) This is just one of the ways we help promote healthy pregnancies and healthy babies. For details, please visit [PacificSource.com/for-members/prenatal-program.aspx](http://PacificSource.com/for-members/prenatal-program.aspx) and click on the Vitamin Home Delivery Order Form link in the right column.

Please note: If a member previously registered and was set up to receive a six-month supply, they can extend their free vitamins to a nine-month supply by having their doctor fill out and fax an additional order form to Wellpartner.

### Help for Quitting Tobacco

Quitting tobacco is like learning to ride a bicycle. Nobody does it perfectly the first time, and it's easier with someone there to help you. Many people try to quit several times before they finally succeed. We are pleased to offer the award-winning Alere Wellbeing **Quit For Life**® Program (formerly Free and Clear Quit For Life). The program provides ongoing support throughout the quitting process, and there is no cost to participate.

In addition to the new name, the program now includes access to

### Sample Medicare Part D Notices Now Available

For your convenience, Medicare Part D creditability matrix and sample notices are now available on [PacificSource.com](http://PacificSource.com) in the For Employer > Forms and Materials section under Medicare Part D Notices.

## 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:

### St. Luke's Women's Show

September 22-24, Boise

Drop by the PacificSource Family Health and Wellness Room and visit our booth for healthy snacks and games.

### Gingerbread Gala—Family Advocates

November 11, Boise

**"Web Coach."** This online tool lets members build their own Quitting Plan, track their progress, and interact with other participants and Quit Coaches.

For program details, visit [PacificSource.com/member/tobacco-cessation](http://PacificSource.com/member/tobacco-cessation).

The Quit For Life® Program is brought to you by the American Cancer Society® and Alere Wellbeing.

Mark your calendar for the **Great American Smokeout** on November 17.

## Prenatal Program Helps Mothers-to-be

We are pleased to report a 400 percent increase in Prenatal Program participation since 2010. Thank you for helping promote this PacificSource no-cost extra to your employees. Together, we are helping more mothers have healthy pregnancies and healthy babies. For program details, please visit [PacificSource.com/for-members/prenatal-program.aspx](http://PacificSource.com/for-members/prenatal-program.aspx).

Wellness materials for your workplace are available at no cost to you, and may be found at [PacificSource.com/wellness-toolkit.aspx](http://PacificSource.com/wellness-toolkit.aspx). Or you may contact your Client Service Representative for printed copies.



## Our Member Newsletter

Our *Member Bulletin* will email and mail to PacificSource subscribers in September. Find current and past issues in the For Our Members > Member Newsletters area of [PacificSource.com](http://PacificSource.com).

## HR Staff Change? Remember to Contact Us

Please notify us if your company has a change in human resources staff so we may update who is currently authorized to access your company's InTouch account. Feel free to contact your Membership Representative even if you simply want to verify who is currently authorized.

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