

Benefit Matters

June/July 2011

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Member ID Card Ensures Smooth Process

Please remind your employees to present their PacificSource member ID card when they visit their healthcare provider or pharmacy. This helps to ensure the provider will have the current insurance information needed to correctly process claims and price services or prescriptions.

Holiday Hours

Our offices will be closed:
May 30, for Memorial Day
July 4, for Independence Day

PacificSource Promotes Nutrition Education in Oregon Classrooms

We've partnered with local elementary schools and the Veggie U organization to promote healthy eating among children. As you may know, getting children to eat vegetables can be a battle. The Veggie U program addresses that challenge.

Aimed at fourth-grade students, Veggie U offers kits complete with seeds, soil, flats, root view boxes, grow lights, and even worm farms to give elementary school teachers the tools necessary to teach hands on lessons about healthy eating, agriculture, and the synergy between the two. These materials allow students to experience every stage of vegetable planting, growing, and harvesting. Best of all, they get to eat what they grow. Since the students invest so much time and effort into growing these vegetables, they're more likely to try new healthy foods.

"Our goal is to teach children about positive nutrition as they're starting to make their own decisions about what they eat," said PacificSource Wellness Coordinator Charis Allenbaugh.

"We've noticed that our kids have started taking more vegetables in the lunch line," said one fourth-grade teacher. "I've also heard from several parents that their children are asking for different vegetables once they get home. That alone has been worth the time to offer the program."

Thus far, PacificSource has funded the Veggie U program in eight classrooms throughout Oregon. This program has potential to benefit the lives of hundreds of children in the communities we serve.



Flu Shot Clinic List Updated

If your plan has a pharmacy benefit, members can show their PacificSource ID card to obtain a flu vaccine shot from our participating flu shot pharmacy network no cost!

Most, but not all, of the pharmacies in major chain stores and their affiliates have contracted with us to provide these vaccinations. Please note, Walgreens® is not currently part of our flu shot network. PacificSource will be billed directly, with no paperwork, deductibles, or copayments required.

Please refer to our CVS Caremark® Pharmacy Network directories to determine if a pharmacy is part of our flu shot pharmacy network. (The note "Flu Shot" will be shown in the right column.) For member convenience, we've created separate directories for Idaho, Montana, Oregon, and Washington pharmacies.

The directories and more information about your flu shot coverage are available at PacificSource.com/member/flu-vaccination.aspx.

Helpful Descriptions Added to EOB Statements

Our explanation of benefits (EOB) statements will soon include additional information to help members understand the services listed and how their benefits have been applied. Beginning July 1, 2011, the revised statements will include the following text:

- The Benefit Explanation of Remark/Reason Code section will list the service code with a brief, general description of how the benefit is applied.
- "Appeal process" and "other resources" paragraphs will explain options for appealing a decision

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and offer contact information for additional assistance that is specific to the member's location.

Provider Network Change for Eastern Washington

Effective June 1, 2011, InterWest Health will replace First Health as the primary provider network for members who live in, or seek services in, the following Eastern Washington counties: Adams, Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Spokane, Stevens, Walla Walla, and Whitman.

Members in these counties have been sent notification of the change, and will soon receive new PacificSource ID cards by mail in May for use starting June 1, 2011. Members in surrounding areas will also be notified of the change in mid-May.

Providing our members with access to a wide variety of doctors and medical practitioners is important to us. The addition of InterWest will provide access to a significantly greater number of providers in these areas.

Reminder: Oregon Late Enrollee Provision Change

In April, we began mailing notices to Oregon small employers (2–50 employees) to inform them of upcoming enrollment policy changes. Beginning with July renewals or new groups (pending approval of the Oregon Insurance Division), Oregon small employers will automatically have an “open enrollment” provision for late enrollees included in their medical contract, replacing the six-month waiting period that was previously in place. As current small groups renew and this provision is added, enrollees that previously submitted an application as a late enrollee and are still in their six-month waiting period will be automatically enrolled effective on the group's renewal date.

There are no changes to our dental late enrollment provisions for any size group. Dental and medical late enrollment provisions are different.

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:

Mary Poppins—The Children's Hospital at Legacy Emanuel

June 24, Portland, Oregon

Light of Liberty Celebration

July 4, Springfield, Oregon—visit us at Kid Nation for healthy games!

Heaven Can Wait Run/Walk

June 5, Bend, Oregon

Swingin' Summer Night—Volunteers in Medicine Clinic

July 21, Eugene, Oregon

Balloons Over Bend Children's Festival

July 22-24, Bend, Oregon

Relay For Life—American Cancer Association, Deschutes County

July 23, Bend, Redmond, Sisters, Oregon

Ride through Paradise (Cycling)—CASA for Children of Klamath County

July 23, Klamath Falls, Oregon

New Names for Clear One and COIHS

In May of 2010, we acquired Clear One Health Plans, Inc. and Central Oregon Individual Health Solutions, Inc. (COIHS). We're pleased to announce these organizations now have new names that align them with the PacificSource family of brands:

- Clear One Health Plans, Inc. is now PacificSource Community Health Plans, Inc. PacificSource Community Health Plans, Inc. will market Medicare Advantage plans under the brand name PacificSource Medicare.
- COIHS has been renamed PacificSource Community Solutions, Inc. It will continue to provide Medicaid plans to individuals who qualify for the Oregon Health Plan.

PacificSource is dedicated to serving all members of the communities we serve, from our members covered under employer and individual plans, to those who age out of traditional coverage, or may otherwise qualify for government-assisted healthcare. It is our mission to help people get the healthcare they need.

Weight Management Program Extended

We are pleased to announce that the pilot for our Weight Watchers® program has been extended through December 31, 2011. The program is available to all PacificSource group and individual members. Please visit the For Our Members>Health and Wellness Programs area of PacificSource.com for program details and eligibility.

Summer Focus on Wellness

June: 10 Simple Ways to Get Moving. It's easier than you think to get more exercise! Our list of top ten tips offers simple ways to work more exercise into your life. June wellness materials will be available in late-May.

July: Nutrition. We all know eating right helps keep us healthy. Our list of top ten tips can remind you how to stay on track. July materials will be available in June.

For no-cost wellness materials, please contact your Client Service Representative or visit our Wellness Communication Toolkit page at PacificSource.com/wellness-toolkit.aspx.

