

PacificSource Health Plans Member Guide

In this guide:

- Customer Service
- Your ID Card
- Submitting a Claim
- Find a Provider
- Care Management
- Pharmacy
- No-Cost Extras

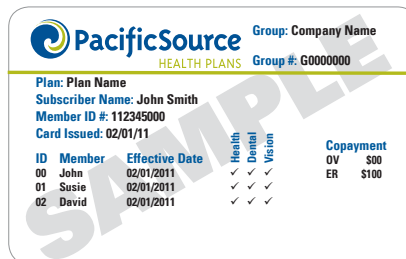
We're Here to Help

At PacificSource, everything we do revolves around taking care of people. You are welcome to call us toll-free. Our customers enjoy average on-hold times of less than 20 seconds, and phone contact with a live person—not automated response systems. Or email us. One of our friendly, professional Customer Service Representatives will be happy to assist you.

Your PacificSource ID Card

ID cards will be mailed directly to your home. You should receive your cards within a few weeks after enrollment. Please begin using the new cards as soon as you receive them, and discard any old cards. When you visit your doctor or pharmacy, be sure to present your card to ensure they have the correct insurance information.

You are welcome to contact our Customer Service Department if you have any questions or if you have not received your ID cards.



This is a sample ID card for illustration only. Your actual ID card may vary.

Submitting a Claim

Usually, your provider or pharmacy will submit claims for you. If you need to fill a covered prescription or see a provider for a covered service before you receive your new ID card, or if you see a nonparticipating provider, you can pay and then submit a copy of the **provider's itemized receipt** or statement for reimbursement. It needs to include:

- Your full name, patient's name, pharmacy or provider name (with tax ID)
- The charges (showing the CPT and diagnosis billing codes)
- The date your prescription was filled or the service was provided
- The medication name, strength, and quantity dispensed

Please add your employer's name and group number (if known). If the treatment was for an accident, please include details.

- Mail your claim to PacificSource Health Plans, Claims Department, PO Box 7068, Eugene OR 97401.
- Or fax: medical and vision (541) 225-3632, pharmacy (541) 225-3665, or dental (541) 225-3655.

Find our online member guide at
PacificSource.com/welcomemembers



PacificSource.com

continued on next page

Customer Service

Email

cs@pacificsource.com

Idaho

(208) 333-1596 or
(800) 688-5008
(8:00 A.M. to 5:00 P.M. MT)

Montana

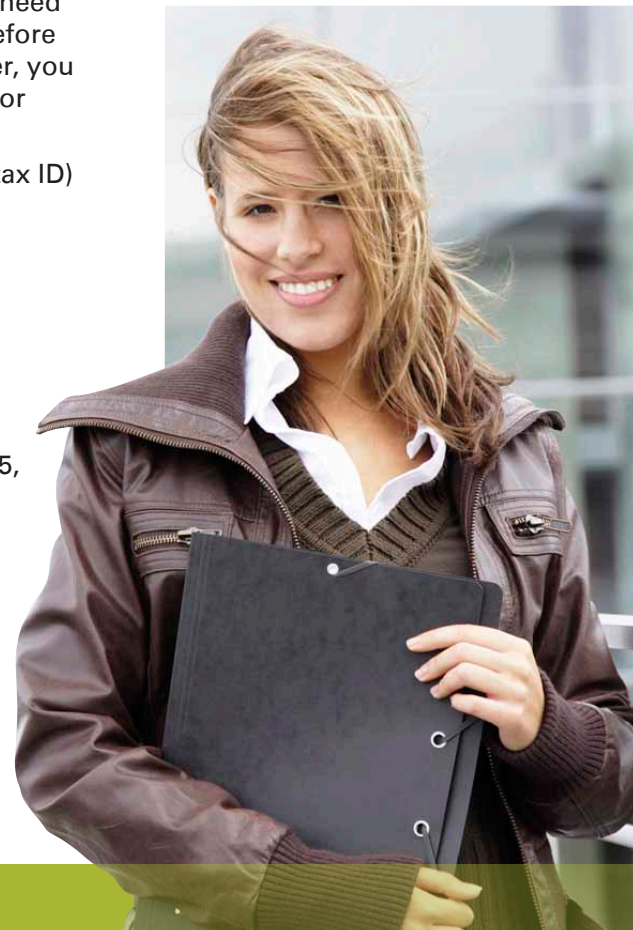
(406) 442-6589 or
(800) 688-5008
(8:00 A.M. to 5:00 P.M. MT)

Oregon

(541) 684-5582 or
(888) 977-9299
(7:00 A.M. to 5:00 P.M. PT)

En Español

(541) 684-5456 or
(800) 624-6052 ext. 1009



PacificSource.com

Our website offers you a wealth of tools, information, and resources to help you make the most of your PacificSource benefits.

InTouch

Access Coverage and Benefit Information

InTouch, our secure web portal at PacificSource.com, allows you to easily and conveniently manage your insurance coverage and health 24/7. Log into InTouch to:

- Look up coverage information in your Member Handbook or read benefit summaries
- Look up claims
- Review your family's enrollment history
- Check your deductible
- Check your out-of-pocket status
- Track preauthorization
- Track referral requests
- Estimate medical costs
- Look up your share of your family's healthcare expenses
- Change your address
- Order replacement ID cards

Health Manager

The Health Manager is your personal online health and wellness center. Powered by WebMD®, our site includes personalized wellness information and a variety of helpful, easy-to-use online tools designed to help you maximize your health. Log into InTouch and click Health Manager to:

- Assess your health with the HealthQuotient health risk assessment
- Research health topics
- Subscribe to health and wellness newsletters
- Participate in programs to improve your health
- Keep medical record dates
- Make goals and track your progress



Provider Networks

The PacificSource participating provider network includes more than 34,000 participating practitioners and facilities in the Pacific Northwest. Your PacificSource coverage also includes access to participating providers nationwide through the First Health® Network.

Online Provider Directory

Our online provider directory makes it easy to find participating healthcare providers for your plan (see your ID card). You can search by specialty, name, location, or other details to access a list of providers that fit your criteria. Or you can create your own personalized provider directory to download and print.

To access the directory, visit PacificSource.com and click Find a Provider.

The First Health Network

First Health Network is a national healthcare provider network that includes physicians, hospitals, and

other outpatient care facilities. PacificSource has a contract in place that makes First Health providers available when members need medical care outside our service area (Oregon, southern Washington, and Idaho).

To access the First Health directory, visit PacificSource.com and click Find a Provider, and then the First Health Provider Directory link. Or call First Health toll-free at (800) 226-5116. Si habla Español— Spanish speaking representatives are available. You are also welcome to call our Customer Service Department.

Advantage Dental Network

If your plan includes dental coverage, you can save money by using the Advantage Dental Network. When you see a participating dentist, you'll just pay your plan's copayment, deductible, and/or coinsurance. You will usually not be responsible for any amount that exceeds contracted fees on covered services.

Emergency Medical Help While Traveling

If you experience a medical emergency while traveling 100 or more miles from home or abroad, Assist America® Global Emergency Services can help. Please see the back page for more information.

Care Management Programs

Condition Management Programs

One-on-one support and care coordination are available to members with certain chronic or rare conditions. Members are invited to participate in a condition management program based on their pharmacy and medical claims, or through referrals from a case manager or physician. (Claims may indicate that a member has a chronic condition.) Condition management programs can help:

- Ensure optimal care
- Decrease complications
- Improve health outcomes

Case Management Services

If you have an ongoing medical need, our Nurse Case Managers can help. PacificSource Nurse Case Managers, all of whom are registered nurses with extensive experience, work with you and your healthcare providers to ensure continuity of care and prevent breaks in necessary medical services. Should you need help managing specific healthcare needs, our Nurse Case Managers will become involved, helping improve your health, financial outcomes, and quality of life. Examples include:

- Special-needs children
- Transplants
- Chronic pain
- Extended hospital care
- Skilled nursing care
- Coordination of home health or equipment

For more information on case management services or condition management programs, contact PacificSource Customer Service.

Pharmacy

Using the CVS Caremark® Pharmacy Network

PacificSource contracts with CVS Caremark for pharmacy management services. If your health plan includes a prescription drug benefit, you can enjoy discounts available through our contract with CVS Caremark without completing a claim. Just show your PacificSource ID card when you purchase prescriptions. Participating retail pharmacies will collect your share of the drug's cost, then bill PacificSource directly for the balance.

CVS Caremark's network includes about 98 percent of all walk-in pharmacies in the United States. Ask your local pharmacy's staff if they participate with CVS Caremark, or look up the pharmacy on the CVS Caremark website at <https://www.caremark.com/wps/portal>.

Prescription Discount Program

Our Caremark prescription discount program helps you save money on any prescription drugs not covered by your health plan. Simply present your PacificSource member ID card at any Caremark network pharmacy to receive a discount on the cash price of any drugs that aren't covered by your plan or costing less than your copay or coinsurance.

Mail Order Service

We partner with both CVS Caremark and Wellpartner Pharmacy for mail order services. If your plan includes prescription drug coverage, mail order is a convenient and cost-saving option.

CVS Caremark

Caremark.com
(866) 329-3051

CVS Caremark
PO Box 659541
San Antonio, TX 78265-9541

Wellpartner

Wellpartner.com
(877) 568-6460

Wellpartner, Inc.
PO Box 5909
Portland, OR 97228-5909

Preauthorization and Step Therapy

If you are new to PacificSource and have a prescription for a drug that would normally require preauthorization or Step Therapy under your plan, we will help to ease your transition to PacificSource by extending your existing drug therapy for 90 days when possible. This will give you and your provider time to review drug options.

Specialty Pharmacy

CVS Caremark® Specialty Pharmacy Services is our exclusive provider for high-cost injectable medications and biotech drugs. If you are taking a specialty medication, contact Caremark's Specialty Care Team at (800) 237-2767 to get set up.

Pharmacy Services

(541) 225-3784 or
(800) 624-6052, ext. 3784

PacificSource Drug Lists

The PacificSource Preferred Drug List and Value Drug List are guides to excellent values on brand name prescription drugs. They will help your doctor identify medications that can provide the best clinical results at the lowest cost. To find out which list applies to your pharmacy plan, check your Summary of Benefits.

Our online drug list is searchable, and you can switch between Value and Preferred lists with the click of your mouse. You can also view and print an entire list or just your search results.

Our Incentive, Preauthorization, and Step Therapy drug lists are also available online

To access our drug lists and to learn more, visit PacificSource.com and click on the Drug Lists quick link.

continued on next page

No-Cost Extras

Your PacificSource coverage also includes the following no-cost wellness programs and services:

Travel Emergency Assistance Program

If you experience a medical emergency while traveling 100 or more miles from home or abroad, you can access services provided by **Assist America® Global Emergency Services** at no cost. Services include medical consultation and evaluation, medical referrals, foreign hospital admission guarantee, critical care monitoring, and when medically necessary, evacuation to a facility that can provide treatment. Assist America is not travel or medical insurance; rather, it is a provider of global emergency services. All medical costs incurred should be submitted to PacificSource and are subject to the policy limits of your health coverage.

Save on Popular Weight Management Programs

As a part of your PacificSource medical coverage:

- Participate in a **Weight Watchers®** program and receive an annual reimbursement of \$100 (\$40 if an online Weight Watchers participant) for your Weight Watchers membership. Complete a minimum of ten weeks during a consecutive four-month period to be eligible.
- Receive **Jenny Craig®** program discounts: Free 30-Day Trial Program, 25% off a Premium Program.

For full details and eligibility requirements, visit the For Our Members>Health and Wellness area of PacificSource.com.

Tobacco Cessation: Helping You Quit Tobacco for Good

Our **Quit For Life®** program, brought to you by Alere Wellbeing and the American Cancer Society, can help tobacco users kick the habit.

To enroll, call Quit For Life toll-free at (866) QUIT-4-LIFE (784-8454).

You'll receive:

- One-on-one phone-based sessions scheduled at your convenience. These calls usually take 10–20 minutes.
- Unlimited toll-free telephone access to the Quit Coaches while you are in the program.
- Membership to Web Coach, where you can build your own Quitting Plan, track your progress, and interact with other participants and Quit Coaches.
- Recommended nicotine replacement products, such as an 8-week supply of nicotine patches or gum, or a 12-week supply of bupropion (generic of Zyban) or Chantix. These products must be prescribed by your doctor and are subject to your pharmacy copay, coinsurance, or deductible.
- A Quit Kit of materials designed to help you stay on track.

Health and Wellness Education

You can receive reimbursement for hospital-based health and wellness education classes in your area. The program will reimburse you for up to \$50 per eligible class or class series, up to a maximum of \$150 per member per plan year.

Prenatal Care

Our Prenatal Care Program helps expectant mothers reduce their risk of premature birth. Participants receive educational materials and toll-free telephone access to a nurse consultant. High-risk members receive additional nurse support. Once the baby is born, you'll receive an additional package containing helpful parenting information.

Registration for the program is easy—just visit the For Our Members>PacificSource Extras area of PacificSource.com and click on the Prenatal Care Program link. After you register, a prenatal information package with everything you need will be sent directly to your home.

Prenatal vitamins: In addition, pregnant members with pharmacy coverage are eligible to receive up to nine months of physician-prescribed prenatal vitamin supplements at no cost (all copays and deductibles are waived). This program covers two generic prenatal vitamins, which are only available through Wellpartner mail order pharmacy.

Wellness for Kids

Nine- and six-year-olds currently covered by a PacificSource medical plan may be invited by mail to join **HealthKicks!**, a children's program that promotes healthy behaviors. Children enrolling in HealthKicks! will receive a total of five age-appropriate, educational activity books in the mail—one about every three months. Contact us for more information.

Visit PacificSource.com for details about these and other no-cost programs and services.



PacificSource.com