

PacificSource **Member Bulletin**

Timely Information for PacificSource Members

2009

Questions and Answers About Flu Vaccinations

As we head into flu season, you've undoubtedly heard tips for avoiding the spread of flu. You're already washing your hands frequently, coughing into your elbow, and staying home if you're ill. To help protect you this year, the Center for Disease Control (CDC) is recommending two vaccines: one for the seasonal flu, and one for the H1N1 flu. We are happy to provide the answer to common questions about your coverage:

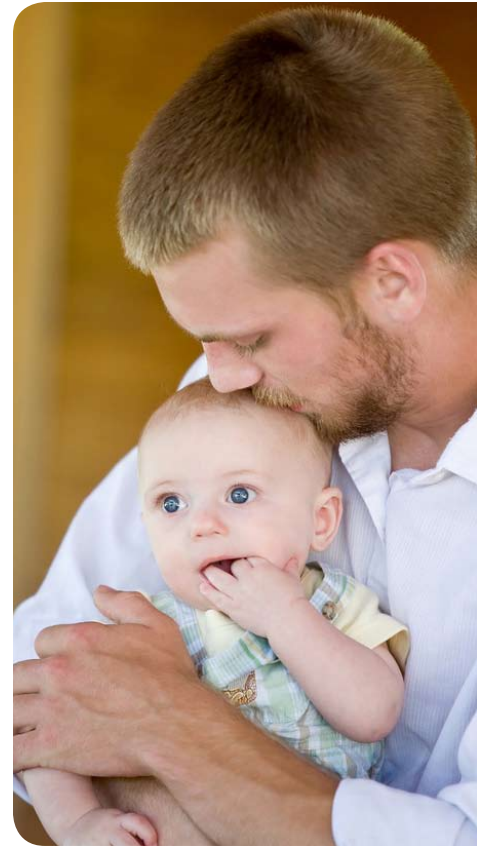
How are flu vaccines covered under my medical benefits?

All medical plans, except PacificSource Short Term Medical, provide coverage for seasonal and H1N1 flu vaccines.

Seasonal flu shots and mist are covered under your immunization benefit subject to your medical plan's deductible, copay, and participating/nonparticipating benefit levels. For physician offices, use a PacificSource participating provider to receive the highest benefit level. We treat all county health departments as participating providers for purposes of obtaining the flu vaccine.

H1N1 flu shots and mist are being supplied by the federal government at no cost, and providers can only charge a fee to administer the vaccine. We will waive copays and deductibles and will cover 100 percent of the allowed fee to administer the H1N1 vaccine, regardless if a participating or nonparticipating provider

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Stretch Your Dental Benefits with the Advantage Dental Network

If your PacificSource benefit package includes dental coverage, that coverage is now even more valuable! We recently contracted with the Advantage Dental Network to provide cost savings opportunities for all our dental members. The Advantage network includes approximately 650 dentists throughout Oregon, Idaho, and Washington.

Through this arrangement, when you choose an Advantage dentist you'll typically pay only your plan's coinsurance and/or deductible. In most cases, you won't be responsible for any excess charges on covered services because participating dentists agree to write off any charges over and above the negotiated, contracted fees for covered services. (Benefit limits and restrictions still apply.) If you choose not to use Advantage dentists, or don't have access to them where you live, you'll see no change from your current coverage. Reimbursement will continue to be based on usual, customary, and reasonable (UCR) charges.

The Advantage Dental Network is expanding to include more dentists every day. To find out if your dentist participates, you can ask your dentist, or visit the provider directory at PacificSource.com

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We're in it for the people.



Questions and Answers About Flu Vaccinations, *continued*

is used. You should not incur any out-of-pocket costs if you use a PacificSource participating provider. If you use a nonparticipating provider, you may be responsible for the difference between the allowed fee and the provider's billed amount.

How are flu vaccines covered under my pharmacy benefits?

If your plan has a pharmacy benefit, you may be able to obtain a flu vaccine from a participating pharmacy.

Seasonal flu shots only are covered in full at Albertsons, Bi-Mart, CVS, Fred Meyer, Kroger, Safeway, and their affiliates nationwide. The CVS Caremark Oregon Pharmacy Directory also indicates if a pharmacy in Oregon is part of our seasonal flu shot network or not.

Simply show your PacificSource member ID card at one of these pharmacies to receive a flu shot at no cost! PacificSource will be billed directly with no paperwork; any deductible or copay will be waived. If you receive the seasonal vaccine at a different pharmacy, it will be applied to your medical nonparticipating provider benefit.

H1N1 flu vaccine will also be covered at those same select retail pharmacies, if available. At the time of this announcement, contracting has not been finalized to allow for coverage in full. For now, you will need to pay for the shot in full and submit your claim to PacificSource. We will then reimburse you at 100 percent up to \$20, and waive any deductibles or copays.

When will flu vaccines be available?

Seasonal flu vaccines began arriving in September in limited batches, and more continue to arrive regularly.

H1N1 flu vaccines began arriving the first week in October in limited supply, which will be given to those most at risk. More shipments will arrive weekly to expand to the rest of the population. We recommend that you contact your provider or your state or county health department for more details on vaccine availability. Web sites are listed below.

Is the flu vaccine a shot or is it available in other forms?

Both the seasonal flu and the H1N1 flu vaccine will be available as a nasal mist and as an injection. However, health officials recommend that pregnant women, children younger than two, and people with asthma and other chronic respiratory diseases receive the injectable vaccine.

Who will receive priority for the H1N1 vaccine?

The initial supply shipped to each state is small (more is on the way), so priority may be initially given to:

- Children and young adults 6 months to 24 years old
- Pregnant women
- People caring for, or living with, infants under six months of age
- People aged 25 to 64 with medical conditions that put them at a higher risk for influenza-related complications
- Healthcare workers
- Frontline law enforcement and public safety workers

More shipments will arrive weekly, and should be plenty to expand to the rest of the population soon. Check with your state or county health department or your provider for availability.

How long is someone contagious before symptoms start?

An individual is contagious one to two days before symptoms start.

How long can an infected person spread the flu virus to others?

People infected with seasonal or 2009 H1N1 flu may be able to infect others from one day before getting sick to five to seven days after. This infectious period can be longer with some people, especially children and people with weakened immune systems, and with those infected with the new H1N1 virus.

How long does it take for the vaccine to work?

After vaccination, most people are immune within 8 to 10 days.

Can I get a seasonal flu shot and an H1N1 shot in the same day?

Yes, if your provider has access to both. The H1N1 vaccine is not intended to replace the seasonal flu vaccine and both vaccines may be taken on the same day.



Where can I get more information about the H1N1 flu?

- www.webmd.com/cold-and-flu/swine-flu
- www.flu.gov (national Web site)
- www.flu.oregon.gov
- www.flu.idaho.gov



Stretch Your Dental Benefits with the Advantage Dental Network, continued

and select "Advantage Dental." If your dentist is not yet part of the Advantage network, you may nominate him or her by completing an Advantage Dental Nomination Form. You'll find the form on our Web site under Find a Provider > About Our Provider Networks.

If you have any questions, you are welcome to contact our Customer Service Department at (541) 684-5582 or (888) 977-9299, or e-mail cs@pacificsource.com.



Options If You Lose Your Health Plan Coverage

In times like these, many businesses are struggling to stay afloat, and the unfortunate reality is that health insurance coverage is often a casualty. If you lose your group coverage, it is important to understand that there may be other options for coverage, including:

- Continuation coverage—also commonly known as COBRA—allows qualified individuals to continue their group coverage for limited periods by self-paying the premium.
- Portability coverage is available to Oregon residents who were enrolled in a group plan for at least six months.
- If your spouse or domestic partner has health coverage, you may be able to enroll on their plan. Job loss is a qualifying event for enrollment.
- Short term medical plans, such as those offered by PacificSource, offer coverage for a limited time at a low cost.
- Individual and family plans, such as PacificSource Elect and BrightIdea plans, are another option.
- The Oregon Medical Insurance Pool (OMIP) offers coverage to Oregon residents who have been turned down for coverage under an individual and family plan and who have no other options.
- If you lose your coverage due to a layoff and are rehired within nine [correction] months, you and your dependents may be able to re-enroll when you return to work.

Our primary goal is to help you find a way to continue health insurance coverage, whether it's with PacificSource or another source. Our Individual Department is well versed in all of these programs and can serve as a resource for information. Feel free to contact us, at (866) 695-8684 in Oregon or (866) 495-4633 in Idaho, and we'll help you explore your options.

Community Health Excellence Initiative Promotes High Quality Care for All

PacificSource and its provider partners have long shared a desire to make meaningful improvements to community health. In response to this common goal, PacificSource has developed the Community Health Excellence (CHE) initiative. This unique program will fund community health collaborations to ensure high quality care for all—regardless of insurance status.

The CHE initiative makes funding available to qualified provider applicants, whose proposals would improve access, preventive care, quality, and/or patient satisfaction. The initiative focuses on health issues identified by physicians and hospitals as being vitally important to individual communities.

"Particularly now, when there is so much media attention on what's wrong with our nation's healthcare system, it's gratifying to work in partnership with physicians and hospitals that are willing to focus on ways to make patient care better," says Peter McGarry, Director of Provider Network for PacificSource. "The Community Health Excellence initiative makes that possible."

The program launched earlier this year and seven providers submitted successful applications. Projects funded range from better management of stroke care, improvements in cancer care management, innovative ways to combat pediatric obesity, integration of physical and mental health services, and ensuring patients get recommended preventive care services.

The seven providers currently participating are:

- Northwest Specialty Clinics – Eugene
- Oregon Neurology Associates – Eugene
- Women's Care – Eugene
- Oregon Medical Group – Eugene
- St. Charles Medical Center – Bend
- High Lakes Health Care – Bend
- Treasure Valley Pediatrics – Boise

With the CHE initiative, we hope to channel the wealth of knowledge, passion, and innovation of our provider partners, and collaborate to ensure high quality healthcare in our communities.



Health Risk Assessment— a Healthy First Step

Learning the status of your health is the first step on the road to improvement. You can begin understanding your own health status with an online tool called HealthQuotient®. It's an easy-to-use health risk assessment available through our InTouch for Members Web site. All information is secure and confidential. HealthQuotient guides you through a series of questions to help you review your current health situation. Next, it provides resources, information, and tools to help you address any areas of risk.

After logging into InTouch at PacificSource.com, you will find a link to HealthQuotient under the "Manage Your Health" menu category. Health Manager will open in a new browser window. After completing your assessment, you can simply close the Health Manager window to return to your InTouch window.

Your Mastectomy-Related Benefits

The Women's Health and Cancer Rights Act of 1998 requires coverage for breast reconstruction following a mastectomy when patients receive mastectomy benefits under their health plan. It also requires that we notify you of those benefits annually. This is a reminder that your PacificSource health plan provides benefits for medically necessary mastectomies and services related to breast reconstruction following a medically necessary mastectomy.

Coverage will be determined in consultation with the attending physician and patient for:

- All stages of reconstruction of the breast on which the mastectomy was done
- Surgery on the other breast to achieve symmetry between the breasts
- Prostheses, such as implants and special bras
- Treatment of physical complications, including lymphedema

Benefits for reconstructive surgery are subject to the same deductibles, coinsurance, and limitations that apply to similar services covered by the plan. Your benefit handbook or insurance policy contains more specific information about mastectomy-related benefits.

Need Assistance?

Contact us with questions about your plan's benefits, providers, or claims. Our Customer Service staff can help you:

- Find out if a service is covered and how it is paid
- Find out about participating providers for your plan
- Get information on a claim or Explanation of Benefits statement

PacificSource Health Plans Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

The privacy of your medical information is important to PacificSource. Although we are required by law to maintain the privacy of your protected health information and provide you with this notice, we are sincere in our pledge to ensure the confidentiality of your nonpublic personal information, including your medical records. This information pertains to you and any covered dependents, so please be sure to share it with any family members covered under your plan.

How We May Use and Disclose Medical Information About You

We may share a member's personal information for the purpose of claims processing and payment. By signing an application for enrollment, the member acknowledges that personal information can be shared for that express purpose.

We may use and disclose medical information as follows:

Treatment. We may share your information with doctors or hospitals to help them provide medical care to you. For example, we might create a treatment plan with your doctor to help improve your health.

Payment. We may use and disclose medical information to process your medical claims or coordinate your benefits with other health plans. For example, we may need to disclose medical information to determine your eligibility for benefits, or to examine medical necessity.

Healthcare operations. We may use and disclose medical information for regular health plan operations. For example, we may disclose medical information to underwrite your policies, ensure proper billing, engage in case coordination or case management, protect you against fraud, and provide you with excellent customer service. Please note that we are prohibited from using or disclosing protected health information that is genetic information about you for underwriting purposes.

Business associates. Business associates provide necessary services to our organization through contracts. Some examples of business associates are prescription drug benefit administrators, utilization management organizations, and entities that perform quality assurance or peer review on our behalf. We may disclose the minimum necessary medical information to our business associates so they can perform the job we have asked them to do. To protect your medical information, we require our business associates to appropriately safeguard your information. We will not share your information with these outside groups unless there is a business need to do so and they agree to keep it protected. We require our business partners to treat your private information with the same high degree of confidentiality that we do.

Plan administration. We may share enrollment information with your employer to verify your coverage and your family's coverage for benefits. We may share summary data that cannot be individually identified. We do not share any other information with employers unless we have your written authorization.

Marketing. We will never sell information about you to any third party for marketing or any other purpose not described in this notice. Further, we do not use personal information for investigative consumer research or reporting.

Individuals involved in your care or payment for your care. We may disclose your medical information to a family member, friend, or other person who you indicate is involved in your care or payment for your care. This only pertains to your medical information that is directly relevant



Keep Medicare Part D Notice with Your Records

If you are a member of a group plan, you should have received a Medicare Part D Notice as part of your enrollment materials. This notice explains your options regarding prescription drug coverage and Medicare. It can help you decide whether or not you want to enroll in Medicare prescription drug coverage. The notice also includes group plan information. Since you may need to provide a copy of this notice in the future, please keep it with your records. If you have not received this notice, please contact your benefits administrator.

PacificSource Health Plans Notice of Privacy Practices, *continued*

to their involvement. We will only make this disclosure if you agree or when required or authorized by law. In the event of your incapacity or in an emergency, we will disclose your medical information based on our professional judgment of whether the disclosure would be in your best interest.

As required by law and for law enforcement. We may use or disclose your medical information when required or permitted by federal, state, or local law, or by a court order.

Public health and safety. We may disclose medical information about you to the extent necessary to avert a serious and imminent threat to your health or safety or the health or safety of others.

State and federal agencies. We may be required to report information to state and federal agencies that regulate us, such as the United States Department of Health and Human Services.

Lawsuits and disputes. If you are involved in a lawsuit or dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute.

Military and national security. Under certain circumstances, we may disclose to military authorities the medical information of armed forces personnel. To authorized federal officials, we may disclose medical information required for lawful intelligence, counterintelligence, and other national security activities.

Workers' compensation. We may disclose medical information to coordinate benefits with workers' compensation insurance carriers.

Information about health-related benefits. We or our business associates may communicate to you about other services or health-related benefits that may be of interest to you.

Other uses and disclosures. If we use or disclose your information for any reason other than those listed above, we will first obtain your written authorization. State laws may prohibit us from disclosing the following types of sensitive personal information without your authorization: chemical dependency, mental health, psychotherapy, genetic, or HIV/AIDS records. If you give us written authorization, you may revoke it at any time. This will not affect information that has already been shared.

Your Rights Regarding Your Medical Information

You have these rights regarding protected health information we maintain about you:

Right to inspect and copy. You have the right to inspect and obtain a copy of most information we maintain about you. To do so, request and complete a form we will provide. You may be charged a fee for the cost of copying your records.

Right to request a correction. If you believe that medical information we have about you is incorrect or incomplete, you have the right to ask us to change or amend the information. To do so, request and complete a correction form available from us.

Right to an accounting of disclosures. You have the right to request a list of disclosures we have made of your medical information for purposes other than treatment, payment, healthcare operations, and other limited activities. To do so, request and complete a form available from us. Your request may not be for a record of more than six years and may not include dates before April 14, 2003.

Right to request restrictions. You have the right to ask us to restrict how we use or disclose your information for treatment, payment, or healthcare operations. You also have the right to ask us to restrict

information we may give to those involved in your care, such as a family member or friend. You must make this request using a form we will provide. While we may honor your request for restrictions, we are not required to agree to these restrictions. If we agree, we will comply with your request unless the information is needed to provide you with emergency treatment or comply with a legal requirement.

Right to request confidential communications. You have the right to ask that we communicate with you about health matters in a certain way or at a certain location. We will attempt to accommodate all reasonable requests and may require that you make your request in writing.

Right to receive a paper copy of this notice. You have the right to ask for a paper copy of this notice at any time. This notice also available on our Web site at pacificsource.com/privacy.aspx.

If you wish to exercise any of these rights, please contact PacificSource. You will find our contact information at the end of this notice.

How to Report a Problem or File a Complaint

You may contact any of the people listed below to report a problem or file a complaint. You must do so in writing. Your benefits will not be affected by any complaints you make. We will not take any action against you for filing a complaint, cooperating in an investigation, or refusing to agree to something that you believe is unlawful.

Changes to this Notice of Privacy Practices

This Notice of Privacy Practices takes effect on April 14, 2003, and will remain in effect until we update or replace it. In the future, we may change our Notice of Privacy Practices. Any changes will apply to medical information we already have about you as well as any information we receive in the future. Before we make a significant change to our privacy practices, we will change this notice and supply a copy to you within 60 days.

You may request a copy of this notice be mailed to you at any time. It is also available on our Web site at PacificSource.com/privacy.aspx.

Contact Information

If you have any questions about this notice or want more information, you're welcome to contact us.

PacificSource Health Plans

Contact: PacificSource Customer Service Dept.
Office Hours: Monday - Friday, 7:00 A.M. to 5:00 P.M. PST
Address: PO Box 7068, Eugene, OR 97401
Telephone: (541) 684-5582 or toll-free (888) 977-9299
Fax: (541) 684-5264
E-mail: cs@pacificsource.com
Web site: www.pacificsource.com

Health and Human Services

Contact: Office for Civil Rights, U.S. DHHS
Address: 2201 Sixth Ave - Mail Stop RX-11
Seattle, WA 98121
Telephone: (206) 615-2290
TDD: (206) 615-2296
Fax: (206) 615-2297
E-mail: ocrcomplaint@hhs.gov

Para asistirle en Español, por favor llame el número (800) 624-6052, extensión 1009, de lunes a viernes, 8:00 A.M. hasta 5:00 P.M.

Have You Moved?

Please contact us to update your records. This will ensure that you receive vital PacificSource correspondence, such as EOB (explanation of benefits) statements and benefit updates.

Update your address online:

Go to PacificSource.com and log in to InTouch. From the InTouch home page, select "Change Address" under Manage Your Account.

Don't have Internet access?

Contact your employer's benefits administrator to request an address change.

Individual members can change their address by contacting our Individual Department by phone at (866) 695-8684 in Oregon or (866) 495-4633 in Idaho, or by e-mail at individual@pacificsource.com.

Prescription Management Help at Your Fingertips

Looking for a convenient source for information about the cost of prescription drugs? You'll find a wealth of information to manage your prescriptions and explore cost and coverage options online. The Manage Prescriptions menu of InTouch (at PacificSource.com) lets you:

- Review a summary of your plan's prescription drug benefits
- Check to see if a drug is covered or on our preferred drug list
- Determine, in advance, the copayment specific to your drug and pharmacy
- Identify generic alternatives to brand drugs
- Track your share of pharmacy expenses, such as copayments, by family member and year
- View or print reports to claim reimbursements under FSA, HRA, and HSA programs
- Learn about your medication and potential drug or food interactions
- Use tools to help manage chronic conditions, such as diabetes, asthma, back pain, and obesity



This *Member Bulletin* is provided for general information only, and is not to be used to determine benefits. Your benefits are determined only by your policy. Please refer to your plan materials or our Customer Service Department for specific benefit information.