

International Travel and Your Benefits

If you need healthcare while outside the United States, PacificSource has you covered.

Always Carry Your PacificSource Identification Card.

Contact PacificSource if Hospitalized

If admitted to a hospital, you or your authorized representative must notify our Health Services Department at (541) 684-5584 as soon as possible. Use country code 001 from outside the United States.

Obtain an Itemized Bill for the Services You Receive

The bill needs to include an itemized list of all services performed. The bill should also include the date on which the services were received, and it should state a diagnosis. The bill needs to include fees charged for services.

Pay for the Services Yourself

PacificSource will reimburse you for the itemized services that are covered under your plan, up to the level specified by your plan.

Have Information Translated Into English if Possible

This will speed up the reimbursement process. However, if you are unable to have the information translated, PacificSource will have it done by our translation service.

Submit the Claim to PacificSource

Mail or fax your itemized bill for services to us. Make sure to include the name of the member who received services, along with the group number and ID number of the member.

Out of the Country Services May Require Preauthorization

Medical services received while outside the United States, except unexpected illness or injury while traveling or residing out of the country, require preauthorization from the PacificSource Health Services Department and may not be covered. Please see your plan materials for more information or call Health Services at (541) 684-5584.

When you're planning a vacation or business trip, the last thing you need to worry about is what will happen if you need medical attention away from home. This is information you'll need to use your PacificSource benefits while abroad.

continued on reverse



Please cut out this card, fold it in half, and carry it in your wallet for easy access!

Using your PacificSource benefits when traveling outside of the United States:

- Obtain an itemized bill for services you receive.
- Pay for the services yourself.
- Have information translated into English if possible.
- Submit the claim to PacificSource.
- PacificSource will assign CPT codes, obtain the exchange rate for the date of service, process the claim, and send the reimbursement to you.

Mail your claim to:

PacificSource
Claims Department
PO Box 7068
Springfield OR 97475

Fax your confidential claim to:

(541) 225-3634*

If you have questions, please call:

(541) 686-1242 or (888) 691-8209*

*Use country code 001 from outside the United States.

Assist America®: When traveling more than 100 miles from home, Assist America can help ensure you get the care you need should you have a medical emergency. For complete details see the Assist America flier at PacificSource.com.

Inside the U.S.: (800) 872-1414 **Outside the U.S.:** dial the U.S. country code (001) then (609) 986-1234

PacificSource Assist America ref. number:

01-AA-PSH-10073

After You Submit Your Claim, PacificSource Will:

Assign CPT Codes for Services Received

CPT codes are what we use to determine the amount PacificSource will reimburse for a particular service. We base those reimbursement amounts on what are called UCR (usual, customary, and reasonable) rates.

Keep in mind that providers out of the country aren't participating PacificSource providers, and they may charge more than the UCR rate for a service. If that happens, you will be responsible for the difference.

Process the Claim

We will enter the information provided on the itemized bill you give us into our system and process it.

Provide Reimbursement to you

It's a good idea to confirm that we have your correct address for mailing your reimbursement check to you.

Obtain the Exchange Rate for Monies on the Date of Service

Since you will have paid with a different currency, PacificSource will protect you from sudden fluctuations in monetary exchange rates by reimbursing you at the exchange rate for that date.

Assist America®

Your PacificSource benefit package includes a unique global emergency services program provided by Assist America. This program connects you to doctors, hospitals, pharmacies, and other services when faced with a medical emergency while traveling 100 miles or more away from your permanent residence or abroad.

Assist America's Operations Center is staffed 24 hours a day, 365 days a year with trained multilingual and medical personnel, including nurses and doctors, to advise and assist you quickly and professionally in a medical emergency.

Key services include medical consultation, evaluation and referral, hospital admission guarantee, emergency medical evacuation, critical care monitoring, medical repatriation, prescription assistance, and emergency message transmission. For a complete description of services, see our Assist America flier at PacificSource.com.



Direct: 541.684.5582

Toll Free: 888.977.9299

PacificSource.com

If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or email cs@pacificsource.com.