

PacificSource Health Plans

Member Guide

Dental Only

In this guide:

- Customer Service
- Maximize Your Benefits
- PacificSource.com
- Your ID Card
- Submitting a Claim
- Find a Provider

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 e-mail us at cs@pacificsource.com. One of our friendly, professional Customer Service Representatives will be happy to assist you.

Maximize Your Dental Benefits

You probably know that maintaining dental health is an important part of your overall wellbeing. Numerous studies suggest a connection between gum disease and a variety of serious health problems, including heart disease, stroke, and arthritis. In addition to daily care, be sure to schedule a dental exam and cleaning every six months.

Understand Your Benefits and Options

Knowing your dental plan benefits and any limitations before you receive services can save you the hardship of unexpected expenses. Take the time to read through your member benefit handbook, and if you have any questions, contact our Customer Service Department. Some important things to know:

- Your coinsurance amount
- Your annual deductible amount
- The number of cleanings covered per year
- How often X-rays are allowed
- The annual maximum benefit

While PacificSource dental plan benefits vary, most cover the cost of preventive and diagnostic care (also known as Class I services) at 100 or 80 percent. As treatments increase in cost and complexity—crowns and bridges, for example—your plan will typically pay a lower percentage of the cost.

Customer Service

E-mail

cs@pacificsource.com

Oregon

(541) 684-5582 or

(888) 977-9299

(7:00 A.M. to 5:00 P.M.

PacificTime)

Idaho

(208) 333-1596 or

(800) 688-5008

(8:00 A.M. to 5:00 P.M.

MountainTime)

En Español

(541) 684-5456 or

(800) 624-6052 ext. 5456



PacificSource.com

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PacificSource.com

Our Web site 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 in to InTouch to:

- Look up claims
- Review your family's enrollment history
- Check your plan's deductible
- Check your out-of-pocket status
- Track treatment
- 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 in to 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



Your PacificSource ID Card

Your 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. The next time you visit your dentist, be sure to present your new card so 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.

		Group : Company 1	
HEALTH PLANS		Group #: G7017852	
Plan: Dental Coverage Only			
Subscriber Name: Hans D Subscriber			
Member ID#: 990108218		Annual Max	\$1500
Card Issued: 02/25/10		Deductible	\$50
ID Member	Effective Date		
00 Hans	01/01/10		
01 Rex	01/01/10		
02 Nathan	01/01/10		
03 Samuel	01/01/10		
04 Benjamin	01/01/10		
4 PRESENT THIS CARD EACH TIME YOU MAKE A DENTAL VISIT.			
Benefit Questions: Contact our Customer Service Department at (541) 684-5582 or (888) 977-9299 or cs@PacificSource.com.			
Pretreatment Estimate (Providers Only): Contact our Dental Department at (541) 225-1981 or (866) 373-7053.			
Electronic Claims: Payer ID# 93029			
			
5			
PacificSource Health Plans • PO Box 7068, Eugene, OR 97401-0068			
PacificSource.com			
THIS CARD IS NOT AN AUTHORIZATION FOR SERVICES OR A GUARANTEE OF PAYMENT.			

- 1 Member's ID number
- 2 Member's group number
- 3 Member's two-digit ID extension
- 4 Customer Service Department contact information
- 5 Claims submission address

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

Submitting a Claim

Usually, your dentist will submit claims for you. If you need to see a dentist for a covered service before you receive your new ID card, you can pay and then submit a copy of the itemized receipt or statement for reimbursement. It needs to include:

- Your full name and the name of the patient
- The name of the dentist
- The cost, billing code, and diagnosis (if applicable)

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

You can download the dental claim form on our Web site, PacificSource.com > For Our Members > Forms and Materials.

Fax your claim to (541) 225-3634, or mail it to PacificSource Health Plans, Claims Department, PO Box 7068, Eugene, OR 97401.

Provider Networks

Advantage Dental Network

The Advantage Dental network includes more than 650 dentists in Oregon, Idaho, and Washington. PacificSource members save on out-of-pocket expenses by using the Advantage Dental network. When you see a participating Advantage dentist, you'll generally just pay your plan's coinsurance and/or deductible. In most cases, you will not be responsible for any amount that exceeds contracted fees on covered services.

If you choose not to use an Advantage member dentist, or don't have access to one, reimbursement will continue to be based on usual, customary and reasonable (UCR) charges.

Online Provider Directory

To access a dental provider directory, visit PacificSource.com and click the Find a Provider link at the top of any page. If your current dental provider is not part of the Advantage network, we encourage you to nominate him or her by completing a nomination form, available at PacificSource.com under Find a Provider > About Our Provider Networks. If your provider chooses to apply for membership in the network, he or she will then begin the registration process, which can take several weeks.

If you have questions, you are welcome to contact our Customer Service Department.

E-mail: cs@pacificsource.com

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Visit the For Our Members area of PacificSource.com for more member information.

Find our online member guide at PacificSource.com/welcomemembers.

Maximize Your Dental Benefits

The first step to minimize out-of-pocket expenses is by developing good oral hygiene habits.



PacificSource.com