

# InTouch Online Access to Your Information

## Access Your Coverage Information and Wellness Resources Online with InTouch

We know your busy schedule doesn't always coincide with our customer service hours. To help, we offer PacificSource InTouch for Members, a secure Web site available to any individual who is covered under a PacificSource health plan.

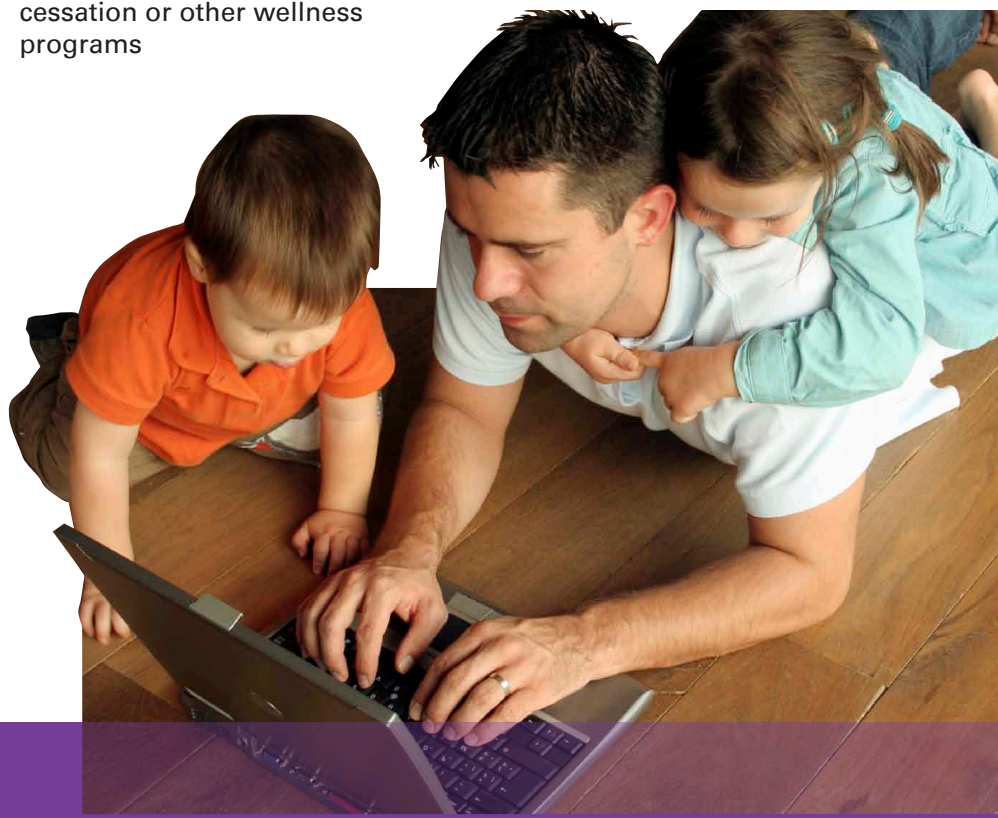
Once you've registered, you can review claim and coverage information, check your family enrollment history, find resources to help you manage your health, and more—at your convenience from any computer with Internet access.

## PacificSource InTouch for Members is easy to use

- Look up coverage information and review benefit summaries in your Member Handbook
- Check the status of a claim
- Review your family enrollment history
- Change your address
- Access your claim history
- Look up medical information related to your health
- Take a health risk assessment
- Calculate expenses accumulated towards your plan's deductible
- Order new ID cards
- Take advantage of smoking cessation or other wellness programs

***With InTouch for Members, you have secure online access to your coverage information and a variety of health and wellness resources.***

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# Online Access to Your Coverage Information

InTouch makes it easy for you to manage your coverage and information.

## 1. Health Plan Snapshot

- Click on your name to view your profile.
- Click on your plan name to see how much expense has accumulated toward your plan's deductible, stop-loss, or out-of-pocket maximum. You can track your share of healthcare expenses (such as deductibles and copayments) by family member and year.

## 2. Your Profile

- Track your family's enrollment history and check the coordination of benefits information we have on file.
- Check the status of preauthorizations or referrals.

- Notify us when your name or address changes.
- Select a new primary care physician.

## 3. Your Health Plan

- Click on Your Health Plan on the left side of the home page to look up your medical claims information for the past two years.

## 4. Health Manager

- Access health and wellness resources relevant to you and your dependents (for details, see the Health Manager section).

## 5. Health Risk Assessment

- Uncover potential health risks and take positive steps to control them.

*If you have questions, you are welcome to contact our Customer Service Department at 888.977.9299 or e-mail [cs@pacificsource.com](mailto:cs@pacificsource.com).*

## 6. Provider Directory

- Locate a doctor, specialist, or facility that meets your healthcare needs.

## 7. Track Requests

- Review any InTouch requests you've made, such as an address change.

## 8. Member Benefit Handbook

- Review benefit summaries and information related to your health plan.

The screenshot shows the PacificSource Member Home Page. The page is titled "Member Home Page" and includes a navigation menu on the left with items: Home, Your Profile, Your Health Plan, Health Manager, Health Risk Assessment, Provider Directory, Track Requests, Change Password, and Log Off. The main content area is divided into several sections: "Health Plan Snapshot" (containing Group ID, Subgroup, Subscriber ID, Covered Members, Benefit Plan, and Medical Copay), "Health and Wellness Center" (with links to Health Manager and Health Risk Assessment), "Cost Center" (with links to Estimate Medical Costs and Caremark), and "Health Plan" (with links to Member Benefit Handbook, Referrals and Preauthorizations, and Claim History). A "Contact Us" section provides customer service information. The page also shows the user is logged in as "DEMO" and includes a "Print this page" link. Numbered callouts (1-8) are overlaid on the page to highlight specific features: 1 points to the Health Plan Snapshot section, 2 to Your Profile, 3 to Your Health Plan, 4 to Health Manager, 5 to Health Risk Assessment, 6 to Provider Directory, 7 to Track Requests, and 8 to the Member Benefit Handbook link.

## Health Manager: Health and Wellness at Your Fingertips

Your InTouch registration also gives you access to Health Manager, an online health and wellness center. Powered by WebMD®, a trusted health information source, Health Manager includes personalized wellness information and a variety of helpful, easy-to-use online tools including a health risk assessment. Health Manager is on call 24/7.

### Assess Your Health

- HealthQuotient® helps you uncover potential health risks and take positive steps to control them.
- Symptom Checker helps you determine if and when you should seek medical treatment.
- Disease and Condition Centers give you current, reliable information about specific healthcare issues.

### Improve Your health

- Try out Lifestyle Improvement Programs (LIPs), which cover topics of *Exercise*, *Weight Management*, *Stress Management*, *Nutrition*, and *Smoking Cessation*. These programs include planners and information to engage you in your health.
- Set up a customized meal planner and print a grocery list in the *Nutrition* program.
- Create an exercise plan that fits your needs and watch demos on various exercises when you use the *Exercise* program.

## Health Manager

Access health and wellness resources relevant to your needs.

The screenshot displays the WebMD Health Manager interface for a user named Jane Smith. At the top, there are logos for PacificSource Health Plans and WebMD Health Manager. The user's name and a search bar are visible. Navigation tabs include Home, Medication Center, Health Topics, and Living Healthy. The main content area is divided into several sections:
 

- My Message Center:** A notification that the user has 1 new message.
- Take Action:** A section for assessing health, including links for HealthQuotient, Health Topics, and WebMD Symptom Checker.
- My Health Guide:** Recommendations based on the user's health profile, such as 'Getting Started' and 'News For You'.
- News:** A section for personal health news, including articles about stroke risk, breast cancer, and H1N1 swine flu vaccine.

 A large image of a family (Jane Smith, a child, and a man) is featured in the center, with a 'Welcome, Jane!' message below it. A 'Take HQ Now!' button is also present.

### Keep Records and Track Your Progress

- Create a health record for yourself and your children. This secure online record is easy to find and always available, even when you're away from home.
- Tracking tools allow you to chart your progress toward achieving specific health goals.

### Learn More

- Identify topics of interest and choose from a variety of health-related newsletters.
- Read the latest news or choose from the My Links list to jump to your favorite page.

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## InTouch Online Access to Your Information

### Register for InTouch Today!

To start using PacificSource InTouch, simply visit our Web site and register:

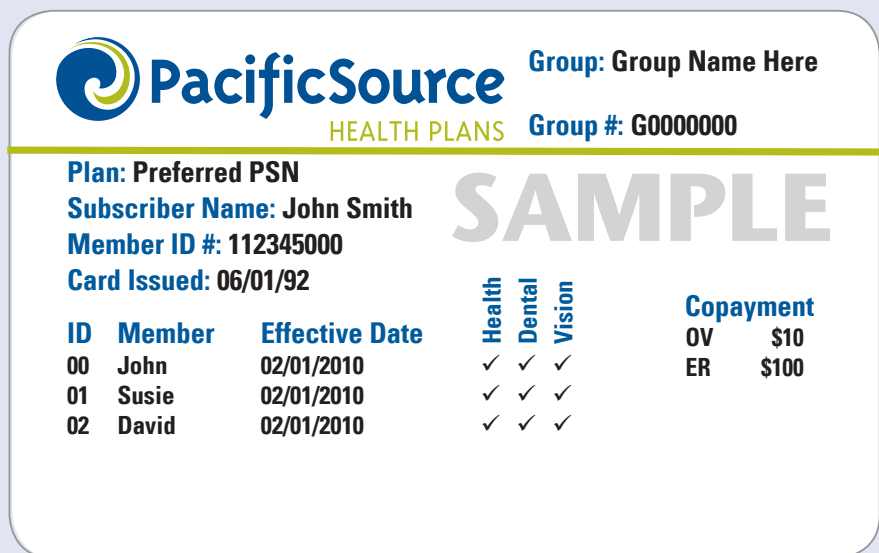
1. Browse to PacificSource.com.
2. Click on the Register Now link in the upper right corner of your screen.
3. Follow the instructions.

Once you accept the registration agreement, you will be asked to enter your Member ID number and Group ID number, which can be found on your PacificSource ID card (see example), as well as your birth date and e-mail address. Your Member ID number is the Member ID number shown on the card, plus the two-digit ID number next to your name.

After entering all required information, click Submit. In a few seconds, you'll automatically be logged into your account.

For security reasons, no confirmation e-mail will be sent. Be sure to keep your user ID and password in a secure place. Should you forget your password, simply select the Forgot My Password link on the login page.

### Example of Member ID Card



The image shows a sample PacificSource Health Plans Member ID Card. At the top left is the PacificSource logo with the text "HEALTH PLANS" below it. To the right of the logo, it says "Group: Group Name Here" and "Group #: G0000000". Below this, it lists "Plan: Preferred PSN", "Subscriber Name: John Smith", "Member ID #: 112345000", and "Card Issued: 06/01/92". A large "SAMPLE" watermark is overlaid on the right side. At the bottom, there is a table with columns for ID, Member, Effective Date, Health, Dental, Vision, and Copayment. The Copayment column has sub-columns for OV and ER. The table lists three members: John (ID 00), Susie (ID 01), and David (ID 02), all with an effective date of 02/01/2010 and full coverage in all categories. Copayment for John is \$10 (OV) and \$100 (ER). Copayment for Susie and David is \$100 (ER).

ID	Member	Effective Date	Health	Dental	Vision	Copayment	
						OV	ER
00	John	02/01/2010	✓	✓	✓	\$10	\$100
01	Susie	02/01/2010	✓	✓	✓		\$100
02	David	02/01/2010	✓	✓	✓		\$100

*Your member number is the Member ID number shown on the card, plus the two-digit ID number next to your name. Your Group ID number is listed under the group's name at the top right corner of the card.*



**Direct:** 541.684.5582  
**Toll Free:** 888.977.9299

**PacificSource.com**