

Value-added Extras For Members

Our extra tools, benefits, and programs are how we add value to members' health plans. These extras help our members make the most of their plan and live a healthier life.



Online Tools and Resources at PacificSource.com

InTouch for Members

Members can access their benefit information by logging on to the secure InTouch area of our website. They can view their claims, the status of preauthorizations and referrals, the accumulated expenses towards their plan's deductible, and more.

CaféWell

CaféWell is a secure online health engagement portal with personalized information and tools to help members make the most of their health.

myPacificSource Mobile App

Members can stay "InTouch" with their PacificSource coverage, no matter where they are, with our free mobile app.

The myPacificSource app is available for both iPhone® and Android™. Visit PacificSource.com/mobile.

Provider Directory

Members can find up-to-date participating provider information based on their location or the provider's name. Members can also make a personalized directory.

Wellness and Care Management Programs

24-Hour NurseLine

Our 24-Hour NurseLine is staffed around the clock, seven days a week. The member toll-free number is (855) 834-6150.

Prenatal Program

Our Prenatal Program helps expectant mothers learn more about their pregnancy and their child's development. Participants get educational materials and toll-free phone access to a nurse consultant.

Prenatal Vitamins

Women between the ages of 15 and 45 with prescription drug coverage are eligible to receive physician-prescribed prenatal vitamins at no cost when filled through an in-network pharmacy. The vitamins covered by this program include O-Cal FA, Vol-Plus, Prenatal 19, or PNV-DHA.

Tobacco Cessation

Our Quit For Life® program, brought to you by Optum and the American Cancer Society, can help tobacco users kick the habit. Members receive phone and online support, as well as a Quit Kit with nicotine replacement therapy patches or gum to help keep them on track. The member toll-free number is (866) 784-8454.

Bend

Direct: (541) 330-8896
Toll-free: (888) 877-7996

Portland

Direct: (503) 699-6561
Toll-free: (866) 540-1191

Medford

Direct: (541) 858-0381
Toll-free: (800) 899-5866

Springfield

Direct: (541) 686-1242
Toll-free: (800) 624-6052

Boise

Direct: (208) 342-3709
Toll-free: (888) 492-2875

Coeur d'Alene

Direct: (208) 333-1557
Toll-free: (888) 492-2875

Idaho Falls

Direct: (208) 522-1360
Toll-free: (888) 492-2875

Helena

Direct: (406) 422-1008
Toll-free: (855) 422-1008

PacificSource.com



Teladoc™

We've partnered with Teladoc™ as of January 1, 2018 to offer members virtual healthcare visits. Teladoc™ is a national network of U.S. board-certified physicians and pediatricians that members can see on-demand 24/7, via phone or online video consultations. For a virtual visit with Teladoc™, members pay the same as they would a regular office visit.

Hospital-based Education Classes

Members can be reimbursed for up to \$150 per member per plan year for hospital-based health and wellness education classes in your area.

Weight Management Programs

Members with medical coverage can:

- Participate in a **Weight Watchers®** program and receive an annual reimbursement of \$100 (\$40 if an online Weight Watchers participant) for their Weight Watchers membership.
- Receive a **Jenny Craig®** program discount: 50 percent off the enrollment fee (normally \$99), plus five percent off all Jenny Craig food.

For full details and eligibility requirements, visit PacificSource.com/weightmanagement.

Discounted Gym Membership

PacificSource members have access to discounted gym memberships with a wide network of gyms through Active&Fit.

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. Contact us for more information.

Condition Support Program

Our Condition Support Program offers support and information to members with asthma and diabetes (including members age 18 and younger), heart failure (HF), chronic obstructive pulmonary disease (COPD), and coronary artery disease (CAD). The program includes personal support to help participants reach their health and wellness goals. Participants may also contact our nurses and registered dietitian.

AccordantCare® Rare Disease Management Program

Our members with certain chronic, rare conditions receive ongoing one-on-one support and care coordination to ensure optimal care, decrease complications, and improve health outcomes.

Chronic Disease Self-Management Program

The Chronic Disease Self-Management Program provides six weekly sessions to help participants establish immediate goals. Members will learn to manage their symptoms and take control of their health.

Caremark® Specialty Pharmacy

Caremark® Specialty Pharmacy Services is our provider for injectable medications and biotech drugs. A pharmacist-led CareTeam provides individual follow-up care and support to our members with certain conditions.

Nurse Case Management

Our Health Services Department provides individual case management for members who require specific help in managing their healthcare needs. Nurse Case Managers work collaboratively with providers and members to improve members' health, financial outcomes, and quality of life.

LifeTracsm Transplant Network

We partner with LifeTrac Transplant Network to ensure that our members requiring transplant services have access to nationally recognized centers of excellence. Our Case Managers assist members by coordinating all phases of transplant services.

Travel Program

Assist America® Global Emergency Services

Members with medical coverage who experience a medical emergency when traveling 100 or more miles from home or abroad can call Assist America for help. 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. These services are provided at no cost to members when arranged and provided by Assist America.