

# 24/7 Access to Plan Administration

## InTouch for Employers



### Online Services for Your Group Health Plan

At PacificSource, we're committed to providing you with flexible, personalized service. One way we do that is through PacificSource InTouch for Employers—a secure, employers-only area of our website. Once you log in, you can enroll new members in your plan, access your plan's contract documents, pay your bill, and much more—24 hours a day. If you prefer doing business online, you'll appreciate the convenience of InTouch.

#### Use InTouch to:

##### Administer enrollment and generate reports

- Enroll new members in your plan and update information for existing members, ensuring your employees can get important benefit information as soon as possible
- View, change, or download enrollment and census information
- View and download enrollment totals for your group by family composition category
- Verify employee and dependent enrollment by name or member number
- Print temporary ID cards for one or all employees with the click of a button

##### View and pay your bill

- View statements in our Payment Center
- Pay your bill online with our eCheck option and review your eCheck payment history

##### Access information and request ID cards

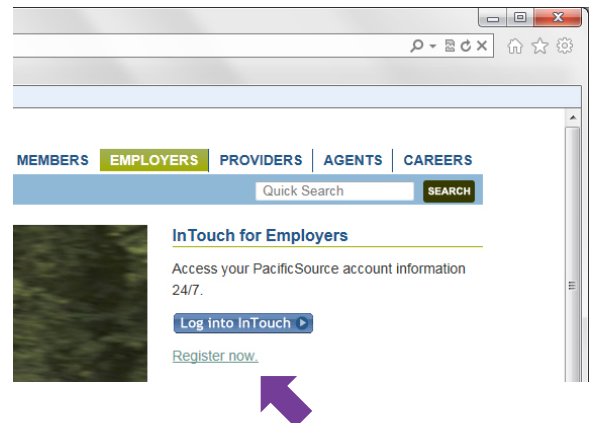
- View the contact information for your Membership Representative
- Access the most up-to-date benefit handbook
- Access your plan's contract documents and benefit summaries
- Request ID cards

##### Manage InTouch account access

- Set up access for members of your administration team with the Group Administrator feature
- Administer all of your groups and their subgroups through a single login

### Getting Started Is Easy!

To start using PacificSource InTouch for Employers, simply visit, [PacificSource.com](http://PacificSource.com) and click "Employers." Then click the "Register Now" link, which you'll find under the InTouch login button in the right column.



Once your registration is processed, you will receive an email message indicating that your new user ID has been activated.

If you need to add access for additional staff members, you can log in and add them yourself (in the Group Administrator role), or we can help with the setup.

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## Questions and Answers

### Can I change my password?

Yes, you may change your password at any time. From your InTouch home page, click "Account" in the top menu, and then click the "Change Password" link.

### What happens if I forget my password?

If that happens, you can click the "Forgot My Password" link on the login page. You will be prompted to answer two hint questions and can then select a new password.

### Can I access multiple group accounts without having to log in and out?

Yes. You can administer all of your groups and their subgroups through a single login. When you first log in, you'll be able to select from a list of your groups. Once you are logged in, you'll see the current group name on the green button near the top of the page. When you're ready to work with a different group, simply click on this green button to pull down a list of your available groups. There's no need to log in and out.

### Why can't I access all of our group accounts?

If you are not able to access one of your groups, it may mean that your InTouch "Group Administrator" has not yet granted you that permission. Your InTouch Group Administrator is the primary user and has access to all of your group or subgroup accounts. In this role, they can grant other staff members, "Users," full or limited access.

### What if I have questions or comments?

If you have questions or comments about InTouch, you may contact the InTouch for Employers Team:

- Call (800) 624-6052, ext. 3742
- Email [intouchforemployers@pacificsource.com](mailto:intouchforemployers@pacificsource.com)

In addition, you are welcome to contact your Membership Services Representative. Your Representative's contact information appears on your InTouch Contact Us page and on your monthly billing statement. Or you can reach us by phone toll-free at (866) 999-5583 to be connected to the appropriate person.

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