

# Our **Philosophy** Our **Commitment**

**We're In It for the People**



We have never been in it for the colorful brochures. Or the explanation of benefits forms. Or the complex regulations. That's just part of a day's work, providing coverage to all of our members. What we're in it for are the people. We're in it for the people who make our communities just a little more interesting. People who enjoy connecting with other people, not pre-recorded messages. People who believe everyone should have access to affordable, quality healthcare. People like you.

## **The PacificSource Story**

PacificSource is an independent, not-for-profit health insurer, providing medical, dental, vision and prescription benefits. We serve businesses, individuals and families across Oregon, Idaho, and Montana. Together with our subsidiaries, PacificSource offers a broad range of employee benefit solutions like flexible spending accounts, COBRA administration and self-funded benefit plans. And unlike huge, national insurance companies, we never answer to shareholders or special interest groups. Just you, the community.

Established in 1933 in Eugene, Oregon, PacificSource Health Plans was founded on the principles that are still held firm today—managed growth, high-quality care, and excellent personal service. Since then, we've created a network of over 46,300 healthcare providers with regional offices across the Northwest.

PacificSource employs about 700 people, including an experienced executive team who all share the same goal—to best serve the healthcare needs of the communities where we all live and work.

## **Healthcare Made Personal**

There's a reason PacificSource enjoys a 90 percent customer satisfaction rating, something virtually unheard of in the healthcare industry. We're accessible.

When you call PacificSource, a real person answers the phone and connects you to someone who can address your specific questions, typically within 20 seconds. All of our employer clients are assigned a dedicated representative to work with them as their health plan liaison. And this is just an introduction to the truly personalized service you can expect from us.

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We also offer InTouch, a secure online portal that makes it easier for our customers to do business with us. Members can access real-time account information along with CaféWell, a secure online health engagement portal with personalized information and tools to help members make the most of their health. Employers can use InTouch as well to enroll members, access plan documents and manage their group's plan, while providers can check patient eligibility, verify benefits, and look up claims.

Of course, there's more to great coverage than just great access to our people and information. Our extensive provider networks allow members to choose the doctors they know and trust. For our members with more intensive needs, we offer medical management programs to help get the highest quality, most cost-efficient care available. And all of our plans include no-cost extras to help stretch healthcare budgets and achieve healthier lifestyles.

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## Locally Based, Community Focused

At PacificSource, we're more than just local service providers. We're members of the community. This is where we live, work and raise our families. So we're just as interested in seeing positive change in the area as anyone else. And we recognize the impact our contributions can have.

The PacificSource Foundation for Health Improvement provides resources and funds for the health and welfare of underserved and vulnerable populations, with an emphasis on children and youth. The Foundation has invested more than \$7 million in local communities from 2000 to 2014.

PacificSource Health Plans also demonstrates a sincere commitment to improving the quality of life for people here in the Northwest through its employee-driven, Healthy Communities giving program. For years, PacificSource employees have provided enthusiastic support to organizations such as United Way, the American Cancer Society, the March of Dimes, Junior Achievement, and local children's literacy programs.

## Moving Healthcare Forward

At PacificSource, we're working to ensure everyone in the areas we serve has access to the healthcare they need.

Over the last several years, PacificSource has taken a leadership role in many of the Northwest's healthcare reform efforts. These begin at the state and national levels through active involvement in forming healthcare legislation. Additionally, we partner with like-minded grassroots initiatives like the Archimedes Movement, Health Matters, and the 100% Access Healthcare Initiative to help promote healthcare reform at the local level. And we'll continue to seek out and support fiscally sustainable ways to expand access to basic healthcare services.

## Here for You

We know you have options when it comes to health insurance. Which is why we've invested so much into our communities. We believe it takes more than just an insurance company to keep the places we live in happy and healthy. It takes people. People helping people.

***Questions? If you need information about our products or services, please contact us.***



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