

PacificSource Claims Submission Guide for **Medicare, Medicaid, and Commercial Plans**



	PacificSource Medicare	PacificSource Community Solutions	PacificSource HEALTH PLANS
Payor ID	20377	20416	93029
Clearinghouses	inMediata, MCPS, Change Healthcare (formerly Emdeon), Trizetto Provider Solutions, HeW, RelayHealth, Office Ally, Payer Connection, Zirmed	Change Healthcare (formerly Emdeon), Trizetto Provider Solutions, HeW, RelayHealth, MCPS, Office Ally, Payer Connection, Zirmed	inMediata (formerly Affiliated Network Services), MCPS, Change Healthcare (formerly Emdeon), Trizetto Provider Solutions, HeW, RelayHealth, Office Ally, Payer Connection, Zirmed
Paper Claims Submission Address	PacificSource Medicare PO Box 7068 Springfield, OR 97475-0068	PacificSource Community Solutions PO Box 7068 Springfield, OR 97475-0068	PacificSource Health Plans PO Box 7068 Springfield, OR 97475-0068
Online Provider Support	Medicare.PacificSource.com > Providers Secure member information is available through InTouch for Providers	CommunitySolutions.PacificSource.com > For Providers Secure access to member eligibility information is available through InTouch	PacificSource.com > Providers Secure access to member eligibility information is available through InTouch
Customer Service	Oregon: (541) 385-5315 Idaho: (208) 433-4612 Toll-free: (888) 863-3637	Central Oregon Phone: (541) 382-5920 Toll-free: (800) 431-4135	Oregon Phone: (541) 684-5582 Toll-free: (844) 877-4803 Idaho Phone: (208) 333-1596 Toll-free: (844) 877-4803 Montana Phone: (406) 442-6589 Toll-free: (844) 877-4803

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Preauthorization

Pharmacy

Phone: (844) 877-4803

Medical

Phone: (208) 433-4624

Toll-free: (888) 863-3637

Hospital Utilization Review

Fax: (208) 395-2697

Diagnostic Imaging

(managed by AIM)

ProviderPortalSM:

<https://www.providerportal.com>

Phone: (877) 291-0510

Mon.–Fri., 9 a.m.–6 p.m.
MST

Voice mails received after business hours will be responded to the next business day

InTouch access is available through OneHealthPort

Oregon. If you are already a OneHealthPort user, use your existing OneHealthPort user ID and password to access PacificSource InTouch. If you are a new user, you must complete the OneHealthPort registration process (go to [PacificSource.com](https://www.pacificsource.com) and select the InTouch Registration Information link).

Pharmacy

Phone: (541) 330-4999

Toll-free: (844) 877-4803

Medical

Phone: (541) 330-7301

Toll-free: (800) 431-4135

Medical (Oregon)

Phone: (541) 684-5584

Toll-free: (888) 691-8209

Fax: (541) 225-3625

Medical (Idaho)

Phone: (208) 333-1563

Toll-free: (800) 688-5008

Fax: (208) 333-1597

Medical (Montana)

Phone: (406) 442-6595

Toll-free: (877) 570-1563

Diagnostic Imaging

(managed by AIM)

ProviderPortalSM:

<https://www.providerportal.com>

Phone: (877) 291-0510

Mon.–Fri., 9 a.m.–6 p.m.
MST

Voice mails received after business hours will be responded to the next business day

Pharmacy

Phone: (541) 686-1242

Toll-free: (844) 877-4803

Fax: (541) 225-3665