

# Deschutes County Member Guide

Administered by:



### **Online and mobile tools**



At <u>PacificSource.com</u>, and at <u>PacificSource.com/</u> <u>mobile</u>, you can access tools, information, and resources to help you make the most of your PacificSource benefits.

### InTouch

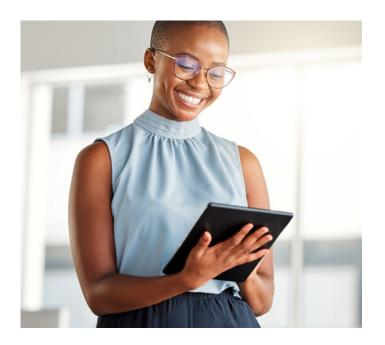
You can access coverage and benefit information through InTouch, our secure web portal at InTouch. <u>PacificSource.com</u>. It allows you to easily and conveniently manage your insurance coverage and health, 24/7. Sign in to InTouch to:

- Look up coverage information in your member handbook/policy, or read benefit summaries
- Look up claims
- View explanation of benefits statements
- Review your family's enrollment history
- Check deductible and out-of-pocket status
- Track prior authorizations
- Look up your share of your family's healthcare expenses
- Estimate healthcare costs using our Treatment Cost Navigator

### myPacificSource mobile app

Our free mobile app gives you secure, on-the-go access to all your coverage information, no matter where you are.

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



### Your PacificSource member ID



Your ID card(s) will be mailed to your home within a few weeks of enrollment. Once you receive them, you can discard any old cards. Please begin using your new card for your healthcare services. When you visit your doctor or pharmacy, be sure to present your card. This ensures they have the correct insurance information.

If you need your ID card before it arrives, you can print one at <u>Pacsrc.co/4gPuKzw</u>. You may also access your ID using our free <u>PacificSource.com/mobile</u>. See the "Online and mobile tools" section for more information.

If you have questions or haven't received your ID cards, please contact our Customer Service team.

	Administered by: PacificSource HEALTH PLANS MEMBER ID: 123456789 GROUP ID: G1234567 SUBSCRIBER: Subscriber name			
<b>group id</b> : G1234				
ID MEMBER 00 Subscriber 01 Dependent 02 Dependent 03 Dependent 04 Dependent	EFFECTIVE XX/XX/XX XX/XX/XX XX/XX/XX XX/XX/XX XX/XX/		RAGE D V V V V V	Prescryptive DRUG LIST XX RXBIN ###### RXGROUP RX#### RXPCN XXX PAYOR ID #XXXXX

Sample ID card for illustration only. Your card will vary.

### **Find a doctor**



Your Navigator plan lets you get care across our four-state provider network. Visit our website to search for a doctor or facility by name, specialty, and location. To minimize your cost, search within the **Navigator** network.

Beyond the Greater Northwest, you can get innetwork care through our collaboration with Aetna Signature Administrators<sup>®</sup>. Search their network of more than 1.5 million providers at <u>Aetna.com/ASA</u>.

Your plan also pays benefits when you see out-ofnetwork providers—usually 50% of the charges. Check your Benefit Summary for details.

### **Dental benefits**

Your dental plan does not require you to use an in-network provider, however, you do have access to a network of providers through the **Dental PPO** network. If you use an in-network dentist, you'll likely pay less.

## **Care management and wellness programs**

Your Deschutes County coverage is administered by PacificSource and includes the following no-cost wellness programs and services:



## We're here to help



At PacificSource, everything we do revolves around taking care of people. And that begins with excellent customer service. When you call us, you'll always speak to a live person—in 30 seconds or less, on average. If you prefer email, we're superresponsive there, too. Either way, our friendly Customer Service representatives will be happy to help you.

## **Prior authorization**

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PacificSource requires approval in advance for certain medical procedures, supplies, and drugs. This is to determine whether the procedure or medicine is covered under your plan. You can find information on drugs and procedures requiring prior authorization at our website.

Your doctor or pharmacy can request prior authorization from our Health Services Department by mail, email, or fax. If the provider won't request prior authorization for you, contact us and we'll assist with the process.

A prior authorization does not mean the entire cost of the service will be covered. Your plan's deductible, coinsurance, and copays still apply. If your treatment is not authorized in advance, you may still seek treatment, but you'll be responsible for the expense if it isn't covered under your plan.

## Submitting a claim



Usually, your provider will submit claims for you. If you need to see a provider for a covered service before you receive your ID card, or if you see an out-of-network provider, you can pay and then submit a copy of the provider's itemized receipt or statement for reimbursement.

Find details for submitting claims at <u>PacificSource.com/members/</u> learn-about-my-plan.

### **Grievances and appeals**



Before submitting a grievance, we suggest contacting Customer Service with your concerns. Issues can often be resolved at this level.

You may file a grievance or appeal using forms available at <u>PacificSource.com</u> or from Customer Service. Write to:

PacificSource Attn: Grievance Review PO Box 7068 Springfield, OR 97475-0068

You may also email <u>LC@PacificSource.com</u> with "Grievance" as the subject.



## **Contact info**

### PacificSource Customer Service

888-246-1370, TTY: 711 We accept all relay calls. 8:00 a.m.–5:00 p.m. (PT), M–F En español: 866-281-1464 <u>CS@PacificSource.com</u> <u>PacificSource.com/</u> <u>DeschutesCounty</u>

Deschutes County provides reasonable accommodations for persons with disabilities. To request this information in an alternative format, please call 541-388-6553 or send an email to <u>Benefits@Deschutes.org</u>.

Para solicitar esta información en un formato alternativo, llame al 541-388-6553 o envié un correoelectrónico a <u>Benefits@Deschutes.org</u>.