

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 a temporary ID card on our secure member site at InTouch.PacificSource.com/members/IDcard/printable. You may also access your ID using our free myPacificSource mobile app. See the "Online and Mobile Tools" section for more information.

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

Administered by:		PLAN SPONSOR:	
MEMBER ID: 123456789		NETWORK: Navigator	
GROUP ID: G1234567		CARD ISSUED: XX/XX/XX	
SUBSCRIBER: Someone W. Longname			
ID	MEMBER	EFFECTIVE	COVERAGE
00	Someone	XX/XX/XX	M D V
01	Dependent	XX/XX/XX	M V
02	Dependent	XX/XX/XX	M V
03	Dependent	XX/XX/XX	M V
04	Dependent	XX/XX/XX	M V
DRUG LIST XX		RXBIN #####	
RXGROUP RX####		RXPCN XXX	
PAYOR ID #XXXXX			

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.

On our website, you'll find details about how to submit a claim. Visit PacificSource.com for more information.

Customer service

- **Call:** 888-246-1370 or 541-246-1476
- **TTY:** 711. We accept all relay calls.
- **En Español:** Direct 541-684-5456 | Toll-free: 866-281-1464
- **Email:** CS@PacificSource.com

Visit PacificSource.com/members/groups/deschutes-county for more information.

Deschutes County provides reasonable accommodations for persons with disabilities. To request this information in an alternative format, please call 541-617-4747 or send an email to sarah.key@deschutes.org.

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 super-responsive there too. Either way, our friendly Customer Service Representatives will be happy to help you.

Submitting a grievance or appeal

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 PacificSource.com or from Customer Service. Write to:

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

You may also email LC@PacificSource.com with "Grievance" as the subject.

Prior authorization

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 preauthorized, you may still seek treatment, but you'll be responsible for the expense if it isn't covered under your plan.



Deschutes County Member Guide

Administered by:





Online and mobile tools

At [PacificSource.com](https://www.pacificsource.com), and the myPacificSource mobile app, 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 [PacificSource.com](https://www.pacificsource.com). 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 explanations of benefits
- Review your family's enrollment history
- Check deductible and out-of-pocket status
- Track preauthorizations
- Look up your share of 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® and Android.™ Visit [PacificSource.com/mobile](https://www.pacificsource.com/mobile).



Find a doctor

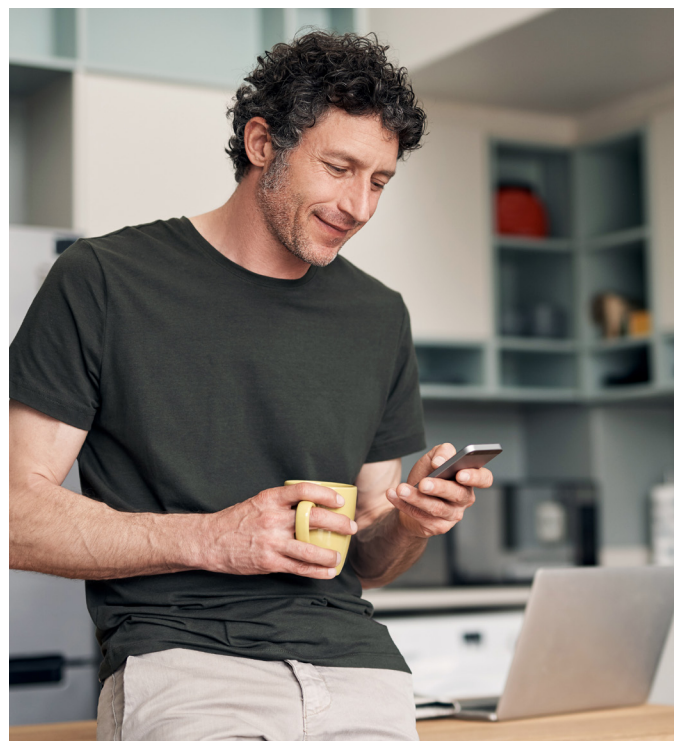
Your Navigator plan lets you get care across our four-state provider network. Beyond the Greater Northwest you can get in-network care through our partners, First Health Network® and First Choice Health™ (Alaska).

Visit our website to search for a doctor or facility by name, specialty, and location. To minimize your cost, search within the **Navigator** network.

Your plan also pays benefits when you see out-of-network 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 Advantage** network. If you use an in-network dentist, you'll likely pay less.



Care management and wellness programs

Your Deschutes County coverage, administered by PacificSource, also includes the following no-cost wellness programs and services. For details about these programs and more, visit [PacificSource.com](https://www.pacificsource.com).

Condition support

Our Condition Support Program offers education and support to members with asthma, diabetes, heart failure, chronic obstructive pulmonary disease, coronary artery disease, or juvenile diabetes. This program is available to eligible PacificSource members with medical coverage.

Accordant®

With Accordant, we offer rare disease management and specialty pharmacy programs that provide individual support and coordination for our members with certain rare diseases, or those requiring injectable medications or biotech drugs.

For more about health management programs and other health and wellness extras, visit [PacificSource.com](https://www.pacificsource.com).

Weight management programs

As part of your Deschutes County coverage, administered by PacificSource, you can enjoy special offers from:

- **WW® (formerly Weight Watchers):** Be reimbursed for some program costs when you participate in person or in the online program.

Health education program

Get reimbursed up to \$150 per plan year for health and wellness education classes, including first aid, CPR, and more.

Prenatal program

If you're expecting, our free Prenatal Program offers you support, useful information, and resources during this very important time for you and your baby.

Gym membership program

With the Active&Fit Direct™ gym membership program, you can access any gym within your plan's network for a one-time initiation fee and a low monthly fee thereafter.

Nurse case management

PacificSource Nurse Case Managers work as part of a team with members and their doctors to improve health, financial outcomes, and quality of life. Contact us to learn more.

24-Hour NurseLine

Have a health-related question? Our 24-Hour NurseLine is staffed around the clock, 7 days a week—so you'll never be without a registered nurse to talk to. Call them toll-free at **855-834-6150**.