



# Deschutes County Member Guide

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Administered by:



## Online and mobile tools



At [PacificSource.com](https://PacificSource.com), and at [PacificSource.com/mobile](https://PacificSource.com/mobile), 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.PacificSource.com](https://InTouch.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 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® and Android.™ Visit [PacificSource.com/mobile](https://PacificSource.com/mobile).



## 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 [Pacsrc.co/4gPuKzw](https://Pacsrc.co/4gPuKzw). You may also access your ID using our free [PacificSource.com/mobile](https://PacificSource.com/mobile). 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:

**PLAN SPONSOR:**

**NETWORK:**  
Navigator

**CARD ISSUED:**  
XX/XX/XX

prescriptive

**DRUG LIST** XX  
**RXBIN** #####  
**RXGROUP** RX####  
**RXPCN** XXX  
**PAYOR ID** #XXXXX

ID	MEMBER	EFFECTIVE	COVERAGE
00	Subscriber	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

**MEMBER ID:** 123456789  
**GROUP ID:** G1234567  
**SUBSCRIBER:** Subscriber name

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 in-network care through our collaboration with Aetna Signature Administrators®. Search their network of more than 1.5 million providers at [Aetna.com/ASA](https://Aetna.com/ASA).

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 PPO** network. If you use an in-network dentist, you'll likely pay less.

# Care management and wellness programs

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

## 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.

## Prenatal Program



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

## Weight Management



As part of your coverage, you can enjoy special offers from **Weight Watchers®**. You can be reimbursed for some program costs when you participate in person or in the online program.

## Fitness Savings



Active&Fit Direct® gives you access to more than 12,000+ workout videos, one-on-one coaching, and a nationwide network of 12,500+ fitness centers. Discounts range from 20% to 70% on average.

## Health Education



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

## 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.

## 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).

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## 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.

## 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 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 [PacificSource.com/members/learn-about-my-plan](https://PacificSource.com/members/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 [PacificSource.com](https://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](mailto:LC@PacificSource.com) 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

[CS@PacificSource.com](mailto:CS@PacificSource.com)

[PacificSource.com/  
DeschutesCounty](https://PacificSource.com/DeschutesCounty)

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 [Benefits@Deschutes.org](mailto:Benefits@Deschutes.org).

Para solicitar esta información en un formato alternativo, llame al 541-388-6553 o envíe un correo electrónico a [Benefits@Deschutes.org](mailto:Benefits@Deschutes.org).