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 new ID card, you can visit PacificSource.com/Legacy for more information about printing a temporary ID card. Alternatively, you can pay for the services you receive, and then submit a copy of the provider’s itemized receipt or statement for reimbursement. It needs to include:

- Your name (enrolled employee), patient’s name, and provider name (with tax ID)
- The charges (showing the CPT and diagnosis billing codes)

Please add your employer’s name and group number (G0035912). If the treatment was for an accident, please include details.

Submit Your Medical Claims by Mail or Fax

- Mail
  PacificSource Health Plans
  Claims Department
  Attention Legacy Employee Health Plan Team
  PO Box 7068
  Springfield, OR 97475
- Fax
  (541) 225-3632
  Attention Legacy Employee Health Plan Team

Fill a Prescription through MedImpact

(800) 788-2949
MedImpact.com
CustomerService@medimpact.com

Flexible Spending Account (FSA) Options
An FSA gives you the opportunity to set aside pretax dollars that you can use to be reimbursed for health-related expenses. The FSA Member Guide is included with your plan benefit materials. Refer to the FSA Member Guide for more information about how an FSA works, how to get started, how to submit a reimbursement claim, and more. You’ll also find our FSA User Guide flier at PacificSource.com/Legacy in the Forms and Fliers section.

Customer Service

(971) 222-3550 local Portland area, Monday to Friday, 7:00 a.m. to 5:00 p.m.
(844) 520-5347 toll-free
LegacyEHP@pacificsource.com

For more new-member information, visit PacificSource.com/Legacy
Sign into InTouch to:
conveniently manage your coverage and health, 24/7.

PacificSource.com/Legacy
through InTouch, our secure web portal at

You can access coverage and benefit information
in InTouch. Note: All covered adults in your
household, such as your spouse or adult dependents
(age 16 and older), would need to set their own contact
preferences.

The email notices will alert you when a new statement
is available in InTouch. Note: All covered adults in your
household, such as your spouse or adult dependents
(age 16 and older), would need to set their own contact
preferences.

CaféWell
CaféWell is a secure online health engagement portal
with personalized information and tools to help you
make the most of your health. To access CaféWell,
sign into InTouch, go to Benefits, and select Wellness –
CaféWell. Use CaféWell to:
• Complete the health assessment to identify your
potential health risks.
• Participate in health and wellness activities and
programs.
• Get your health and wellness questions answered
by an expert health coach.
• Connect with family, friends, and others who are
focused on similar health goals.
• Access helpful health and wellness tips and
articles.

Provider Network
The medical plan covers eligible services and supplies
that enrolled employees and dependents receive from
Legacy + Network facilities and providers. Coverage
outside the Legacy + Network is limited to:
• True emergency and urgent care for non-routine
services (see “Important medical plan terms” in
your Employee Benefits Guide)
• Covered services not available within the Legacy +
Network when pre-approved by PacificSource
• Covered services received from any licensed
chiropractor or acupuncturist
• Diabetic supplies

If you or your enrolled dependents receive services
from providers or facilities outside the Legacy +
Network, those services will not be covered.

To look up Legacy + Network providers and
facilities, you can use our Provider Directory. Go to
PacificSource.com/Legacy, and select the Legacy +
link under the Find a Provider menu item at the
top of the page. You can also find this information in
the “Find a Legacy + Network Provider section of
the web page.

Remember, only non-routine emergency and urgent
care services are covered at any emergency or urgent
care clinic. See the current Employee Benefits Guide
for more information.

Your PacificSource ID Card
Your ID cards will be mailed directly to your home. You
should receive your cards within a few weeks after
enrollment. Please begin using the new cards as soon
as you receive them, and throw out any old cards.

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

Online Tools
Through our website, PacificSource.com/Legacy,
you can access a wealth of 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/Legacy. It allows you to easily and
conveniently manage your coverage and health, 24/7.

Sign into InTouch to:
• Look up coverage information in your Employee
Benefits Guide or Summary Plan Description (SPD).
• Look up claims.
• View explanation of benefits statements for
paid claims.
• Review your family’s enrollment history.
• Check your out-of-pocket status.
• Track preauthorizations.
• Look up your share of your family’s
healthcare expenses.
• Order replacement ID cards.

Note: All covered adults in your
household, such as your spouse or adult dependents
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preferences.

Case Management
If you have an ongoing medical need, our Case
Managers can help. PacificSource Case Managers are
registered nurses with extensive experience. They
work with you and your healthcare providers to ensure
continuity of care and prevent breaks in necessary
medical services. Should you need managing
specific healthcare needs, our Case Managers become
involved. They help coordinate care, financial outcomes,
and quality of life. Examples include:
• Transplants
• Chronic pain
• Extended hospital care
• Skilled nursing care
• Coordinator of home or health equipment

For more information, contact PacificSource
Customer Service.

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.

Log into InTouch to go paper-free! Help us reduce
our reliance on paper resources by choosing to receive
notices and statements by email. Here’s how:

1. Go to PacificSource.com/Legacy.
2. Log into or sign up for InTouch for Members.
3. Select “Profile” at the top of the page.
4. Select “Contact Preferences.”
5. Choose the options you prefer.

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CaféWell. Use CaféWell to:
• Complete the health assessment to identify your
potential health risks.
• Participate in health and wellness activities and
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PacificSource benefits.

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