



Working together for better care

Provider Service: your personal link to PacificSource

If you have administrative questions or need assistance, your Provider Service Representative is happy to help you. We're available from 7:00 a.m. to 5:00 p.m. (local time), Monday through Friday. View our Provider Service Staff Directory at PacificSource.com/Contact/Provider.

Contact Provider Service for the following:

- Provider education requests
- Request on-site visits
- InTouch training or troubleshooting
- Allowed amount requests
- Advanced claim/denial questions
- Policy/billing questions
- 835/EFT inquiries
- Demographic updates
- Credentialing questions

Population health

Through collaborative relationships with you and other provider partners, we improve the well-being of our communities. This collaboration improves the healthcare system through technical assistance and well-balanced subject matter expertise. Our areas of focus include clinical quality improvement and assurance, clinical care management, risk assessment, technical assistance and training, and workflow improvement. Please contact us at PopulationHealth@PacificSource.com to learn more.

Important news for our providers

- *The Source*, our quarterly provider newsletter, is emailed to all PacificSource in-network providers. *The Source* provides information of general interest to medical physicians and providers.
- *PacificSource Provider Bulletins* are emailed monthly or as needed. These brief emails communicate policy changes, prescription drug updates, and other relevant information.

Recent news can be found at:

PacificSource.com/Providers (Commercial and Medicaid)

Medicare.PacificSource.com/Providers (Medicare)



Idaho

855-247-7579

IDProvNet@PacificSource.com

Montana

855-247-7579

MTProvNet@PacificSource.com

Oregon

855-247-7575

ORProviderService@PacificSource.com

Washington

888-224-3556

WAProvNet@PacificSource.com

TTY: 711

We accept all relay calls.

PacificSource.com



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Provider manual

The PacificSource Provider Manual is your desktop reference for our policies and procedures for all lines of business. If you have any questions or suggestions regarding this manual, please contact your Provider Service Representative. The manual can be found at: PacificSource.com/Provider-Manual.



Online resources

InTouch: Access patient health information 24/7

Our secure website for providers, InTouch for Providers, lets you access claims, request and check the status of preauthorization, and view member benefit eligibility, any time.

InTouch access is through OneHealthPort. If you are already registered with OneHealthPort, you do not need to reregister. For more information, visit PacificSource.com/AboutProviderInTouch.

Visit our websites

You can find a wealth of information and tools on our websites to help you serve your patients, including:

- Prior authorization
- Claims guidelines
- How to submit an appeal
- Training opportunities
- Prescription drug resources - including drug lists, authorization, and criteria information
- Clinical policies and practice guidelines
- Documents and forms
- Our current Provider Manual
- Searchable Provider Directories
- Notices and news articles
- Compliance requirements
- Contracting and credentialing information
- The Provider Resource Center, which includes:
 - Online directory requirements
 - Member rights and responsibilities
 - Case management support and referrals for members with complex or chronic conditions
 - Condition Support Program information
 - Utilization Management (UM) information
 - Depression screening and treatment in primary care
 - Risk adjustment for quality patient care
 - Quality improvement program goals and progress
 - Affirmative statement about incentives
 - And more

PacificSource.com/Providers (Commercial and Medicaid)
Medicare.PacificSource.com/Providers (Medicare)



Tips for getting paid quickly

Here are two simple things you can do to expedite claims payments:

1. Be sure the billing address you entered is where you would like the payment to be sent.
2. In the service location field, enter the address where the provider performed the service.