



University of Oregon Students **Member Guide**

At PacificSource, everything we do revolves around taking care of people. That's why we offer quality customer service you can access by phone or email. Our average hold time for calls is under 30 seconds, based on internal call reports. When you call, you'll reach a live person—not an automated phone tree.

Administered by:



Finding a doctor



Your plan uses a multi-tier provider network to ensure maximum access to providers for all members. Your network is named “UO Student Health Plan.”

The University Health Services and University Counseling Services are considered in-network providers for your plan. When you use these facilities, there will be no cost to you. To learn more about these services, visit Health.UOregon.edu.

The University of Oregon has directly contracted with some providers to create a UO Exclusive provider network in the Eugene-Springfield area. When seeing a provider in this network, you will pay less.

You also have access to in-network doctors throughout Oregon, Washington, Idaho, and Montana. When seeing these providers, your costs will be slightly higher. If you get care from a provider or facility that is not contracted with either the University of Oregon or PacificSource, these are considered out-of-network providers and will cost the most. To search for in-network providers, visit ProviderDirectory.PacificSource.com. Choose “UO Student Health Plan” in the Plan or Network field.

You can search by specialty, last name, location, or other details to access a list of providers. Or you can create your own personalized provider directory to download and print.

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**University Health Services
University Counseling Services**

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**UO Exclusive
In-Network Providers**

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**PacificSource
Network Providers**

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**Out-Of-Network
Providers**

Outside the Greater Northwest

If you live or are traveling outside Idaho, Montana, Oregon, or Washington, you can get in-network care through our collaboration with Aetna Signature Administrators®. Search their network of more than 1.9 million providers at Aetna.com/ASA.

Dental plans

The University Health Services Dental Clinic is an in-network provider for your plan. Your out-of-pocket costs are lowest when seeking care at this clinic. To learn more, visit Health.UOregon.edu/Dental.

The University of Oregon has also contracted directly with dentists in the Eugene-Springfield area.

When you see these dentists, you'll pay your plan's copay, deductible, and/or coinsurance at the in-network level.

Note: Not all students are eligible for dental benefits. Please confirm your eligibility before accessing services.

Prescriptions and pharmacies



Your plan offers multiple tiers of prescription benefits. The University Health Services Pharmacy is an in-network provider for your plan. For the best benefit (lowest copay), use this pharmacy whenever possible.

PacificSource drug lists

The PacificSource drug lists identify medications that can provide the best results at the lowest cost. Your health plan uses the Oregon drug list.

Access our drug lists at PacificSource.com/Find-a-Drug.

The CVS Caremark® Pharmacy Network

If your health plan includes a prescription drug benefit, you can enjoy automatic savings from CVS Caremark. Just show your PacificSource member ID when you buy your prescriptions.

CVS Caremark's network includes nearly 98 percent of all walk-in pharmacies in the United States. Ask your local pharmacy's staff if they participate with CVS Caremark, or look up the pharmacy at Caremark.com.

Mail-order prescriptions

If your plan includes prescription drug coverage, mail-order service may be a convenient, cost-saving option for you. We partner with CVS Caremark to provide this service. Visit Caremark.com for more information.

PacificSource Pharmacy Services

541-225-3784

CVS Caremark

Caremark.com | **866-329-3051**

Health management 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.

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 info about medical management programs and more, visit PacSrc.co/Healthy.

Care management and wellness programs

Your PacificSource coverage also includes the following no-cost wellness programs and services. Learn more at PacSrc.co/Healthy.

Wellness Portal



Our free, secure health and wellness portal helps you track and make the most of your health. To use it, sign in to InTouch, then choose Benefits and select Wellness.

Weight Management



Our members can receive special discounts from Weight Watchers®.

Tobacco Cessation



Members can participate in the Quit For Life® tobacco cessation program. Kick tobacco for good with nicotine replacement therapy and one-on-one phone support. The Quit For Life Program is brought to you by Optum.®

Worry-free Travel



If you have a medical emergency 100 or more miles from home or abroad, Assist America® is on call to coordinate your care and help ensure you get the treatment you need.

Health Education Reimbursement



We'll reimburse you up to \$150 per plan year for certain health education classes, including first aid, CPR, parenting, heart health, nutrition, and others. (Some limitations apply.)

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.

Prenatal vitamins: Women between the ages of 15 and 50 with prescription drug coverage receive select physician-prescribed prenatal vitamins at no cost—all copays and deductibles are waived—when filled through an in-network pharmacy. Visit our website for details.

Fitness Savings



The Active&Fit Direct® program gives you access to more than 12,000 workout videos, one-on-one coaching, and a nationwide network of 12,500+ fitness centers. The standard program is \$28 per month with a one-time \$28 enrollment fee. Discounts range from 20% to 70% on average.

Your PacificSource member ID

You can access your PacificSource ID any time in the myPacificSource mobile app. See the "Online and Mobile Tools" below. You can also view or print your ID at our secure member site at InTouch.PacificSource.com/members/IDcard Printable.



When you visit your doctor or pharmacy, be sure to present your card. This ensures they have the correct insurance information.

Online and mobile tools

At PacificSource.com/UO, and the myPacificSource mobile app, you can access tools, information, and resources to help you make the most of your benefits.



InTouch

You can access coverage and benefit information through InTouch, our secure web portal, at 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 explanations of benefits
- Review your enrollment history
- Check deductible and your out-of-pocket status
- Track prior authorizations
- Change your address
- Request ID cards
- Estimate healthcare costs using our Treatment Cost Navigator
- Access our health and wellness portal

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 for more information.

Submitting a claim

Usually, your provider will submit claims for you. If you need to fill a covered prescription or see a provider for a covered service and don't have 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.



Log in to InTouch



Visit PacSrc.co/intouchuo



Contact info

Phone

855-274-9814, TTY: 711
We accept all relay calls.

En español

866-281-1464

Hours

8:00 a.m. to 5:00 p.m. Pacific time
Monday through Friday

Email

StudentHealth@PacificSource.com

For more information, visit

PacificSource.com/UO