

# How to access care nationally

# Whether you're on vacation or traveling for work, it's reassuring to know your healthcare access options.\*

Whenever possible, see an in-network provider: Either from our networks while in Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington, or across the US through our collaboration with Aetna Signature Administrators.®

Aetna's PPO network includes more than 1.5 million physicians and ancillary providers, including more than 6,000 hospitals and 10,550 urgent care facilities. You will receive your plan's in-network level of benefits when you visit providers and facilities in the Aetna PPO.

**For Voyager, Navigator, and SmartAlliance members,** this means you can access any type of provider outside our Pacific Northwest footprint via the Aetna PPO.

**For Core members,** you can access urgent care outside our Pacific Northwest service area via the Aetna PPO. You have nationwide access to emergency care, too.



PacificSource service area
(Idaho, Montana, Oregon, and Cowlitz
and Clark Counties in Washington)

Aetna PPO

## **Provider directories**

To find providers within Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington, search our directory at PacificSource.com/find-a-doctor.

To find a provider outside Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington, search the Aetna PPO directory at Aetna.com/ASA.

\*Some exceptions apply for Individual members residing outside our service areas.

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InTouch.PacificSource.com

#### **Email**

CS@PacificSource.com

#### **Phone**

Toll-free: 888-977-9299

TTY: 711

We accept all relay calls. En español: 866-281-1464

#### PacificSource.com



# **Frequently asked questions**

#### What if the provider I want to use is not a member of the network?

If the provider is not in your plan's network or our national network, you will receive your plan's out-of-network provider benefits, unless it is a true medical emergency. If you have a true medical emergency, go directly to the nearest emergency room or appropriate facility, and there will be no reduction in benefits.

If you would like to request that a provider join either network, you may contact our Customer Service team for a nomination form. Give the form to the provider to complete and return to PacificSource. Keep in mind that sending in a nomination form doesn't mean the provider will automatically be added to the network. The nomination process may take up to nine months, and not all providers are approved.

### What if I need nonemergency hospitalization?

Check the Aetna directory for an in-network hospital nearby. Then, check with your doctor to see if they have hospital privileges with that hospital. Finally, have your doctor get prior authorization for your admission by calling our Health Services team at **888-691-8209**.

### How are my claims paid when I receive treatment?

When you use an Aetna PPO provider, simply show your PacificSource member ID card. The provider will send your claim to us automatically, and you won't have to file any paperwork.

If you go to an out-of-network provider, the provider may or may not bill us directly. If they don't bill us directly, you'll need to pay for the services up front, then send PacificSource a claim for reimbursement. Your claim must include a copy of the provider's itemized bill, along with your name, member ID number, group name and number, and the patient's name. If you were treated for an accidental injury, please also include the date, time, place, and circumstances of the accident.

# How do providers obtain information on benefits, prior authorization, and eligibility?

Show your PacificSource member ID card at the provider's office when obtaining services. It contains important provider information. For prior authorization, providers should contact our Health Services team at **888-691-8209**. To verify benefits and member eligibility, they can call our Customer Service team at **888-977-9299**.

# What if I'm traveling in another country?

Depending on your specific medical plan benefits, if you experience a medical emergency while traveling 100 or more miles from home or abroad, you can access services at no cost. Medical services arranged by Assist America® Global Emergency Services (or partner Scholastic Emergency Services) are provided at no cost to you. Services include medical consultation and evaluation, medical referrals, foreign hospital admission guarantee, critical care monitoring, and when medically necessary, evacuation to a facility that can provide treatment. For more information, visit PacSrc.co/assist-america.

# What if there are no network providers where I live?

The networks are growing and adding new providers all the time. If a network provider is not available where you live, your plan pays your covered expenses based on usual, customary, and reasonable charges for that area, at the out-of-network cost-share rate.

