



Whether you're at home, traveling within the United States, or abroad, PacificSource helps you get the care you need.

How to access care wherever you are

For Voyager, Navigator, Pilot, and Beacon members

GROUP:
Group Name
Two Lines

NETWORK:
Network Name

CARD ISSUED:
XX/XX/XX

MEMBER ID: 123456789
GROUP ID: G1234567
SUBSCRIBER: Subscriber Name

ID	MEMBER	EFFECTIVE	COVERAGE
00	Someone	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

DRUG LIST XX
RXBIN #####
RXGROUP RX####
RXPCN XXX
PAYOR ID 93029

Understanding your Member ID card

- Member ID number**
 Your unique Member ID identifies you and your covered dependents.
- Group ID number**
 Your Group ID identifies your employer's health plan.
- National network information**
 Members with nationwide access will see **Aetna Signature Administrators® PPO** on their Member ID card. Show your PacificSource Member ID card whenever you receive care. Providers can use the information on your card to verify eligibility, benefits, and claims submission requirements.

	DEDUCTIBLE		OUT OF POCKET MAX	
	In-Net.	Out-of-Net.	In-Net.	Out-of-Net.
Medical and Vision				
Rx				
Dental				

MEDICAL BENEFITS, PRIOR AUTHORIZATION, & ELIGIBILITY:
 Members: 555-555-5555 | CS@PacificSource.com
 Providers: 555-555-5555 | CS@PacificSource.com
DENTAL: 555-555-5555 | Dental@PacificSource.com
PHARMACISTS: 844-834-6150 | Fax: 541-225-3665

aetna
 Available outside of OR, ID, and MT
 Aetna Signature Administrators® PPO

Verify benefits at InTouch.PacificSource.com
 PacificSource Health Plans | PO Box 7068, Springfield, OR 97475-0068
 This card is not an authorization for services or a guarantee of payment.

Finding care in the PacificSource service area

Use PacificSource participating providers and facilities whenever possible.

- ▶ Idaho
- ▶ Oregon
- ▶ Montana
- ▶ Cowlitz and Clark Counties, Washington



Find a provider

- Visit PacificSource.com/find-a-doctor
- Sign into **InTouch**, then select **Tools > Find a Doctor**
- Call Customer Service: **888-977-9299**, TTY: 711. We accept all relay calls.

Finding care anywhere in the U.S.

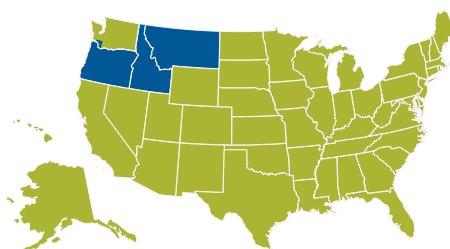
Access care through our collaboration with Aetna Signature Administrators®

When you're outside the PacificSource service area but still within the United States, you can access care through the Aetna PPO network. The Aetna PPO network includes physicians, specialists, hospitals, and urgent care facilities across the country.

Eligible care received through participating Aetna PPO providers is covered according to your plan's participating provider benefits.

Aetna PPO includes:

- More than 1.5 million physicians and ancillary providers
- More than 6,000 hospitals
- More than 10,000 urgent care facilities



- **PacificSource service area**
(Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington)
- **Aetna PPO**

To find a provider, search the Aetna PPO directory at Aetna.com/ASA.



At your appointment

- Present your PacificSource Member ID card
- Claims are processed and paid by PacificSource Health Plans
- Your provider can verify eligibility and benefits directly with PacificSource

Provider information letter

We've included a provider information letter you can share with your doctor's office. It explains PacificSource's collaboration with Aetna Signature Administrators® and provides claims and eligibility information for providers.



Scan this QR code to download and print the letter or visit:
PacSrc.co/aetna-letter



If you need hospital care

Before a non-emergency hospital admission, your provider may need to obtain prior authorization from PacificSource. If you have a medical emergency, go directly to the nearest emergency room or appropriate emergency facility.

Providers needing prior authorization should contact PacificSource Health Services at **888-691-8209**.



Telehealth and Teladoc®

Get care wherever you are:

- Many providers offer telehealth appointments.
- If your provider doesn't offer telehealth and Teladoc is included with your plan, you can access care through Teladoc.
- Create an account at Teladochealth.com, download the Teladoc app, or call **855-201-7488**.
- Contact PacificSource Customer Service at **888-977-9299** to confirm Teladoc availability.



International travel and emergencies

Traveling outside the United States?

If you experience a medical emergency while traveling abroad, Assist America® can help coordinate emergency medical and travel assistance services.

Services may include:

- Medical consultation and evaluation
- Medical referrals
- Foreign hospital admission assistance
- Critical care monitoring
- Emergency medical evacuation when medically necessary



Learn more: PacSrc.co/assist-america | Available based on your plan benefits.



Frequently asked questions

What if the provider I want to see isn't in the network?

If you receive care from a provider who doesn't participate in either the PacificSource network or the Aetna PPO network, coverage will be based on your plan's out-of-network benefits, unless it's a true medical emergency. If you'd like to request that a provider join the network, contact Customer Service for more information.

What if I have a medical emergency?

Go directly to the nearest emergency room or appropriate emergency facility.

How are claims paid?

When you use an Aetna PPO provider:

- Show your PacificSource Member ID card.
- The provider generally submits claims directly to PacificSource. **If a provider doesn't submit claims directly to PacificSource, you may need to pay for services and submit a claim for reimbursement.**

How do providers verify benefits and eligibility?

Providers can use the contact information on the back of your Member ID card or contact PacificSource Customer Service.

What if there are no network providers where I live?

If a network provider isn't available where you live, contact Customer Service to understand your available coverage options.



Questions? We're here to help.

Customer Service

Email: CS@PacificSource.com

Phone: 888-977-9299, TTY: 711.

We accept all relay calls.

En Español: 866-281-1464

Health Services, Prior authorization, and Care Management

888-691-8209, TTY: 711

[PacificSource.com](https://www.pacificsource.com)

InTouch

**Sign in or register for
InTouch** via our secure
member portal



[InTouch.
PacificSource.com/
members](https://www.pacificsource.com/members)