



Choose EasyPay for effortless reimbursements

Do you have an FSA and a Legacy health, dental, or vision plan?

If so, EasyPay lets you be reimbursed automatically from your qualifying health Flexible Spending Account (FSA) for eligible expenses covered by your Legacy plan with PacificSource, MODA, or EyeMed. Here's how it works:

1. Visit your healthcare provider or have a prescription filled and pay your portion of the expense.
2. Your doctor or pharmacist sends the claim to PacificSource Health Plans.
3. PacificSource processes and pays the claim according to your benefit contract.
4. PacificSource Administrators, Inc. reimburses you for your out-of-pocket expenses by check or electronic funds transfer (EFT).

Enrolling is easy

Just complete the EasyPay Enrollment Form available from your benefits administrator or at

PacificSource.com/Legacy.

Mail your completed form to:

PSA EasyPay

PO Box 70168, Springfield, OR 97475

Or fax it to **800-575-1109**

Please allow ten business days for your enrollment to be processed.

FAQ

Will I be reimbursed more quickly through EasyPay than if I request a reimbursement manually?

Yes. Instead of waiting to receive your explanation of benefits (EOB) in the mail, we will receive it directly from PacificSource. It also eliminates the need for you to submit documentation.

How much will I be reimbursed?

You receive an EOB when PacificSource processes a claim. The amount shown in the "patient responsibility" column on your EOB, or your copay amount on your pharmacy receipt, is the amount that we will use to determine eligibility and reimbursement.

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Questions?

Our Customer Service Team is happy to help.

Phone

971-222-1050 or

844-520-LEHP (5347)

TTY: 711

We accept all relay calls

Email

[PSACustomerService@](mailto:PSACustomerService@PacificSource.com)

PacificSource.com

[PacificSource.com/
Legacy](https://PacificSource.com/Legacy)



Must I be enrolled in a Legacy plan to participate?

Yes. In addition to having a flexible spending account (FSA), you must be covered by a Legacy policy from PacificSource, MODA, or EyeMed.

Can I enroll if I am enrolled in another health plan along with PacificSource Health Plans?

No. To participate in EasyPay, PacificSource must be your sole health insurance plan, and you must have only one plan through PacificSource.

Will my dependents' claims be processed through EasyPay?

Yes. If dependents are covered by your Legacy policy, their claims will be reported, and we will reimburse you for eligible expenses.

What is an "eligible expense"?

Standard health FSA expenses that are listed under IRS Section 125 are eligible. For examples, see the Documents and Forms section at PacificSource.com/Members/Groups/Legacy.

Are there any exceptions?

Orthodontia expenses, while considered an eligible expense by the IRS, cannot be reimbursed via EasyPay. However, we offer a separate automatic payment plan for orthodontia expenses. Contact Customer Service for information.

What happens if PacificSource reprocesses a claim that has already been reimbursed from my account?

If PacificSource pays a claim for which you have already been reimbursed, you will be required to send a check or money order to PSA to refund your account for the amount that you were overpaid.

If my employment ends, will I need to start sending claims in manually?

Yes. Your enrollment in EasyPay will stop after we receive a termination notice from your employer.

If I elect COBRA, will my claims still be paid through EasyPay?

No. You will need to submit claims manually if you elect COBRA continuation coverage.

Do I need to re-enroll in EasyPay each year?

Your enrollment will automatically be renewed each plan year as long as you have PacificSource, MODA, or EyeMed coverage through Legacy, and participate in a health FSA. However, if you enroll in an additional health plan, cancel your Legacy coverage, or elect not to enroll in the health FSA, you will be required to disenroll from EasyPay.

Can I disenroll from EasyPay at any time?

Yes. You can mail or fax a written request to PSA to stop EasyPay reimbursements. Disenrollment will be effective immediately, so you will need to begin sending manual claims for reimbursement.

If I can't wait to be reimbursed through EasyPay, may I use a reimbursement request form instead?

No. If you are enrolled in EasyPay, please do not send us a Reimbursement Request Form. Doing so will not speed up the process, but rather result in duplication. We can only reimburse through EasyPay after insurance has paid your claims.

