



Deschutes County Member Guide

Administered by:




Your member ID



Your ID card(s) will be mailed to your home within a few weeks of enrollment. Once you receive them, you can discard any old cards. Please begin using your new card for your healthcare services. When you visit your doctor or pharmacy, be sure to present your card. This ensures they have the correct insurance information.



If you need your ID card before it arrives, you can print one at PacSrc.co/idcard. You may also access your ID using our free mobile app: PacificSource.com/mobile. See the "Online and mobile tools" section for more information.

If you have questions or haven't received your ID cards, please contact our Customer Service team.

Administered by:

HEALTH PLANS

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

ID	MEMBER	EFFECTIVE	COVERAGE
00	Subscriber	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

PLAN SPONSOR:

NETWORK: Navigator
CARD ISSUED: XX/XX/XX


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

Sample ID card for illustration only. Your card will vary.

Finding a doctor



Your Navigator plan lets you get care across our Northwest provider network. Visit PacificSource.com/find-a-doctor to search for a doctor or facility by name, specialty, and location. To maximize your benefits and minimize your costs, search within the **Navigator** network.

Beyond our service area of Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington, you can get in-network care through our collaboration with Aetna Signature Administrators.[®] Search their network of more than 1.5 million providers at Aetna.com/ASA.

Your plan also pays a portion of the charges when you see out-of-network providers, usually after a separate copay (or your cost share) and deductible. Check your Summary of Benefits for details.

Dental benefits



Your dental plan does not require you to use an in-network provider, however, you do have access to a network of providers through the **Dental PPO** network. If you use an in-network dentist, you'll likely pay less.

InTouch



Get personalized answers to many common questions at **InTouch**, our secure member site. Once your coverage begins, log in to InTouch.PacificSource.com to:

- View benefit summaries
- Check your deductible or out-of-pocket status
- Print your member ID or request a replacement
- Look up claims
- Track prior authorizations
- Estimate healthcare costs

myPacificSource mobile app



Got a smartphone or tablet? Download our free app to:

- View your member ID any time
- Find a doctor or hospital
- Check your deductible status
- And more

Visit your device's app store to download, then sign in to the app using your InTouch username and password.

Care management and wellness programs

Your Deschutes County coverage is administered by PacificSource and includes the following no-cost wellness programs and services:

Condition Support



For members with asthma, chronic obstructive pulmonary disease, congestive heart failure, coronary artery disease, Crohn's disease, diabetes (including juvenile diabetes), hypertension, lupus, rheumatoid arthritis, seizures, or ulcerative colitis, we offer additional support and education programs. Visit the Members > Healthy Resources section of [PacificSource.com](https://www.pacificsource.com) to learn more.

Prenatal Program



Expectant parents can take advantage of a free program offering support, useful information, and resources. Women ages 15 to 50 with prescription drug coverage can receive select physician-prescribed prenatal vitamins at no cost (when filled at an in-network pharmacy).

Weight Management



Our members can receive special discounts from WeightWatchers® (WW).

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.

Health Education



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.)

Nurse Case Management



PacificSource Nurse Case Managers work as part of a team with members and their doctors to improve health, financial outcomes, and quality of life. Contact us to learn more.

Rare Disease Management



PacificSource offers rare disease management and specialty pharmacy programs that give individualized support for members with certain uncommon conditions, or those requiring injectable medications or biotech drugs.

We're here to help

At PacificSource, everything we do revolves around taking care of people. And that begins with excellent customer service. When you call us, you'll always speak to a live person—in 30 seconds or less, on average. If you prefer email, we're super-responsive there, too. Either way, our friendly Customer Service representatives will be happy to help you.



Prior authorization

PacificSource requires approval in advance for certain medical procedures, supplies, and drugs. This is to determine if and how the procedure or medicine is covered under your plan. You can find information on drugs and procedures requiring prior authorization at PacSrc.co/prior-auth-des-2026.



Your doctor or pharmacy can request prior authorization from our Health Services team by mail, email, or fax. If the provider won't request prior authorization for you, contact us, and we'll assist with the process. Prior authorization applies to both in-network and out-of-network providers.

A prior authorization does not mean the entire cost of the service will be covered. Your plan's deductible, coinsurance, and copays still apply. If your treatment is not authorized in advance, you may still seek treatment, but you'll be responsible for the expense if it isn't covered under your plan.

Submitting a claim

Usually, your provider will submit claims for you. But if you need to fill a covered prescription or see a provider for a covered service, or if you see an out-of-network provider, you can pay them and submit a copy of the provider's itemized statement for reimbursement.



You'll find forms and addresses for submitting claims at PacSrc.co/docs-and-forms-des-2026.

Grievances and appeals

Before submitting a grievance, we suggest contacting Customer Service with your concerns. Issues can often be resolved at this level.

You may file a grievance or appeal using forms available at PacificSource.com or from Customer Service. Write to:

PacificSource
Attn: Grievance Review
PO Box 7068
Springfield, OR 97475-0068

You may also email NewAppeal@PacificSource.com with "Grievance" as the subject.



Contact info

PacificSource Customer Service

888-246-1370, TTY: 711

We accept all relay calls.

8:00 a.m.–5:00 p.m., M–F

En español: 866-281-1464

CS@PacificSource.com

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

Deschutes County provides reasonable accommodations for persons with disabilities. To request this information in an alternative format, please call 541-388-6553 or send an email to Benefits@Deschutes.org.

Para solicitar esta información en un formato alternativo, llame al 541-388-6553 o envíe un correo electrónico a Benefits@Deschutes.org.