



Getting healthcare when traveling

First, always carry your PacificSource member ID

Your member ID card lets providers know you're covered and includes helpful network and contact information. The myPacificSource app features a convenient way to carry your member ID on your phone. Learn more and download your card at PacSrc.co/mobile-app.

When traveling in the US

Whenever possible, see an in-network provider in our service area, which includes Idaho, Montana, Oregon, and Cowlitz and Clark Counties in Washington.

- **Voyager, Navigator, and SmartAlliance members** can access any type of provider, including 10,550 urgent care facilities, outside our Pacific Northwest service area via the Aetna PPO, Aetna Signature Administrators.® Find in-network doctors at PacSrc.co/dr-search. This is in addition to emergency care.
- **Core members** can also access urgent and emergency care nationwide.

When traveling outside of the US, or seeing an out-of-network provider

Important information for Voyager, Navigator, and SmartAlliance members

1. Contact us if hospitalized

If you're admitted to a hospital, notify us at **888-691-8209** (country code 001) as soon as possible.

2. Pay for the services you receive

PacificSource will reimburse you for the itemized services that are covered under your plan, up to the amount specified by your plan.

Questions?

We're happy to help.

Email

CS@PacificSource.com

Phone

888-977-9299

TTY: 711

We accept all relay calls.

En Español

866-281-1464

PacificSource.com



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3. Get an itemized bill

The bill must include an itemized list of all services performed, the date of services, a diagnosis, and the fees charged for services.

4. Have information translated into English, if possible

This will speed up the reimbursement process. If you're unable to have the information translated, our translation service will do so.

5. Submit your bill to PacificSource for reimbursement

You can email, mail, or fax us your itemized bill. Make sure to include the member's name, member ID number, and group number.

Email

Medical and vision:
CS@PacificSource.com

Pharmacy:
Pharmacy@PacificSource.com

Dental:
Dental@PacificSource.com

Mail

PacificSource Health Plans
Attn: Claims Department
PO Box 7068
Springfield, OR 97475

Fax

Medical and vision:
541-225-3632
Pharmacy and dental:
541-225-3665

We'll process the claim and determine if you owe any additional money. We'll mail you a reimbursement check if one is due. Please confirm that we have your correct mailing address.

6. Services may require prior authorization

Medical services received while outside the United States, except unexpected illness or injury while traveling or residing out of the country, require prior authorization from PacificSource and might not be covered. Please see your plan materials for more information, or call us at **888-691-8209**.

Assist America® global emergency services

If you experience an emergency while traveling 100 or more miles from home or outside the US, you can access services provided by Assist America at no cost. Services include filling a prescription that was left at home, finding medical care in another country, locating lost luggage, and pre-trip safety and security checks for your destination country.

Assist America is for:

- Business and pleasure travel
- All members, including spouses and dependents enrolled in a PacificSource medical plan
- Travel periods of 90 days or less

Medical emergency services include:

- Medical consultation, evaluation, and referral
- Foreign hospital admission assistance
- Emergency medical evacuation
- Critical care monitoring and communication
- Escorted medical repatriation to home or rehab facility

- Prescription assistance

Travel assistance services include:

- Care for minor children and transportation costs
- Transportation for a visit from a family member or friend
- Return of mortal remains
- Return of vehicle
- Emergency message transmission

Download the Assist America mobile app

Access a wide range of global emergency assistance services with the Assist America mobile app for iPhone® and Android.®

Features include:

- Phone or Wi-Fi calls to Assist America's 24/7 Operations Center
- Country-specific information to prepare for your trip
- Alerts on urgent global situations that may impact travel
- Locate the nearest embassy/consulate of 23 countries
- Find local pharmacies near you (when traveling in the US)
- Your Assist America mobile ID card

Scan the QR code located at PacSrc.co/assistamerica or visit your mobile device's app store to download the Assist America app. When prompted for your reference number, enter **01-AA-PSH-10073**.



To get the mobile app, go to PacSrc.co/assistamerica.

How to access Assist America services

You'll need your Assist America reference number to access services or set up the mobile app. Your Assist America reference number is: **01-AA-PSH-10073**. When you contact them for services, Assist America will ask for your PacificSource member ID to verify that you are a PacificSource Health Plans member. Your member ID can be found on your member ID card, the myPacificSource app, or by signing into your member portal, InTouch, at PacSrc.co/intouch.