



# Get care when traveling

## Tips for when you need medical attention or emergency services.

### 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 at [PacSrc.co/mobile-app](https://PacSrc.co/mobile-app).



### When traveling in the US

Whenever possible, see an in-network provider: Either from our four-state network while in Idaho, Montana, Oregon, and Washington; or across the US through our collaboration with Aetna Signature Administrators®. Find in-network doctors at [PacSrc.co/dr-search](https://PacSrc.co/dr-search).



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

#### Contact us if hospitalized

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

#### 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.

#### 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.

#### 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.

#### Submit your bill to PacificSource for reimbursement

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

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.

#### 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**.

### Questions?

We're happy to help.

#### Email

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

#### Phone

888-977-9299

TTY: 711

We accept all relay calls.

En Español 866-281-1464

#### [PacifSource.com](https://PacifSource.com)





## 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 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**.



Scan to download the app.



## 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 contacting them for services, Assist America will ask for your PacificSource Member ID information 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](https://PacSrc.co/intouch).

For more details, visit [PacSrc.co/assist-america](https://PacSrc.co/assist-america).