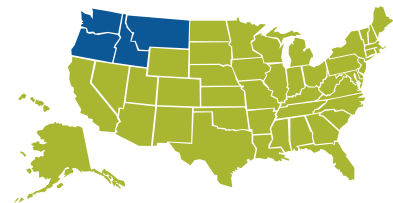


Starting June 1: Easier access to in-network care away from home

Introducing our new collaboration with Aetna Signature Administrators® (Aetna's PPO)

Starting **June 1, 2023**, PacificSource Health Plans is pleased to offer access to Aetna's broad national PPO network. This network will replace the First Health® Network and First Choice Health in Alaska. Your enclosed ID cards reflect this change.

Whether you're on vacation, traveling for work, or you reside outside the PacificSource four-state network footprint (Idaho, Montana, Oregon, and Washington), it's reassuring to know you can easily access healthcare. It's even better knowing your claims will be paid at the in-network benefit level.



- Our four-state provider network
- **Aetna PPO**
(Aetna Signature Administrators)

Did we mention it's a broad network?

Aetna's PPO network includes more than 1.5 million participating physicians and ancillary providers, including more than 6,000 hospitals. Of course, we'll continue to offer in-network provider access in our four-state region through our direct provider contracts in Idaho, Montana, Oregon, and Washington.

And in case you're wondering, PacificSource is entering into a business relationship with Aetna Signature Administrators solely for this national network.

How to find an Aetna PPO Provider

You can search the Aetna Signature Administrators online provider directory at [Aetna.com/asa](https://www.aetna.com/asa).

Checklist for getting care while away from home

Before your next trip, be sure to do the following to ensure a smooth experience when getting care.



Download the myPacificSource app to quickly find a provider, access your member ID, call our 24-hour NurseLine, and more. Learn more at [PacSrc.co/mobile-app](https://www.PacSrc.co/mobile-app).



Learn about your travel benefits by watching this brief video: [PacSrc.co/video-travel-ben](https://www.PacSrc.co/video-travel-ben).



Read our helpful guide on the differences between urgent and emergency care. Find the guide at [PacSrc.co/Urgent-ER](https://www.PacSrc.co/Urgent-ER).

If you need assistance, please contact Customer Service at CS@PacificSource.com or **888-977-9299**, TTY: 711. We accept all relay calls.