



Member Support Specialists

Need help getting care? We've got you covered.

Sometimes people need a hand when it comes to healthcare. PacificSource members can get help from our Member Support team.

Here are some of the ways we can assist:

Basic needs



Housing: Connecting you with resources to help pay rent, mortgage, or other housing-related costs



Food: Connecting members with food insecurity to resources for arranging meals



Transportation: Resources for getting to and from doctor appointments



Utilities: Connecting you with resources to assist with water, electricity, or heat

Medical help



Finding a doctor: Help finding the right doctor for you



Appointments: We can support you in connecting with your provider's office so you can schedule appointments with confidence



Follow-up: Help arranging home care, prescriptions, and treatment plans



Equipment: Things like crutches, wheelchairs, CPAP machines, blood glucose monitors, and more

Find out more

If you have questions or want to request help, please call a Member Support Specialist Monday – Friday, 8:00 a.m. – 5:00 p.m.

Phone

541-330-2507

Toll-free: 888-970-2507,

TTY: 711

We accept all relay calls.

En Español:

866-281-1464

Email

MSS@PacificSource.com

[Medicare.PacificSource.com](https://www.Medicare.PacificSource.com)

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Member Support Specialists can also connect you with things like:

- Eye glasses
- Hearing aids
- Wheelchair ramps
- Yard cleanup
- Translation services
- Assistance with copays
- Support groups
- Incontinence supplies
- Information about medical conditions
- Treatment for mental health and substance use disorders

Free and confidential

Choosing to work with a Member Support Specialist is completely up to you. There is no obligation or cost to participate. And your interaction will remain confidential. No need is too great or small.

Coverage provided by PacificSource Health Plans or PacificSource Community Health Plans.