



Working together for better care

Provider Relations: Your personal link to PacificSource

If you have administrative questions or need support, your Provider Relations Representative is happy to help. Reach out Monday through Friday, 7:00 a.m. to 5:00 p.m. (local time).

Find your representative in our Provider Relations Staff Directory:
PacificSource.com/Contact/Provider.

Contact Provider Relations for the following:

- Provider education
- On-site visit requests
- InTouch training or troubleshooting
- Allowed amount inquiries
- Claim or denial questions
- Policy and billing support
- 835/EFT setup
- Demographic updates
- Credentialing questions

Population health

Through collaborative relationships with you and other providers, we work to improve the well-being of our communities. This partnership strengthens the healthcare system through technical assistance and balanced subject matter expertise. Our focus includes clinical quality improvement and assurance, care management, risk assessment, training, and workflow optimization. Contact us at PopulationHealth@PacificSource.com to learn more.

Important news delivered every month

PacificSource Provider Bulletins are emailed monthly. These brief emails communicate policy changes, prescription drug updates, and other relevant information.

Recent news can be found at:

PacificSource.com/Providers (Commercial and Medicaid)
Medicare.PacificSource.com/Providers (Medicare)



Idaho

855-247-7579

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

Montana

855-247-7579

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

Oregon and Washington

855-247-7575

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

TTY: 711

We accept all relay calls.

PacificSource.com



PacificSource

Continued >



Provider manual

The PacificSource Provider Manual is your desktop reference for our policies and procedures for all lines of business. If you have questions or suggestions regarding this manual, contact your Provider Relations Representative. The manual can be found at: PacificSource.com/Provider-Manual.



Online resources

InTouch: Access patient health information 24/7

InTouch for Providers is our secure website where you can access claims, check member benefit eligibility, and request or track prior authorizations—anytime.

Access is available through OneHealthPort. If you're already registered, no need to reregister. Learn more at PacificSource.com/AboutProviderInTouch.

Visit PacificSource.com

Explore a wide range of tools and resources to help you better serve your patients, including:

- Prior authorization list
- Claims guidelines
- Appeal submission process
- Training opportunities
- Prescription drug resources - including drug lists, authorization, and criteria information
- Clinical policies and practice guidelines
- Documents and forms
- Our Provider Manual
- Searchable provider directories
- Notices and news articles
- Compliance requirements
- Contracting and credentialing information
- Provider Resource Center, which includes:
 - Online directory requirements
 - Member rights and responsibilities
 - Case management support and referrals for members with complex or chronic conditions
 - Condition Support Program information
 - Utilization Management (UM) information
 - Depression screening and treatment in primary care
 - Risk adjustment for quality patient care
 - Quality improvement program goals and progress
 - Affirmative statement about incentives



Tips for getting paid quickly

Here are two simple things you can do to expedite claims payments:

1. Be sure the billing address you entered is where you would like the payment to be sent.
2. In the service location field, enter the address where the provider performed the service.