

# Using Our Online Provider Directory

Use our online directory any time, day or night, to find providers and facilities that participate in your plan's network. Search features make it easy to narrow your search by location, provider name, specialty, and more.



**myPacificSource Mobile App Available for both iPhone® and Android™**

Use myPacificSource to find a provider, hospital, or urgent care center.

Download myPacificSource for FREE! Visit: [PacificSource.com/mobile](http://PacificSource.com/mobile)

## Getting Started

Our provider directory is available online at **PacificSource.com**. You can access our directory from any computer. You can also download the PacificSource app, myPacificsource (PacificSource.com/mobile), and access the directory from your Android® or iPhone™ mobile device.

To get started, click "Find a Doctor or Drug" from the menu at the top of the page. Or select an option from the "Find a Doctor or Drug" pulldown menu, which includes doctors, dentists, and vision providers.

## Find a Doctor, Hospital, or Urgent Care Facility

Use these quick tips make your search even easier.

Find a specific doctor or facility in your plan's network:

- 1 Enter your city and state, or zip code.
- 2 Narrow your search based on whatever criteria you need, such as provider name, provider gender, specialty, or type of facility (under Specialty).
- 3 Select your network or plan.

Choose a primary care provider (PCP) or dentist (PCD):

- 4 If your plan requires you to choose a PCP or PCD, you can narrow your search to primary care providers by clicking "Only Primary Care Providers or Dentists (PCP/PCD)." Once you've chosen a provider, click the "Set as my PCP/PCD" button, and complete the online form. Or you're welcome to contact our Customer Service team.

**myPacificSource Tip:** Click the Doctor tab to access our directory or click the Find Urgent Care button.



## Find a provider when traveling or if you live outside your plan's service area:

If you are traveling or live outside of Idaho, Montana, Oregon, or Clark, Cowlitz, Klickitat, Pacific, Skamania, and Wahkiakum counties in Washington, use one of the following networks:

Alaska and Washington (except counties noted above): First Choice Health™ Provider Directory.

All other states (except Alaska, Washington, and those noted above): First Health® Directory.

To access these directories:

- Go to PacificSource.com, and click "Find a Doctor or Drug."
- Next, click the travel network link for the location where you need to find a provider, and follow the instructions provided to complete your search.

Before your visit, be sure to check your member handbook or policy for details on how services provided through these travel networks are covered.

**myPacificSource Tip:** Save your doctor's contact information from the directory page to your mobile contact list by clicking the "add contact" icon.

The screenshot displays the PacificSource provider search results page. On the left, a search criteria panel (5) allows users to filter results by address, distance, plan year, network, display type, and whether they accept new patients. Below this is a 'Narrow Your Results' section with filters for plan/network, tier, specialty, language, gender preference, display type, and accepting new patients. The main content area shows a list of providers. The first provider, Maryam N. Aghchay DDS (Dental), is highlighted. Her details include her name, specialty, associated network (Advantage Dental Group PC), and a list of locations (7). A callout (6) points to the 'Email' button. Below the location list is a section for 'Plans or Networks Accepted', which includes a callout (7) pointing to the 'Plans or Networks Accepted' heading and a note that the provider accepts 16 additional plans. A second provider, John R. Allen MD (Internal Medicine), is also shown. A callout (8) points to the 'View Map of Results' button at the top right of the search results area.

## More Search Tips

5 From the left search panel, you can change your criteria or start a new search. For example, you can search for providers who are accepting new patients. If your plan's network has tiers, you can narrow your search to Tier 1.

6 Email: In addition to viewing your results on screen or printing them, you have the option of emailing provider information.

7 If you searched for a specific provider, check to be sure they accept your PacificSource plan. Providers who are accepting new patients have an "A" symbol next to the plan name under the "Plans or Networks Accepted" heading.

If your plan's network has tiers, Tier 1 providers will also have a "1" next to your plan name, and Tier 2 will have a "2."

8 Click "View Map of Results" to see a map, get directions, or calculate your driving time to the provider's office.

## Don't have Internet access? Call us.

If you don't have Internet access or a mobile phone, you're welcome to call our Customer Service team at the numbers listed on this flier. While we can't recommend a doctor for you, we can help create a customized directory, and if you need a copy, we can print and mail it to you.

### Idaho

Direct: (208) 333-1596  
Toll-free: (800) 688-5008

### Montana

Direct: (406) 442-6589  
Toll-free: (877) 590-1596

### Oregon

Direct: (541) 684-5582  
Toll-free: (888) 977-9299

### TTY

Toll-free: (800) 735-2900

### En Español

Direct: (541) 684-5456  
Toll-free: (800) 624-6052 ext. 1009

### Email

cs@pacificsource.com

### PacificSource.com

