

Payment Options that Work for You



Online Bill Pay InTouch for Members

Through InTouch for Members, our secure PacificSource website, you can make a payment online if you're the policyholder. From there, you can pay your bill with a credit card or set up automatic payments that will draft on the first day of each month.

1. Log into or sign up for InTouch at InTouch.PacificSource.com/Members.
2. From the top menu, select **Payments**, and then select **Payment Accounts**.
3. Follow the instructions to add a payment method (eCheck, credit, or debit card) and make your payment.

Bank Bill Pay

Many banks offer an online bill pay service for a small fee. Savings on postage and checks may offset this cost. **Note:** Because most banks actually send a check by mail, be sure to allow plenty of time for the payment to reach us. Your check must include your member ID number.

No Internet Access? No Problem

Choose from several payment options:

- **EFT Payment:** Use the form on the back of this page to set up automatic, monthly electronic funds transfers (EFT).
- **Mail a Check:** Mail your payment to the address on your payment coupon. Be sure to include your payment coupon with your check. Allow plenty of time for the payment to reach us.
- **Pay in Person:** You're welcome to pay by check or money order at a PacificSource office. Please note we cannot accept cash. Payments may take two or more business days to post to your account.
- **Call Us:** You can call our Membership Department toll-free Monday through Friday to make a payment over the phone using an eCheck or your credit or debit card. You can reach a Membership Representative at:

Idaho: (888) 839-6888 | **Montana:** (888) 985-1988 | **Oregon:** (800) 591-6579

Continued on next page >

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



Electronic Funds Transfer (EFT) Authorization

To sign up for monthly, automatic transfers to pay your premium:

1. Complete this form, sign it, and make a copy.
2. Attach your voided check or savings withdrawal slip to the copy of your completed form.
3. Mail completed form and check to:
PacificSource Health Plans | Attn: Membership Services | PO Box 7068 | Springfield, OR 97475

1. When to Start the EFT Payments

Transfers occur on the 5th of each month. If the 5th falls on a weekend or a holiday, the transfer will occur on the next business day.

When would you like the transfers to start? Select one:

- Begin transfers on the next available month (withdrawal on the 5th of each month).
- Delay transfers until the 5th of _____ .

2. The Bank Account You Want to Use

Your bank name: _____

Bank routing number: _____

Your account number: _____

Account type: Checking (attach voided check) Savings (attach voided savings withdrawal slip)

3. Name on Policy and Member ID Number

If this policy is for you and your dependents (if any), print *your name* here.

If this policy is only for your dependent, print *their name* here.

Name (First, MI, Last): _____

Member ID number (from the PacificSource ID card) or Social Security number: _____

4. Authorization and Signature

I authorize and direct PacificSource Health Plans to withdraw funds as described above.

I understand this authorization will remain in effect until termination by either myself or PacificSource. If the individual policy premium changes due to a rate increase alternate plan selection, or age migration of the policyholder, this authorization will automatically be amended to authorize withdrawal of an amount equal to the new premium.

Your signature (bank account holder): _____ **Date:** _____



Things to Know about Setting Up EFT

- New EFTs may take up to 30 days to set up. New policies may require the initial premium payment before the EFT takes effect. On occasion, the second month's premium may become due before the first transfer occurs.
- Once your EFT is set up, you will receive a letter notifying you of the date of your first premium transfer. Until then, you must make any premium payments by check, online, or over the phone to keep your account current. Past due accounts may be subject to termination.
- Transfers will be made for the premium balance due. If your premium is past due when your EFT begins, your first withdrawal will include your current premium as well as any past due amount.
- PacificSource must receive your EFT changes and cancellations in writing at least ten business days before the transfer date.