

PacificSource.com and InTouch for Providers

Powerful online tools at PacificSource.com that make your job easier

Simply go to PacificSource.com and click on For Providers. There, you'll find the tools and information you need to do business with us.

- **What's New for Providers** will give you the latest notices and updates affecting PacificSource providers. You might consider creating a bookmark to this page.
- **Claims Guidelines.** Under this link, you can find out about imaging and electronic claims technology, as well as our current preauthorization list.
- **Forms and Materials.** Here you'll find the most up-to-date administrative, credentialing, and HIPAA forms, as well as informational fliers.
- **Prescription Drug Information.** This area of our site includes links to our prescription drug lists, plus information about our pharmacy benefits manager, mail order service, and prescription discount program.
- **Provider Manual.** This manual contains helpful information about PacificSource policies and procedures. You can download the entire manual, or just the chapters you need.
- **Provider Service Staff Directory.** This section includes photos and current contact information for PacificSource Provider Service Representatives.
- **Educational Opportunities.** Find upcoming events and workshops in your area.
- **Provider Directory.** Members can look up participating providers or print a customized directory from our site. Just click on Find a Provider on the top navigation bar. (The directory is best viewed with Internet Explorer 9 or higher.)
- **Practice Guidelines.** Here you'll find useful guidelines and recommendations from nationally recognized sources to assist you in making decisions about appropriate healthcare.
- **Community Health Excellence Initiative Program.** Click this link to learn more about how you can partner with PacificSource to make a significant impact for patients, regardless of their insurance status.
- **Provider Newsletters.** View and print current and past editions of the provider newsletter, *The Provider Bulletin*.

At PacificSource, we're committed to providing you with flexible, personalized service, and we've created an area just for providers on our website.



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Stay Informed About Your Patients' Coverage With InTouch

PacificSource InTouch for Providers is a secure, providers-only area of our website. Once you are registered, you can access personalized information about your PacificSource patients and their claims 24 hours a day.

Use InTouch to:

- Verify a member's eligibility and check their benefits for covered services.
- Submit claims or check the status of submitted claims.
- Check the status of medical preauthorizations and referrals, or submit new requests.
- Check to see the status of dental predetermination requests.
- Search for Explanation of Payment (EOP) statements and view payment details.
- Process claim estimates for some services, and optionally submit the estimate as a claim.
- Securely upload sensitive files, such as EFT and 835 ERA forms, W9s, credentialing applications, and more.

Registering for InTouch:

For your convenience, InTouch is available through the Web portal OneHealthPort. If you are already a registered user of OneHealthPort, you do not need to register to access InTouch.

If you are new to InTouch and OneHealthPort, you will need to register with OneHealthPort in order to access InTouch. Information about this process is

available by selecting the "Learn more about InTouch" link under the Provider heading of our InTouch login area on any page of our website, PacificSource.com.

Please note that the InTouch registration process is handled completely by OneHealthPort, so if you have questions during the registration process, you'll need to contact them. They can be reached toll-free at (800) 973-4797.

InTouch Questions and Answers

Do I need special software or a certain internet browser on my computer?

You do not need to install any software to access InTouch. We do recommend, however, that providers use the Web browser Internet Explorer version 9 or newer.

What happens if I lose or forget my user ID or password, or need to change my password?

Registration and password administration technical support is provided by OneHealthPort. Information about how to contact them is available at PacificSource.com/aboutproviderintouch.

Can I send claims through the InTouch site?

Yes, with Point of Service Direct (POS). POS allows you to create an estimate and subsequently submit the claim directly to our processing system.

We also contract with several clearinghouses to provide transmission of 1500 Health Insurance Claim Form, UB04, and dental claims electronically.

For more information, visit the Claims Guidelines area of our website, or contact your Service Representative.

Who should I contact if I have technical problems?

If you have any difficulties with PacificSource InTouch site, you're welcome to contact our Provider Network Department by phone at (541) 684-5580 or toll-free at (800) 624-6052, ext. 2580, or by e-mail at providernet@pacificsource.com. You can also use the Contact Us form on our website to describe your problem.

If you have questions, you are welcome to contact our Provider Network Department at 800.624.6052, ext. 2580 or e-mail providernet@pacificsource.com.



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