

Who To Call If You Have Questions

Whether you're new to PacificSource or have participated in our network for years...

You may have questions regarding your PacificSource patients. We hope this guide will help. And remember, your PacificSource Provider Service Representative is happy to answer your administrative questions.

Claims Payment Address:

PO Box 7068
Springfield, OR 97475

Electronic Claims Payer ID Number:

93029

Please Contact:	For Questions Regarding:
<p>Customer Service 541.684.5582 or 888.977.9299 fax 541.225.3631 cs@pacificsource.com</p>	<ul style="list-style-type: none"> • Benefits • Explanation of payments/vouchers • Participating physicians and providers, pharmacies, and networks • Claim questions/status • PCP changes • Appeal process • Accident information • Coordination of benefits
<p>Health Services 541.684.5584 or 888.691.8209 fax 541.225.3625 healthservices@pacificsource.com</p>	<ul style="list-style-type: none"> • Referrals • Case management • Utilization review • Preauthorization • Out-of-panel referral information
<p>Provider Network 541.684.5580 or 800.624.6052, ext. 2580 fax 541.225.3643 providernet@pacificsource.com</p>	<ul style="list-style-type: none"> • Physician/provider support and education • Contract negotiation and support • Physician/provider panel information • Limited practice designations • Demographic updates, including tax identification numbers • Physician/provider credentialing • InTouch password reset/login help • Electronic claims and 835/EFT enrollment



Direct: 541.686.1242
Toll Free: 800.624.6052

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