Legacy Employee Health Plan:
Crucial Information for Providers

We want to work with you to best serve members on our Legacy Employee Health Plan. The following information will help us do that.

Unique Plan Features

- **These patients can only see Legacy+ in-network providers.** (Please Note: The Legacy + Network is for Employees and their dependents on the Legacy Employee Health Plan (LEHP). This is NOT the Legacy Health Network.) The Legacy+ Directory can be found at: LegacyProviderDirectory. PacificSource.com.

  - Please add a note to your patient's chart that Legacy employees do NOT have out-of-network benefits.

  - When referring a member for other services, please refer the member to another Legacy+ network provider. Please contact PacificSource if you believe there is not an in-network provider available.

  - All labs and advanced imaging service must be provided by a Legacy laboratory or facility, unless an exception is approved by PacificSource for a service or test that Legacy Laboratory cannot provide.

- **The plan has its own preauthorization list.** For a copy of the list or if you have questions, please contact our Care Management team.

  - We encourage you to submit preauthorization requests through InTouch, accessible through OneHealthPort.com.

For Help With	Contact	Phone/Email
Medical benefits and eligibility	Legacy Employee Customer Service	(971) 222-1050
Credentialing	PacificSource Credentialing	(541) 225-3644 or credentialing@pacificsource.com
Preauthorization	PacificSource Care Management	(888) 691-8209
Provider directory	PacificSource Provider Network	(800) 624-6052 ext. 2580 or providernet@pacificsource.com
Administrative questions	Your PacificSource Provider Representative	Pacificsource.com/PSR

LRG444_0618