



Ways to pay

Payment options for members who pay for their insurance directly.

If you get your insurance through your employer, please contact them about payment options.



Pay your bill online with InTouch

Use our secure member portal, InTouch, to pay your bill with a one-time payment or set up monthly automatic payments.

Here's how:

1. Log in to InTouch at **InTouch.PacificSource.com/Members** (you'll be able to create an account if it's your first time logging in).
2. From the top menu, hover over **Payments**, and then select **Payment Methods** from the drop-down menu.
3. Follow the instructions to add a payment method (credit card or bank account) and make your payment.



Pay your bill from your bank account

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.**

Questions about paying your bill? We're here to help.

Email

individual@pacificsource.com

Phone

800-591-6579, TTY 711

PacificSource.com





Send a one-time payment or set up automatic payments by mail

If you prefer to pay your bill by mail, instead of online, send your one-time payment to the address on your payment coupon—the bottom part of your monthly bill. Be sure to tear off and include your payment coupon with your check. Allow plenty of time for the payment to reach us.

If you'd rather set up monthly automatic payments by mail, instead of using our online InTouch system to set them up, use the Electronic Funds Transfer form on the next page.



Pay in person

If it's convenient for you, you're welcome to pay by check or money order at a PacificSource office location. Find one here: **PacificSource.com/locations**. Please note we cannot accept cash. Payments may take two or more business days to post to your account.



Pay by phone

You can call our Individual 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 Individual Representative at: **800-591-6579**

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.