

Your Health and Wellness **Journey Map**





Your Healthcare Hub

With this guide, keeping your healthcare information in one place is easy. Use it to organize a variety of important care information, such as your doctors' information, appointments, preventive care, and more.

Tip: Bring this guide with you to your doctor's appointment or local pharmacist. They can help you fill in the blanks or answer your questions.

Doctor _____ Phone _____

Doctor _____ Phone _____

Doctor _____ Phone _____



Answers to Common Questions

Where can I find my member ID number?

This is a nine-digit number, located on the front of your member ID card.

What is a deductible?

Your deductible is the amount you must pay before your plan pays for covered services. Keep in mind that you may have a separate deductible for out-of-network benefits in addition to your standard in-network deductible. This is why getting care from doctors and providers in your plan's network helps you get the most value from your health insurance benefits.

What is a co-pay?

An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or a prescription drug. A co-pay is a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

What is co-insurance?

Co-insurance is the percentage amount you may be required to pay as your share of costs for healthcare services or prescription drugs. Co-insurance applies after you've paid your deductible. For example, if your co-insurance is 20%, you will pay 20% of the cost for a healthcare service, after you've met your deductible.

What is InTouch for Members?

Through InTouch, our secure website for members, you can check out your claims, preauthorization status, progress toward your plan's deductible, go paperless, and more. Get started or sign into InTouch at InTouch.PacificSource.com.

Stay InTouch on the Go

If you prefer accessing your plan information on the go, our free myPacificSource app gives you mobile-friendly access to helpful information, such as your ID card, deductibles, out-of-pocket totals, and provider directory. Learn more at PacificSource.com/mobile.



Appointment Tracker

Use this space to keep track of your healthcare visits.

| Date | Time | Doctor | Things to Talk About |
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Preventive Care Services

Preventive care is key to your overall healthcare. It helps identify potential problems early on so you can get appropriate care as soon as possible. It can be tough to remember which preventive care services you need and when. Use this space to help you keep track of recommended preventive healthcare.

| Regular Screenings | Frequency | Date |
|---|----------------------------|------|
| Blood Pressure | At least once, annually | |
| Cholesterol | Every 1 to 5 years | |
| Dental Cleaning | Every 6 to 12 months | |
| Vision Exam | Every 2 to 4 years | |
| Women's Preventive Screenings | Frequency | Date |
| Pap Smear (women 21-29) | Every 3 years | |
| Pap Smear (women 30-65) | Every 5 years | |
| Mammogram (women over 40) | Every 1 to 2 years | |
| Men's Preventive Screenings | Frequency | Date |
| Prostate Screening | Seek doctor recommendation | |
| Colon Cancer Screening (Adults over 50) | Frequency | Date |
| One of the following: | | |
| • Fecal Occult Blood Test | Annually | |
| • DNA Based Colorectal Screening | Once every 3 years | |
| • Flexible Sigmoidoscopy | Once every 4 years | |
| • Screening Colonoscopy | Once every 10 years | |
| Vaccines | Frequency | Date |
| Influenza (flu) | Annually | |

* Please refer to your Summary of Benefits for benefit information.



Questions to Ask My Doctor

Write the questions you want to ask your doctor to make the most of your appointment time. Here are some examples of questions you might ask:

- How can I maintain or improve my physical health?
- How can I maintain or improve my mental health?
- I am struggling with _____. Why am I feeling this way?
- What else can I be doing to feel better?

List your questions, concerns, and notes here:



Blood Pressure

A blood pressure rating outside the normal range can be a sign of a serious issue. A steady increase in blood pressure over time can also be a sign of potential health risks. That's why you should have your blood pressure checked at least once per year. Your doctor will also likely get a blood pressure reading at each visit. Keep track of the date and rating for each blood pressure test. Talk with your doctor to learn more about a normal blood pressure range for you.

| Date | Result | Date | Result |
|------|--------|------|--------|
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Other Screenings

While there are general recommendations for everyone, you will also have healthcare needs that are specific to you. This is where you can track those specific healthcare services. For example, if you have diabetes, you will want to document services such as your diabetic eye exam, A1c results, and kidney tests.

| Tests / Screening | Date | Result |
|-------------------|------|--------|
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Health and Wellness Goals

Use this space to record your health and wellness goals. If you're not sure where to start, work with your doctor to set healthy, realistic goals.

You can also use the SMART goal-setting technique to help you set **s**pecific, **m**easurable, **a**ttainable, **r**ealistic, **t**imely goals. For more guidance, view the SMART goal worksheet at PacificSource.com/HealthGoals/SMART.pdf.

Nutrition Goals

Fitness / Physical Activity Goals

Other Health and Wellness Goals

(sleep, stress control, tobacco cessation, blood pressure, etc.)



Medications and Prescriptions

It's important to take your medications consistently and as recommended by your doctor. **This includes any over-the-counter medications or supplements you may be taking.** Please contact our Pharmacy Services team if you have any trouble taking your medication consistently. Our Pharmacy Services Representatives can work with you and your pharmacy to:

- Set-up mail-order refills
- Set-up automatic refills
- Coordinate refill dates for maintenance medications
- Provide information on lower-cost alternatives to your current medications

Track your medications, how much you should take (dosage), and how often you should take it (frequency).

| Medication | Dosage | Frequency |
|------------|--------|-----------|
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Insurance: Coverage for Your Healthcare

Understanding your benefits makes navigating the healthcare system easier. Use this space to keep track of specific details about your health insurance benefits, resources, and contact information. That way, you can quickly get answers to your questions.

| My Member ID# | My Plan Network |
|---------------|-----------------|
| | |

| Prescription Drug List | Office Visit Co-pay | Specialist Co-pay |
|------------------------|---------------------|-------------------|
| | | |

Resources

PacificSource Website: PacificSource.com
InTouch for Members: InTouch.PacificSource.com
myPacificSource mobile app: PacificSource.com/mobile

Contact Us

If you have questions about claims, billing, or your member ID card, call our Customer Service Department toll-free at (888) 977-9299 or (800) 735-2900 TTY. We're always happy to help you.

Additional Notes
