



# Legacy Employee Health Plan Member Guide





# Welcome to PacificSource

## Glad to have you with us.

---

We created this guide to help you use your plan and get the most value from your benefits. You'll get things you might not expect—including live, human support (not automated phone trees), as well as a wide range of free health and wellness extras.



## Your Member ID Card

---

You'll receive a PacificSource member ID card by mail once your enrollment application has been processed. Use it when you visit a doctor's office or pharmacy to verify your plan and benefits. You can print a member ID card from our member portal, InTouch. You can also view your ID in the MyPacificSource App.



## Online Tools

---

Through our website, [PacificSource.com/Legacy](https://PacificSource.com/Legacy), you can access a wealth of tools, information, and resources to help you make the most of your PacificSource benefits.

### InTouch

You can access coverage and benefit information through InTouch, our secure web portal at [PacificSource.com/Legacy](https://PacificSource.com/Legacy). It allows you to easily and conveniently manage your coverage and health, 24/7. Sign into InTouch to:

- Look up coverage information in your Employee Benefits Guide or Summary Plan Description (SPD).
- Look up claims.
- View explanation of benefits statements for paid claims.
- Review your family's enrollment history.
- Check your out-of-pocket status.
- Track prior authorizations.
- Look up your share of your family's healthcare expenses.
- Request replacement ID cards.

**Log into InTouch to go paper-free!** Help us reduce our reliance on paper resources by choosing to receive notices and statements by email. Here's how:

1. Go to [PacificSource.com/Legacy](https://PacificSource.com/Legacy).
2. Log into or sign up for InTouch for Members.
3. Select "Profile" at the top of the page.
4. Select "Contact Preferences."
5. Choose the options you prefer.

The email notices will alert you when a new statement is available in InTouch. Note: All covered adults in your household, such as your spouse or adult dependents (age 16 and older), must set their own contact preferences.

### CaféWell

CaféWell is a secure online health engagement portal with personalized information and tools to help you make the most of your health. To access CaféWell, sign in to InTouch, go to Benefits, and select Wellness – CaféWell. Use CaféWell to:

- Complete the health assessment to identify your potential health risks.
- Participate in health and wellness activities and programs.
- Get your health and wellness questions answered by an expert health coach.
- Connect with family, friends, and others who are focused on similar health goals.
- Access helpful health and wellness tips and articles.



## Provider Network

Your plan covers eligible services and supplies received from Legacy+ network facilities and providers. Coverage outside the Legacy+ network is limited to:

- True emergency and urgent care for nonroutine services (see “Important medical plan terms” in your Employee Benefits Guide)
- Covered services not available within the Legacy+ network when preapproved by PacificSource
- Diabetic supplies
- Hearing aids

If you or your enrolled dependents receive services from providers or facilities outside the Legacy+ network, those services will not be covered. This includes lab tests and advanced imaging. With this in mind, be sure to review the Legacy+ network provider list before scheduling healthcare appointments. If lab tests are ordered, you'll need to check with your provider to make sure they are processed at a Legacy lab. For blood tests, you may need to request a written order to take to a Legacy lab. See “Summary of Medical Benefits” in your Employee Benefits Guide for more information.

To look up Legacy+ network providers and facilities, you can use our Provider Directory. Go to [PacificSource.com/Legacy](https://PacificSource.com/Legacy) and choose “Find a Legacy+ Provider” to enter the directory.

Remember, only nonroutine emergency and urgent care services are covered at any emergency or urgent care clinic. See the current Employee Benefits Guide for more information.



## Case Management

If you have an ongoing medical need, our Case Managers can help. PacificSource Case Managers are registered nurses with extensive experience. They work with you and your healthcare providers to ensure continuity of care, and prevent breaks in necessary medical services. Should you need help managing specific healthcare needs, our Case Managers become involved. Examples include:

- Transplants
- Chronic pain
- Extended hospital care
- Skilled nursing care
- Coordinator of home or health equipment

For more information, contact PacificSource Customer Service.





## Filling Prescriptions

---

When purchasing your medications, you have freedom and choice through in-network pharmacies and Legacy Apothecary.

### Your Member Drug List

The drug list provides a way to help your doctor identify medications that offer the best clinical results at the lowest cost. The Legacy Employee Health Plan drug list is referred to as the “preferred drug list” or PDL, which is available at [PacificSource.com/Legacy](https://PacificSource.com/Legacy).

### Broad Network of Pharmacies

When filling a prescription, be sure to use your PacificSource member ID card. If you’re not purchasing your prescription through Legacy Apothecary, CVS Caremark is available to you—it’s a network that includes nearly 98% of all major pharmacies, as well as many independent pharmacies.

### Apothecary Services

When filling a 90-day supply of medications at a Legacy Apothecary retail location or by mail order, you pay only two copays (instead of three).

### Pharmacy Contact Information

- PacificSource Pharmacy Helpdesk: **844-877-4803**
- CVS Caremark: **866-329-3051**



## Submitting a Claim

---

Usually, your provider will submit claims for you. If you need to see a provider for a covered service before you receive a member ID, you can visit [PacificSource.com/Legacy](https://PacificSource.com/Legacy) for information about accessing your ID through InTouch, or printing a copy. Alternatively, you can pay for the services you receive, and then submit a copy of the provider’s itemized receipt or statement for reimbursement. It needs to include:

- Your name (enrolled employee), patient’s name, and provider name (with tax ID)
- The charges (showing the CPT and diagnosis billing codes)

Please add your employer’s name and group number (G0035912). If the treatment was for an accident, please include details.

## Submit Your Medical Claims by Mail or Fax

- **Mail**  
PacificSource Health Plans  
Claims Department  
Attention Legacy Employee Health Plan Team  
PO Box 7068  
Springfield, OR 97475
- **Fax**  
541-225-3632  
Attention Legacy Employee Health Plan Team



## Flexible Spending Account (FSA) Options

---

An FSA gives you the opportunity to set aside pretax dollars that you can use to be reimbursed for health-related expenses. The FSA Member Guide is included with your plan benefit materials.

Refer to the FSA Member Guide for more information about how an FSA works, how to get started, how to submit a reimbursement claim, and more. You’ll also find our FSA User Guide flier at [PacificSource.com/Legacy](https://PacificSource.com/Legacy).



## Customer Service

---

- 971-222-1050 local Portland area, Monday to Friday, 7:00 a.m. to 5:00 p.m.
- 844-520-5347 toll-free
- [LegacyEHP@pacificsource.com](mailto:LegacyEHP@pacificsource.com)
- For more new-member information, visit [PacificSource.com/Legacy](https://PacificSource.com/Legacy)