



Oregon Senate Bill 1529 – Access to Primary Care



Frequently Asked Questions

Overview

Oregon Senate Bill 1529 went into effect in 2024. It states that health insurance companies must assign a primary care provider (PCP) for members who haven't selected one by the 90th day of the plan year.

Who it affects

The law applies only to Oregon members who are covered by individual/family and fully insured group medical plans.

The intent of the law

To improve access to healthcare by connecting Oregonians to a primary care provider. Having a PCP can help you prevent disease through proactive screenings and help you manage any chronic conditions.

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Questions?

Our Customer Service team is happy to help.

Email

CS@PacificSource.com

Phone

888-977-9299

TTY: 711

We accept all relay calls.

En español: 866-281-1464



Important details and what to expect

What do I need to do?

Please select a PCP as soon as possible. You can set the same PCP for yourself and other covered family members. Any member over age 18 may select their own PCP.

How to select a PCP:

- Through our online Provider Directory at PacificSource.com/Find-a-Doctor. Find the doctor through the search function and simply click "Set as my PCP"
- By contacting Customer Service by email at CS@PacificSource.com or by phone at **888-977-9299**, TTY: 711. We accept all relay calls.
- You can also set or update your PCP in our secure member portal, InTouch, at InTouch.PacificSource.com/members. (If you don't already have an account, you'll need to register first.) Once you're logged in, go to Records in the top menu and select "Primary Care Providers."

How can I check to see if I already have a PCP?

You can see your current PCP in our secure member portal, InTouch, at InTouch.PacificSource.com/members. (If you don't already have an account, you'll need to register first.) Once you're logged in, go to Records in the top menu and select "Primary Care Providers." You can view or update your PCP from this screen.

Can I select any provider to be my PCP?

Designated PCPs must be a general practice, family practice, pediatrician, internal medicine provider, or select naturopath. They also need to be in your plan's network and accepting new patients.

What happens if I don't select a PCP?

If you don't select a PCP within the first 90 days of enrollment, PacificSource Health Plans will assign one to you. When this happens, we will notify both the policyholder or parent and the assigned provider by mail.

How do you choose a PCP for me if I don't select one?

To assign your PCP, we look at your PacificSource claims history, provider availability, and proximity to your home address. We do our best to find a good match for you.

What if I don't like the doctor you've assigned to be my PCP?

You are not required to see the PCP we assign you, and you can switch to a different one at any time. You can change your PCP within InTouch or by calling Customer Service.

Can I just schedule an appointment with a PCP?

Scheduling an appointment with a PCP does not mean that you've selected that doctor as your PCP with PacificSource. To ensure we have your designated PCP in our records, please select one through our Provider Directory, InTouch, or by calling Customer Service as noted in the first question above.