

Value Added

Programs and Services

PacificSource Extras: Valuable Programs and Services That Enhance Your Coverage

We hope you take advantage of the no-cost “extras” that are part of your PacificSource coverage.

Wellness Programs

24-Hour NurseLine

Have a health-related question? Call our 24-Hour NurseLine. Staffed around the clock, seven days a week, you'll never be without a registered nurse to talk to when you have health-related questions. To access our 24-Hour NurseLine toll free, call (855) 834-6150.

Tobacco Cessation

Our Quit For Life® program, brought to you by Alere Wellbeing and the American Cancer Society, offers one-on-one treatment sessions with a professional Quit Coach to help tobacco users kick the habit. As a participant, you may also receive gum or patches as nicotine replacement therapy. When prescribed by your doctor, certain prescription medications to help you quit tobacco are available. See our website or our Quit For Life® program flier for more information. Or call (866) QUIT-4-LIFE (784-8454).

Health and Wellness Education

You can receive a reimbursement for hospital-based health and wellness education classes in your area. The program will reimburse you for up to \$50 per eligible class or class series, up to \$150 per member per plan year. See our website or our Hospital-Based Health Education Classes flier for more information.

Prenatal Care

Our Prenatal Care Program helps expectant mothers learn more about their pregnancy and the development of their child. Participants receive educational materials and toll-free telephone access to a nurse consultant. High-risk members receive additional nurse support. See our website or our Prenatal Program flier for more information.

In addition, pregnant members with pharmacy coverage are eligible to receive nine months of prenatal vitamins at no cost. For details, see our website or contact our Pharmacy Services Department.

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***If you have questions,
you are welcome to
contact our Customer
Service Department at
800.688.5008 or email
cs@pacificsource.com.***



Mail order is a convenient and cost-saving option if your plan includes prescription drug coverage. We partner with both CVS Caremark and Wellpartner Pharmacy for mail order services.

Save on Popular Weight Management Programs

As a part of your PacificSource medical coverage:

- Participate in a **Weight Watchers®** program and receive an annual reimbursement of \$100 (\$40 if an online Weight Watchers participant) for your Weight Watchers membership. Complete a minimum of ten weeks during a consecutive four-month period to be eligible.
- Receive **Jenny Craig®** program discounts: Free 30-Day Trial Program, 25% off a Premium Program.

For full details and eligibility requirements, visit the Members > Extras and Wellness area of PacificSource.com.

Discounted Gym Membership

As a PacificSource member you have access to discounted gym memberships of up to \$120 per year through GlobalFit.

For full details, visit the Members > Extras and Wellness area of PacificSource.com.

Wellness for Kids

Six- and nine-year-olds currently covered by a PacificSource medical plan are invited by mail to join HealthKicks!, a children's program that promotes healthy behaviors.

Children enrolling in HealthKicks! will receive age-appropriate, educational activity booklets in the mail with fun information on topics such as nutrition, exercise, and good health habits.

Travel Emergency Assistance Program

Assist America® Global Emergency Services

If you experience a medical emergency while traveling 100 or more miles from home or abroad, you can access services provided by Assist America at no cost. Services include medical consultation and evaluation, medical referrals, foreign hospital admission guarantee, critical care monitoring, and when medically necessary, evacuation to a facility that can provide treatment. For more information, see our website or our Global Emergency Services Provided by Assist America flier.

Pharmacy

Mail Order Service

We partner with both CVS Caremark® and Wellpartner® Pharmacy for mail order services. If your plan includes prescription drug coverage, mail order is a convenient and cost-saving option.

CVS Caremark

Caremark.com
(866) 329-3051

CVS Caremark
PO Box 659541
San Antonio, TX 78265-9541

Wellpartner

Wellpartner.com
(877) 568-6460

Wellpartner, Inc.
PO Box 5909
Portland, OR 97228-5909

Care Management

Condition Support Programs

One-on-one support is available to members with chronic conditions. Members are invited to participate in a condition support program if they have heart failure, COPD, coronary artery disease, diabetes, or asthma. Participants are identified using pharmacy and medical claims, which would indicate that a member might have a chronic condition, or through referrals from a case manager or physician. The goal of the program is to improve health outcomes.

AccordantCare

Our AccordantCare® Rare Disease Program provides ongoing one-on-one support and care coordination to people with certain chronic, rare conditions. The program helps ensure optimal care, decrease complications, and improve health outcomes. See our website or our AccordantCare Rare Disease Program flier for more information.

Caremark Specialty Pharmacy

Members with conditions that require injectable medications and biotech drugs have access to our specialty pharmacy program through Caremark® Specialty Pharmacy Services. A pharmacist-led CareTeam provides individual follow-up care and support. See our website or contact PacificSource Customer Service for more information.

Case Management Services

If you have an ongoing medical need, our Nurse Case Managers can help. PacificSource Case Managers, all of whom are registered nurses with extensive experience, 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 in the future, our Case Managers will become involved, helping improve your health, financial outcomes, and quality of life. Examples include:

- Special-needs children

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

For more information on case management services, contact PacificSource Customer Service.

Online Tools and Resources

Our website, PacificSource.com, offers you a wealth of tools, information, and resources to help you make the most of your PacificSource benefits.

InTouch: Access Coverage and Benefit Information

By logging into InTouch, you can easily and conveniently manage your insurance coverage and health 24/7. InTouch lets you:

- Look up coverage information and review benefit summaries in your Member Handbook.
- Check the status of a claim and access your claim history.
- View Explanation of Benefits for paid claims.
- Review your family enrollment history.
- Change your address.
- Calculate expenses accumulated towards your plan's deductible.
- Order new ID cards.
- Take advantage wellness programs through CaféWell.

For more information, visit PacificSource.com or see our InTouch brochure.

With InTouch for Members, you have secure online access to your coverage information and a variety of health and wellness resources.

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cs@pacificsource.com.***

myPacificSource Mobile App

Stay “InTouch” with your PacificSource coverage, no matter where you are, with our free mobile app. The myPacificSource app is available for both iPhone® and Android™. Visit PacificSource.com/mobile.

CaféWell

CaféWell is a secure online health engagement portal with personalized information and tools to help you make the most of your health. Log into InTouch and click 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 tips and articles on health and wellness

Provider Directory

Our online provider directory makes it easy to find participating healthcare providers for your plan. You can search by specialty, name, location, or other details to access a listing of providers that fit your criteria. Or, you can create your own personalized provider directory to download and print.

To access the directory, go to PacificSource.com and click on Find a Doctor > PacificSource Provider Directory.

Please note: These value-added programs are not available with all plans. Check with your plan administrator or our Customer Service Department for details.



Direct: 208.333.1596

Toll Free: 800.688.5008

PacificSource.com