

Value-added Extras for You

Our extra tools, benefits, and programs are how we add value to your health plan. These extras help you make the most of your plan and live a healthier life. You can find more information about these programs and services at PacificSource.com/extras.

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 talk to a nurse, call toll-free (855) 834-6150.

Tobacco Cessation

Our Quit For Life® program, brought to you by Optum and the American Cancer Society, offers one-on-one treatment sessions with a professional Quit Coach to help tobacco users kick the habit. When prescribed by your doctor, certain prescription medications to help you quit tobacco are available.

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 \$150 per member per plan year.

Prenatal Program

Our Prenatal Program helps expectant mothers learn more about their pregnancy and the development of their child.

Participants receive educational materials and toll-free phone access to a nurse consultant. High-risk members receive additional nurse support.

Prenatal Vitamins

Women between the ages of 15 and 45 with prescription drug coverage are eligible to receive physician-prescribed prenatal vitamins at no cost—all co-pays and deductibles are waived—when filled through an in-network pharmacy. The vitamins covered by this program include Prenatal Low Iron, Prenatal 19, PNV-DHA, Vol-Plus and O-Cal FA.

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 a **Jenny Craig®** program discount: 50 percent off the enrollment fee (normally \$99), plus five percent off all Jenny Craig food.

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Idaho

Direct: (208) 333-1596
Toll-free: (800) 688-5008

Montana

Direct: (406) 442-6589
Toll-free: (877) 590-1596

Oregon

Direct: (541) 684-5582
Toll-free: (888) 977-9299

TTY

Toll-free: (800) 735-2900

En Español

Direct: (541) 684-5456
Toll-free: (866) 281-1464

Email

cs@pacificsource.com

PacificSource.com



Discounted Gym Membership

Active&Fit Direct™ gives you access to more than 9,000 fitness facilities nationwide for a \$25 initiation fee plus a \$25 monthly fee. The program's website offers a gym locator, educational materials, online fitness tracking, and wellness product discounts.

Wellness for Kids

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

Children enrolling in HealthKicks! will receive age-appropriate, educational activity sheets 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.

Pharmacy

Mail Order Service

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

CVS Caremark

Web: Caremark.com
Phone: (866) 329-3051
Address: CVS Caremark
PO Box 659541
San Antonio, TX 78265-9541

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 that would indicate 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.

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.

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.

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Teladoc™

PacificSource has partnered with **Teladoc™** to provide virtual visits to our members. Teladoc™ is a national network of U.S. board-certified physicians and pediatricians that you can see on-demand 24/7, via phone or online video consultations, from wherever you happen to be. For a virtual visit with Teladoc™, you pay the same as you would a regular office visit. Depending on your plan, this could be a co-pay amount or you may first need to meet your deductible.

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 (EOB) 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.

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, then click Benefits > Wellness – 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/find-a-provider.

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