



PacificSource Community Solutions  
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CommunitySolutions.PacificSource.com

## **Health Related Services Flex Fund Frequently Asked Questions & Funding Request Form**

### **Who qualifies for Flex Funds?**

Any member currently enrolled with a PacificSource Community Solutions CCO Plan is eligible for Flexible Services:

- PacificSource Community Solutions – Central Oregon
- PacificSource Community Solutions – Columbia Gorge
- PacificSource Community Solutions – Lane
- PacificSource Community Solutions – Marion/Polk
- PacificSource Community Solutions – Portland Legacy HealthShare

### **What can be requested?**

Requested items/services must meet these criteria:

- Be developed by the member's care team
- Demonstrate how the item/service is intended to improve health delivery, member health, or lower overall costs of care
- Be payer of last resort - all available community resources and APD/IDD K-Plan must be exhausted prior to submitting request

### **Who can make a request?**

A clinician or community partner can submit the request. All requests must be approved by a provider with access to the member's main treatment plan and documented in their medical record.

Examples may include:

- Primary Care Providers
- Surgeons
- Dental Providers
- Specialty Providers
- Behavioral Health Providers
- Hospital Discharge Planners

### **What is the process?**

The process depends on the amount of Flexible Service funding requested and the information required for PacificSource to make a decision.

Most decisions will be made in 1-3 weeks, but in some situations, a decision may take up to 120 days.

Urgent requests will be decided within 1-3 business days.

Process:

- The requestor will fax or email a completed request form with the member's medical condition along with supporting documentation.
- PacificSource will review. A call will be made to the requestor advising the request has been received and is in review.
- Once a decision is made, there will be a call to the requestor advising of the decision with a letter to follow.

*At times, an evidence resource will be requested if no such resource has yet been saved by the Health Related Services Team. There will be follow up from the Health Related Services Team on any request submitted.*

There are no restrictions on the number of requests a member can have per year.

Some examples PacificSource may deny the request are:

- The member is not a PacificSource Community Solutions member.
- Missing evidence based case study.
- A field in the form is left blank.
- All resources have not been exhausted first.
- Request form is not signed by a clinician.
- Item/service requested does not support members. diagnosis and treatment plan
- Items and/or services that have a billable CPT code or are a DME item.
- Any time during that calendar year, when a region's set amount is exhausted, the funds will not be available again until the following calendar year.

You may fax a completed request form to Flexible Services Requests via fax to (541) 322-6435 OR Email to: [healthrelatedservices@pacificsource.com](mailto:healthrelatedservices@pacificsource.com)

If you have any questions regarding these services, please call our Health Related Services team toll-free from 8:00 a.m. to 5:00 p.m., Monday – Friday at: (888) 675-0350