

**Welcome!** We're happy to have you as a member. Getting up to speed with PacificSource is as easy as 1-2-3:

- 1 Read your Member Handbook.** You'll receive it soon, and it has complete info on your plan's benefits.
- 2 Choose a doctor.** You'll find a searchable directory at our website: [www.CommunitySolutions.PacificSource.com](http://www.CommunitySolutions.PacificSource.com).
- 3 Get the app.** If you have a smartphone, the **myPacificSource app** lets you search for doctors, view your Member ID and more.

## How to get care

When you or a family member is hurt or sick, you have a number of care options.



### 24-Hour NurseLine

**(855) 834-6150**

Ask a registered nurse your health questions any time, day or night.



### Seeing a Doctor

For routine care, choose a primary doctor from the directory at our website and in our app.



### Urgent Care

If there's one near you, visit an Urgent Care location for things like

- Cold or flu
- Sinus infection
- Bronchitis
- Minor burn, bumps, or other injuries



### Emergency Care

Go to the emergency room or call 911 for cases such as

- Trouble breathing
- Chest pain
- Severe head injury
- Poisoning
- Heavy bleeding



Need help scheduling an appointment or managing your care? Reach out to Customer Services at **(800) 431-4135. (TTY: 711)**

## Glad to have you with us.

PacificSource Community Solutions serves OHP members as your local Coordinated Care Organization. Our parent, PacificSource Health Plans, is a not-for-profit health insurer, and has served the Northwest since 1933.

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## Depending on your plan, your PacificSource benefits may include:

### Doctor's Office Visits

We encourage you to choose a primary doctor and have regular check-ups. You can search our directory from the myPacificSource app, or by visiting our website.

### Preventive Care

Routine procedures such as mammograms and certain other screenings are included at no cost. A full list can be found in your member handbook. Members may also be eligible for free flu shots and other preventive care.

### Pregnancy Care

Coverage includes prenatal care for you and your baby as well as labor and delivery, postpartum care, and care for your newborn until age one.

### Dental Care

Members with dental benefits can receive regular teeth cleanings, exams, fillings, dentures, and more.

### Mental Health Services

These may include counseling and therapy as well as coverage for residential treatment, detox, and more.

### Free Rides to Services

Need a way to get to doctor appointments? We've got a free service for that. To learn how to schedule a ride, see our website.

### Prescription Medications

Member benefits include coverage for prescription drugs, including home delivery. Find a list of drugs and in-network pharmacies at [www.CommunitySolutions.PacificSource.com](http://www.CommunitySolutions.PacificSource.com).

### Other Services

We offer Intensive Care Coordination for members with complex healthcare needs, as well as Health Related Services that include things such as special equipment, classes, or special clothing/footwear. To learn more, get in touch with our Customer Service team.

### Medical Interpreters

It's your right to have a interpreter at your medical appointments, and to get written material in a language you can read. Need help asking for an interpreter? Call us at **(800) 431-4135**.

### Traditional Health Workers

We can connect you with professionals to support your health and wellness. For more information, visit our website or contact Customer Service.

## Renewals and address changes



### You need to renew OHP coverage each year.

To do so, you can:

- Find a local OHP Application Assister at [Healthcare.Oregon.gov](http://Healthcare.Oregon.gov)
- Visit the One Health Portal at [One.Oregon.gov](http://One.Oregon.gov)
- Call OHP at **(800) 699-9075**



### Change of address or contact info? Let us know!

You can update your address and other info by contacting OHP at **(800) 273-0557**, or by logging in to your One Health Portal account at [One.Oregon.gov](http://One.Oregon.gov).

### Get in touch!

[www.CommunitySolutions.PacificSource.com](http://www.CommunitySolutions.PacificSource.com)

(800) 431-4135  
TTY: (800) 735-2900

Office Hours:

October 1 – January 31:  
7 days a week from 8 a.m.  
to 8 p.m.

February 1 – September 30:  
Monday to Friday from 8 a.m.  
to 5 p.m.