



PacificSource Community Solutions  
 PO Box 5729, Bend, OR 97708-5729  
 (800) 431-4135  
[CommunitySolutions.PacificSource.com](http://CommunitySolutions.PacificSource.com)

## Primary Care Provider (PCP) Change Form

*Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al (800) 735-2900.*

*You can get this document in another language, large print, or another way that's best for you. Call (800) 431-4135, TTY (800) 735-2900.*

If you want to have a new primary care provider (PCP), please fill out this form below and return it to us. The change will take effect on the first day of the next month after we receive the form, unless you ask for a later start date: \_\_\_/\_\_\_/\_\_\_\_\_

Member Information		
Last Name:	First Name:	MI:
Date of Birth:	Member ID Number:	
Change of Primary Care Provider (PCP)		
Requested PCP Name:		
Clinic Name:		

\_\_\_\_\_  
 Member or Parent Signature

\_\_\_\_\_  
 Date

**Mail completed form to:**  
 PacificSource Community Solutions  
 PO Box 5729  
 Bend, OR 97708-5729

**Fax or email the completed form:**  
 (541) 322-6423  
[MedicaidCS@pacificsource.com](mailto:MedicaidCS@pacificsource.com)

Please call Customer Service if you need help or have questions. We are open Monday – Friday, 8:00 a.m. - 5:00 p.m.

- (800) 431-4135 Toll-Free
- (800) 735-2900 TTY User

## **Nondiscrimination Statement**

PacificSource and network providers must treat you fairly. Our providers and we must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

### **If You Need Help**

If you need help or have a concern, please contact our Customer Service department or our Civil Rights Coordinator toll-free Monday - Friday, 8:00 a.m. - 5:00 p.m. at:

#### Customer Service Department

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge
- (800) 735-2900 TTY

#### Civil Rights Coordinator

- (888) 977-9299, TTY 711
- Email: [crc@pacificsource.com](mailto:crc@pacificsource.com)
- Mail: PO Box 7068  
Springfield, OR 97475-0068

### **To File a Complaint**

To file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR):

- Web: [www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources](http://www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources)
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Phone: (800) 368-1019  
(800) 537-7697 (TDD)
- Mail: OCR  
200 Independence Avenue SW  
Room 509F, HHH Bldg.  
Washington, DC 20201

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 431-4135, (800) 735-2900 TTY.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 431-4135, (800) 735-2900 TTY.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

**Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます (800) 431-4135, (800) 735-2900 TTY.まで、お電話にてご連絡ください

**العربية (Arabic):** نود أن نساعدك في اللغة العربية إذا كنت بحاجة إلى مساعدة في اللغة العربية. يمكنك الاتصال بنا على الرقم 5314-134-(008) أو 0092-537-(008) TTY: 5314-134-(008) أو 0092-537-(008)

**ภาษาไทย (Thai):** เรน: ถ้า  
คุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาไทยได้ฟรี  
2900 TTY.

**Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

**ខ្មែរ (Cambodian):** ប្រយ័ត្ន៖ បើ សិនជាអ្នក កនិយាយ ភាសាខ្មែរ, ផ្នែកជំនួយភាសា ខ្មែរ យើង គិតថា យើង អាច ជួយ អ្នក បាន ឥត គិត ថ្លៃ (800) 431-4135, (800) 735-2900 TTY.។  
ស ល ើរ អ

**Cushite:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

بہ رای رائ گان بہ صورت زبانی نہ سہ حالت ک نہ ہد، می گ نہ گونہ ارسای زبانی بہ ہاگر : **(Farsi):** سراف  
شما (800) 431-4135, (800) 735-2900 TTY.

**Français (French):** ATTENTION: Si vous parlez français, des services d'aide  
linguistique vous sont proposés gratuitement. Appelez le (800) 431-4135, (800) 735-  
2900 TTY.