



PacificSource Community Solutions
 PO Box 5729, Bend, OR 97708-5729
 (800) 431-4135
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 would like to request a new primary care provider (PCP), please fill out this form below and return it to us. The change will be effective on the first of the following month after we receive the form, unless you specify a later effective date: ___/___/_____

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

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 – Central Oregon
- (855) 204-2965 – Columbia Gorge
- (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 manager 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 Manager

Kristi Kernutt

- (541) 225-1967, (800) 735-2900 TTY
- Email: Kristi.Kernutt@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
- Email: 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.

(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.