

## **Flexible Services Fund - Frequently Asked Questions**

### **1. Who qualifies for Flexible Service Funds?**

Any member currently enrolled in PacificSource Community Solutions is eligible for Flexible Services. Funding is available in Central Oregon and the Columbia Gorge service areas.

### **2. What can be requested?**

Requested items/services must meet these criteria:

- The request demonstrates how the service/item is intended to improve health delivery, member health, and lower overall costs of care;
- The request is consistent with the member's primary care physician's treatment plan;
- The requested items and/or services do NOT have a traditional billing or encounter code, i.e., (CPT).

### **3. Who can make a request for funds?**

Anyone, including the member, may make the request on behalf of a member. However, each request needs to be approved by the member's primary care physician's office, and documented in their medical record.

### **4. Blank Flexible Services Request Forms may be requested from:**

[FlexibleServices@pacificsource.com](mailto:FlexibleServices@pacificsource.com) or by calling the Customer Service department:

- (800) 431-4135 – Central Oregon
- (855) 204-2965 – Columbia Gorge

### **5. Who do we send the Flexible Services Fund request to?**

You may fax a completed request form to Flexible Services Requests via fax to: (541) 385-3123 or email to: [FlexibleServices@pacificsource.com](mailto:FlexibleServices@pacificsource.com)

### **6. How long will Flexible Services Funds last?**

There is a set dollar amount available for each Coordinated Care Organization (CCO) region per calendar year. Any time during that calendar year, when the set amount is used up, the funds will not be available again until the following calendar year.

### **7. Can a member request help from the Flexible Services funds more than one time in a year?**

Yes. At this time there are no restrictions.

### **8. How long does the process take?**

The process depends on the amount of Flexible Service funding requested, and the information required to complete a decision. Most request decisions will be made in under a couple of weeks, but in some situations a decision may take up to 120 days.

If you have any questions regarding these services please call our Customer Service department toll-free from 8:00 a.m. to 5:00 p.m., Monday – Friday at:

- (800) 431-4135 – Central Oregon
- (855) 204-2965 – Columbia Gorge