



PacificSource Community Solutions, Inc.
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Si usted necesita servicios de intérprete, por favor llame al teléfono (800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge.

You can get this in another language, large print, or another way that's best for you. Call us toll-free at (800) 431-4135, TTY users call (800) 735-2900.

PacificSource Community Solutions Video Transcript **Video 2: *Your Primary Care Provider***

Now that you have health insurance through PacificSource Community Solutions, you may be wondering who your doctor is, when you should see them, and how to make an appointment.

Your first step should be to look at the front of your PacificSource ID card and find out who your primary care provider is. This doctor should be your first call when you need care. If you want to choose a different primary care provider, you can switch up to two times a year. Just call us and we can help you make the change.

One of the most important parts of staying healthy is preventive care. That's why you're covered for many preventive screenings.

To make an appointment for a check-up, or for any other reason, call the phone number listed on the front of your ID card. If you need an interpreter at your appointment, be sure to let your doctor's office know. Interpreters are provided to members for free.

Once you've scheduled your appointment, write down questions you want to ask your doctor.

If you won't be able to make it, please call 24 hours prior to your appointment to reschedule. On the day of your appointment, be sure to arrive on time.

If you're unable to get to your doctor's office by yourself, consider taking the bus or having a friend or relative drive you. If you still need a ride, give us a call. You may be eligible for free transportation to your appointments.

If you have questions about this information or your plan, we're here for you. Just give us a call or visit us online.

At PacificSource Health Plans, we're here to help you live the healthiest life possible