



# Value-Added Programs & Services



*We are pleased to provide these value-added programs and services with our group health plans at no additional cost to our members.*

## Online Tools and Resources at [www.pacificsource.com](http://www.pacificsource.com)

### InTouch for Members

Members can access their benefit information by logging on to the secure InTouch For Members area of our Web site. They can view their claims, the status of preauthorizations and referrals, the accumulated expenses towards their plan's deductible, and more.

The InTouch With Your Health section is an online health and wellness center. The Health Manager, powered by WebMD®, includes personalized wellness information and a variety of helpful, easy-to-use online tools including a health risk assessment.

### Provider Directory

Members can find up-to-date participating provider information based on their location or the provider's name. Members can also make a personalized directory.

**The Health Manager, powered by WebMD®, includes personalized wellness information and a variety of helpful, easy-to-use online tools including a health risk assessment.**

## Wellness and Care Management Programs

### Expectations prenatal care program

Expectations helps expectant mothers reduce their risk of premature birth. Participants receive educational materials and toll-free telephone access to a nurse consultant. High-risk members receive additional proactive nurse support.

### Free & Clear® Quit For Life™ program

The program offers one-on-one treatment sessions with a professional Quit Coach to help members quit tobacco use. Members also receive a Quit Kit with nicotine replacement therapy supplies (e.g., nicotine gum) to help keep them on track.

## Hospital-based education classes

Members can receive a reimbursement of up to \$50 per eligible health and wellness class or series offered by hospitals, and up to \$150 per member per plan year.

### Brown Bag wellness seminars

We offer Brown Bag Wellness Seminars tailored to the specific wellness interests of employers with 100 or more employees. These informational seminars for employees are held at the worksite or other convenient locations.

### Healthy Returns<sup>SM</sup> care management program

Healthy Returns offers educational materials, plus 24/7 support through their Web site and toll-free phone number, to members with asthma,

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diabetes, heart failure (HF), chronic obstructive pulmonary disease (COPD), or coronary artery disease (CAD). Members needing additional support and counseling are contacted by a nurse case manager. This program is available to groups of 51 or more employees.

### **AccordantCare® Rare Disease Management program**

Our members with certain chronic, rare conditions receive ongoing one-on-one support and care coordination to ensure optimal care, decrease complications, and improve health outcomes.

### **Chronic Disease Self-Management program**

The Chronic Disease Self-Management Program provides six weekly sessions to help participants establish immediate goals. Members will learn to manage their symptoms and take control of their health.

### **Caremark® Specialty Pharmacy**

Caremark® Specialty Pharmacy Services is our provider for injectable medications and biotech drugs. A pharmacist-led CareTeam provides individual follow-up care and support to our members with certain conditions.

### **Nurse case management**

Our Health Services Department provides individual case management for members who require specific help in managing their healthcare needs. Nurse Case Managers work collaboratively with providers and members to improve members' health, financial outcomes, and quality of life.

### **Alere® Neonatal Care Management Program**

We work with Alere to help manage the care of newborns who are admitted to a neonatal intensive care unit (NICU) or special care nursery. Alere provides on-site care management and education, and coordinates care during the infant's stay in the hospital and for two weeks after discharge. After that, PacificSource Nurse Case Managers provide continuity of care.

### **LifeTrac<sup>SM</sup> Transplant Network**

We partner with LifeTrac Transplant Network to ensure that our members requiring transplant services have access to nationally recognized centers of excellence. Our Case Managers assist members by coordinating all phases of transplant services. Serving clients since 1988, LifeTrac is a national network of more than 50 carefully selected facilities that perform organ and bone marrow transplants—one of the most comprehensive networks in the United States.

### **Travel Program**

#### **Assist America® Global Emergency Services**

Members with medical coverage who experience a medical emergency when traveling 100 or more miles from home or abroad can call Assist America for help. Services include medical consultation and evaluation, medical referrals, foreign hospital admission guarantee, critical care monitoring, and when medically necessary, evacuation to a facility that can provide treatment. These services are provided at no cost to members when arranged and provided by Assist America.

### **Discount Programs**

#### **Caremark® Prescription Discount program**

With our prescription discount program, members simply present their PacificSource Member ID card at any Caremark network pharmacy to receive a discount on the cash price of any drugs not covered by their plan.

#### **AlternaCare Savings Program**

Members can save up to 30 percent on chiropractic, acupuncture, and massage therapy services. The AlternaCare Savings Program also offers discounts on vitamins and natural supplements.

*Please note: These value-added programs are not available with all plans. Check with your PacificSource sales representative for details.*

### **Questions?**

If you have specific questions about our value-added programs or services, contact your PacificSource Sales Representative.



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