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HealthyYou

Summer 2015

New! Receive Your Plan Materials Electronically!

For added convenience, you can now choose to receive your annual plan materials electronically.

We know life is busy. Opting-in to receive your annual plan materials through InTouch will reduce clutter and help you stay organized – giving you easy access to all your materials, 24-hours a day.

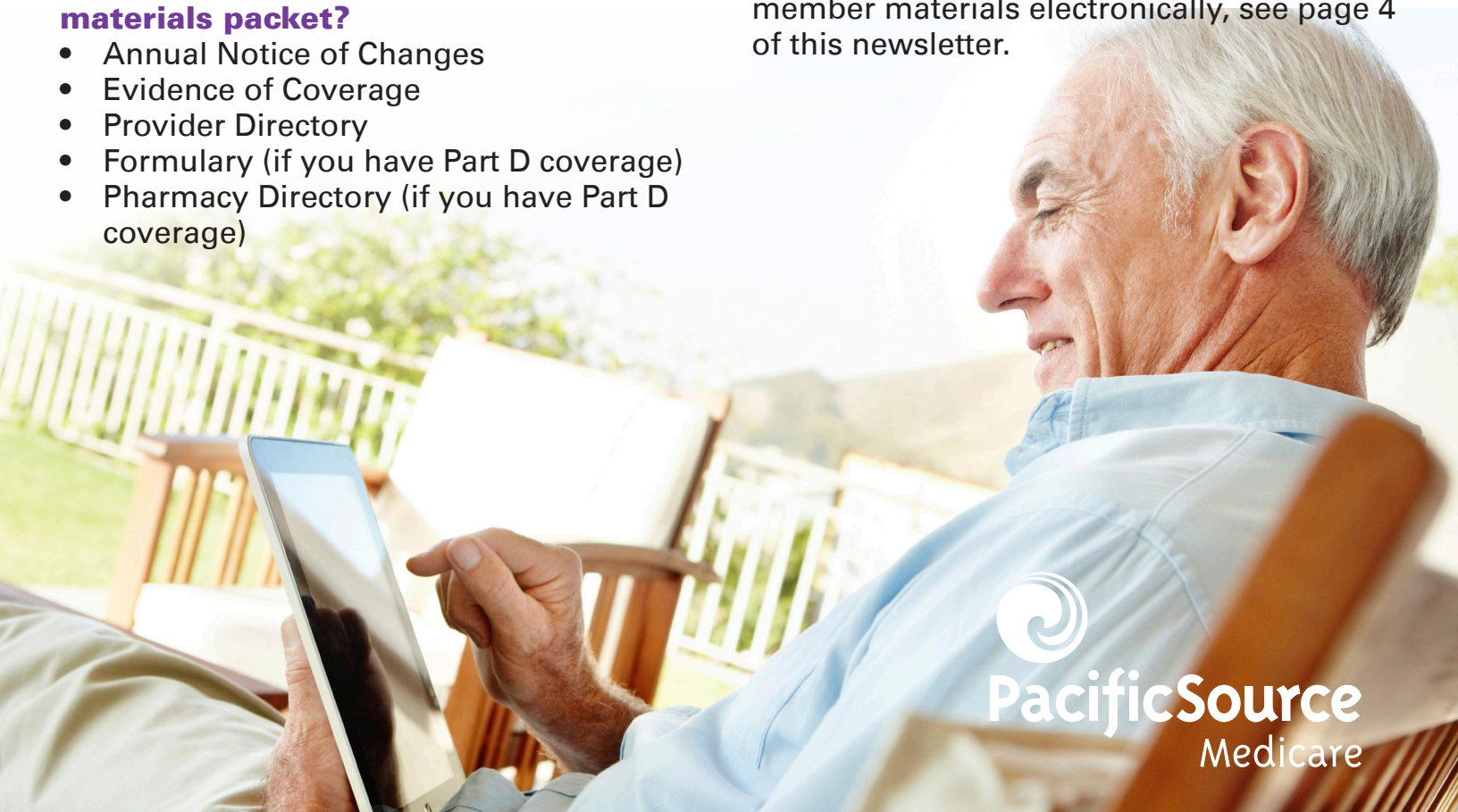
What's included in the electronic plan materials packet?

- Annual Notice of Changes
- Evidence of Coverage
- Provider Directory
- Formulary (if you have Part D coverage)
- Pharmacy Directory (if you have Part D coverage)

Opting-in to receive your annual member materials electronically is an easy way to make an environmentally-friendly choice.

If you go paperless, you will also receive your materials earlier. To get your 2016 annual plan materials electronically, you must opt-in by September 1, 2015.

Opt-in through InTouch, our secure online member website. For step-by-step instructions on how to opt-in to receive your annual member materials electronically, see page 4 of this newsletter.



PacificSource
Medicare

Taking Medications as Your Doctor Prescribed

Do you take your medications as your doctor prescribed even if you're feeling fine?

Maintenance drugs are medications your doctor may have ordered for you to take for an extended period of time. You may need to take these medications for months, years, or you may always need to take these medications if you are treating a certain health condition.

With some health conditions (high blood pressure, diabetes, or high cholesterol) you may have little to no symptoms at all. You may think that you feel fine and don't need to take the medications your doctor ordered. Studies have shown that maintenance medicines improve illnesses

and disabilities that may get worse without treatment. It's very important that you take your medicines as your doctor ordered. This will help prevent hospitalization, future illness, and help keep your medical costs down over the long term.

Want to save money on your medications?

Our pharmacists will work with you and your doctor to make sure you are getting the most out of your prescription drug benefit. A pharmacist can give you free one-on-one consultations to help:

- Identify drug safety issues.
- Review potential drug interactions.
- Assist in finding cost-saving opportunities.
- Determine any other therapy changes that can improve your health.
- Identify medications with lower co-pays through the Medicare gap.

Want a one-on-one review with a pharmacist?

Call Pharmacy Services at:

- (888) 437-7728 Toll-free
- (800) 735-2900 TTY

Our pharmacists will help you get the best results from your medications while keeping your costs down. We'll give you the extra attention you need to keep your health on the right track.



Understanding Your Part D (drug) Coverage

Part D coverage can be confusing. Below is a chart to help you understand each payment stage of your 2015 Part D coverage. This information only applies to PacificSource Medicare plans that include Part D (prescription drug) coverage.

There are four payment stages under Medicare Part D

Stage 1: Deductible	You have no deductible. You start in Stage 2 – Initial Coverage
Stage 2: Initial Coverage	You pay the appropriate Tier co-pay/co-insurance until your total drug costs reach \$2,960. Refer to your Evidence of coverage for your Tier co-pay/co-insurance amount.
Stage 3: Gap Coverage	You pay 65% for most generics. You pay 45% for most brand drugs. You pay these amounts until your out-of-pocket costs reach \$4,700. PacificSource Medicare provides extra coverage in Stage 3: most blood pressure, cholesterol, and diabetes drugs are covered during this stage with the same co-pay as Stage 2. Drugs covered at the Stage 2 co-pay amount can be identified with a “G” in your formulary (list of covered drugs).
Stage 4: Catastrophic Coverage	You pay 5% of the costs for all drugs after you reach \$4,700 in your out-of-pocket costs.

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Limitations, co-pays, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-pays/co-insurance may change on January 1 of each year.



Do you have questions about your Part D coverage?

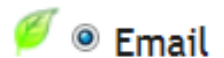
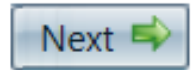
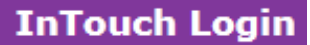
We're here to help! If you have questions about your drug coverage, call Customer Service.

Contact information is listed on the back cover of this newsletter.

Create Your InTouch Account Today

It's easy to create your own secure InTouch account, here's how:

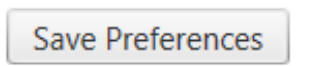
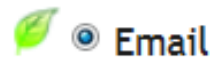
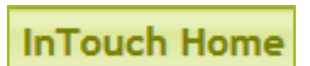
1. Click on the purple **"InTouch Login"** button at the top of our website at www.Medicare.PacificSource.com.
2. Click the **"Members Click Here to Login"** button under the InTouch for Members column.
3. Click on the **"Register Now"** link in the Member Login in box.
4. Follow the registration membership verification five-step process. Click the **"Next"** button to move through each step.
5. On the final step, **"5 Preferences"**, select which materials you want to receive electronically by selecting the **"Email"** button next to each material.
6. Click **"Complete"**.



What if I already have an InTouch account?

If you already have an InTouch account, follow these simple steps to begin receiving your member materials and notifications electronically:

1. Click on the purple **"InTouch Login"** button at the top of our website at www.Medicare.PacificSource.com.
2. Click the **"Members Click Here to Login"** button under the InTouch for Members column.
3. Enter your **User Name** and **Password** in the Member Login box.
4. From your InTouch home page, select **"My Profile"** from the *InTouch Home* drop down menu.
5. On the **"Email Preferences"**, select the materials you would like to receive electronically by selecting the **"Email"** button next to each material. Remember to verify your email address is correct.
6. Click **"Save Preferences."**



If you have any questions or need help signing up, please contact our Customer Service department. Phone numbers are listed on the back cover of this newsletter.

Stay Healthy with No Cost Preventive Screenings

Getting your annual preventive screenings can help you stay healthy and catch potential problems early, before they become serious.

Because your health is important to us, we may call or email you to remind you to get these important screenings. If you need help making an appointment with your doctor, we can help.

Use this checklist to keep track of preventive screenings you receive. Talk to your doctor about the services on this checklist to see which screenings you should schedule.

Check the ones you have already completed...		X
REGULAR SCREENINGS		
Blood pressure	At least every year	
Cholesterol	Every 1 to 5 years	
Glaucoma	Every 2 years	
COLON CANCER		
Fecal occult blood test	Every year	
Colonoscopy	Every 10 years	
WOMEN'S		
Mammogram	Every 1 to 2 years	
MEN'S		
Prostate cancer	Discuss with your doctor	
VACCINES		
Flu	Every year	
Pneumonia	1 shot	
Tetanus, diphtheria, pertussis (Td/Tdap)	Booster every 10 years	
Zoster (shingles)	1 shot	



Survey and Reminder Calls

We Care About Your Health

Your health is important to us and we want your feedback on how we can improve your healthcare experience. You may receive an occasional call from PacificSource throughout the year.

What are these calls about?

We are making two types of calls:

- 1. Survey Call** – We want to get your feedback about your health, healthcare experience, and satisfaction as a member of our plan. Your feedback will help us improve your healthcare experience and our services.
- 2. Reminder Call** – With help from your doctor, we call members who may not be taking medications that their doctor prescribed or may not have received important, no cost, health screenings, such as:
 - Diabetes care eye exam
 - Colorectal cancer screening
 - Breast cancer screening
 - Cholesterol screening
 - Glaucoma testing



If you have already received a call, thank you for participating and helping us improve our services.

If you have questions or concerns about these calls, please contact our Customer Service department. The phone numbers are listed on the back cover of this newsletter.

On the move?

- Did you move?
- Are you leaving the area for longer than one month?
- Have you returned from a long trip?

Don't forget to let us know if you change your permanent or temporary address. We will update your record so you do not miss any important information we mail. Just give Customer Service a call to update your address.



National Coverage Changes Issued by Centers for Medicare & Medicaid (CMS)

Check our website for more information about National Coverage Determination (NCD) changes.

We post national coverage changes to our website at www.Medicare.PacificSource.com within 30 days of CMS announcing a change. Visit our website for more information about recent changes. Below is a list of recent changes.

- Decision Memo for Screening for Lung Cancer with Low Dose Computed Tomography (LDCT) - Released February 24, 2015
- Decision Memo for Screening for Human Immunodeficiency Virus (HIV) Infection - Released May 1, 2015

For detailed information about these changes, please call our Customer Service team or visit www.Medicare.PacificSource.com/Tools/NCDChanges.aspx.

Community Events

Idaho Senior Games:
Begin August 1 and played throughout the month in Boise, Kuna, Emmett, and Nampa. More than 50 events and 11 different age categories.

For information, schedule of events, and registration, go to: www.IdahoSeniorGames.org.

High Desert Museum: FREE Senior Day
Bend, Oregon
October 2015

Visit www.HighDesertMuseum.org for date announcement and information about the museum.

Take Steps for Crohn's & Colitis:
Alton Baker Park
Eugene, Oregon
Sunday, September 27, 2015
Festival, 5K run, and 2 mile walk

Visit www.CCFA.org/chapters/northwest/events/take-steps-eugene.html for more information, and to register.



2965 NE Conners Avenue
Bend, Oregon 97701

Important Plan Information



Customer Service

Bend: 541.385.5315
Springfield: 541.225.3771
Boise: 208.433.4612
Portland: 503.894.7701

Toll-free: 888.863.3637
TTY: 800.735.2900

- **Oct. 1 to Feb. 14:** 8:00 a.m. to 8:00 p.m. local time zone, seven days a week.
- **Feb. 15 to Sept. 30:** 8:00 a.m. to 8:00 p.m. local time zone, Monday - Friday.

Be Aware of **Telemarketing Scams**

Did you know?

Many legitimate businesses engage in telemarketing, but criminals can also use live or recorded calls to try to steal your identity. Medicare will not call to ask for your bank account, Social Security, Medicare or health plan numbers. Nor will your health plan. Also, Medicare forbids other health plans to call you without your permission.

To protect yourself:

- Never give your personal information to someone you don't know.
- Hang up on recorded messages. Do not press any keys or numbers when prompted—even if it is to take your name off their list.
- Write down suspicious numbers and report them!

To report telemarketing scams to the Federal Trade Commission (FTC), call (888) 382-1222.

To report suspected fraud, call 1-877-7SAFERX (1-877-772-3379).

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal.

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