



Healthy You

Winter 2018

Thank you for choosing PacificSource as your 2018 Medicare Advantage plan. You've made a great choice! We are excited to serve your health insurance needs and help you meet your healthcare goals.

We know you may have received a lot of information in the last few months, and that it can be hard to keep track of everything. That's why this newsletter is focused on helping you maximize your benefits.

In this issue:

Seven Ways to Get the Most Out of Your Plan in 2018.....	2
You're Covered When You Travel.....	3
Thank You for Getting a Flu Shot.....	4
We Want to Hear from You	7
Updates from the Centers for Medicare and Medicaid Services	8
Questions? We Can Help	9



Seven Ways to Get the Most Out of Your Plan in 2018

1. **Learn the basics.**
2. **Choose a doctor and schedule an annual physical.**
3. **Stay healthy with \$0 co-pay preventive screenings.**
4. **Save time and money with our preferred pharmacies and mail-order program.**
5. **Take advantage of additional programs and services.**
6. **Make use of our free member tools.**
7. **Let us help with major health issues.**

1. Learn the Basics

To get the most out of your PacificSource Medicare Advantage Plan, you'll first want to be sure you understand it. We make that easy for you.

Watch our welcome video

If you're a brand new member, take a few minutes to watch the Quick Start Video, available on our website at www.Medicare.PacificSource.com/members/video/orientation. This brief video quickly gives you all the key information you need to know to start using your benefits, programs, and services.

Attend a free member orientation

And whether you're a new or renewing member, we invite you to attend "Getting the Most Out of Your PacificSource Medicare," our free, in-person member orientation. Our friendly, knowledgeable sales staff are available to meet you and answer your questions. The event is about 90 minutes and includes refreshments. Seating is limited, so be sure to reserve your spot early. You have three ways to register:

- **Online:** Medicare.PacificSource.com/events
- **Email:** MedicareCS@pacificsource.com
- **Call:** (888) 863-3637 | (800) 735-2900 TTY

Check out our member orientation videos

Unable to make it in-person? New this year, we're offering member orientation videos online. These short and informative videos will provide the same information as our in-person orientations. These on-demand videos will allow you to get the information at your home, when it's convenient to you. Visit www.Medicare.PacificSource.com/members/video/orientation to watch them now.

* In-person orientations may not be available in all areas. Watch your mail for an invitation with more details.



2. Choose a Doctor and Schedule Your Annual Physical

It is important for you to establish care with your personal doctor or primary care provider (PCP). Your PCP is the first person you should seek when needing any type of healthcare. He or she can help with:

- Scheduling preventive services
- Diagnosing and treating illnesses
- Finding the right specialist when you need one
- Navigating the healthcare system
- Managing your care

You will pay less for services when you receive them from an in-network doctor.

Give us a call or visit us online to see if your doctor is in-network:

- a) Visit **www.Medicare.PacificSource.com** and choose “Search Tools” from the top menu.
- b) Select: Find a Doctor
- c) Enter a city and state, or ZIP code, or a street address that is near where you would like to find a provider.
- d) Select the distance you are willing to travel under “Limit Distance To.”

Tip: You can shorten your search by typing in a doctor name or specialty. You also have the option of printing a PDF of your search results right from your desktop.

If your doctor says they are in your plan’s network, but you can’t find them in the directory, please call our Customer Service team for help. (See page 9.)

You’re Covered When You Travel

Rest assured, your PacificSource plan protects you for urgent and emergency medical needs when you travel. For emergency room, urgent care visits, and medically necessary ground or air ambulance service, you pay the same co-pays as you would when you are at home. This coverage extends to wherever you travel, anywhere in the United States and the world.

If you have a medical emergency, get help as quickly as possible. Call 911, or go to the nearest hospital. If your need is not an emergency, but it is urgent, go to the nearest urgent care center or call your primary care provider’s office for advice.



Thank You for Getting a Flu Shot!

Getting a flu shot helps keep you and your loved ones healthy. If you haven't gotten a flu shot yet, it's not too late! Most pharmacies are able to give you the flu shot through February or March. And as a reminder, flu shots are covered at no cost to you when you visit an in-network pharmacy. Give us a call or visit us online to find an in-network pharmacy near you!

3. \$0 Co-pay Preventive Screenings

Preventive care is key to your overall health, and getting regular screenings is one of the best ways to stay healthy. Screenings help find illness or disease even before symptoms begin. As a PacificSource Medicare Advantage member, most preventive screenings are covered at \$0 when care is received from an in-network provider.

Talk to your doctor about which preventive screenings are right for you. The table below outlines common preventive screenings that are covered at \$0 when you see an in-network provider.

Preventive Care Services	Frequency
Regular Screenings	
Blood Pressure	At least once, annually
Cholesterol	Every 1 to 5 years
Glaucoma	Every 2 years
Bone Mass Measurement (DEXA Scan)	If at risk, once every 2 years
Breast Cancer Screening (Women over 40)	
Mammogram	Every 1 to 2 years
Colon Cancer Screening (Adults over 50)	
One of the following: <ul style="list-style-type: none"> • Fecal Occult Blood Test • DNA-based Colorectal Screening • Flexible Sigmoidoscopy • Screening Colonoscopy 	Annually Once every 3 years Once every 4 years Once every 10 years
Vaccines	
Influenza (flu)	Annually
Pneumonia	Seek doctor recommendation



4. Save Time and Money with Our Preferred Pharmacies and Mail-order Program

Our pharmacy network

Your medication costs are lower when you fill your prescriptions through a preferred pharmacy. Preferred pharmacies are marked with a “P” in our Pharmacy Directory.

Give us a call or visit us online to see if your pharmacy is in-network:

- a) Visit **www.Medicare.PacificSource.com** and choose “Search Tools” from the top menu.
- b) Select: Find a Pharmacy
- c) Enter a city and state, or ZIP code, or a street address that is near where you would like to find a pharmacy.
- d) Select the distance you are willing to travel under “Limit Distance To.”

You also have the option of printing a PDF of your search results right from your desktop.

If your pharmacy says they are in our network, but you can’t find them in the directory, please call our Customer Service team for help. (See page 9 for contact information.)

Mail order and auto refill

We’ve partnered with Caremark to offer you mail-order and auto-refill options at preferred pharmacy prices. Our mail-order service delivers your prescriptions right to your door, for no additional charge. This helps ensure you don’t run out of your medication, and saves you time and trips to the pharmacy. Plus, you’ll have access to a registered pharmacist 24/7.

Preferred Pharmacies Include:

- Albertsons
- Costco
- Fred Meyer
- Haggen
- Safeway
- Shopko
- Walmart
- and other selected local independent pharmacies



Signing up for free mail-order delivery and auto-refill is easy:

- a) Call your doctor and ask them to fax a 90-day prescription to CVS Caremark Mail Service Pharmacy at (800) 378-0323.
- b) Enroll in mail-order services with any of these three easy options:
 - Online: www.Medicare.Pacificsource.com/Search/Pharmacy
 - Phone: (866) 362-4009 (TTY/TDD: 711)
 - Mail or Fax: Fill out the Mail Service Order Form, along with your form of payment, and prescription(s). Send to the CVS Caremark Mail Service Pharmacy address printed on the form or fax to (800) 378-0323.
- c) Opt into the auto-refill program so that your next refill is processed automatically.

Find out if your medication is covered

You can see if your medication is covered by searching our website. Our drug search tool also shows if your prescription is a generic or brand name drug, and if any special restrictions apply. The drug list is reviewed at least once per month.

- a) Visit www.Medicare.PacificSource.com and choose “Search Tools” from the top menu.
- b) Select “Drug Search.”
- c) Select either “Search by Drug Name” or “Search by Therapy Class”.
- d) Depending on the search method you choose, you will either enter the name of the drug you wish to find or select a therapy class from a drop-down menu.

If you would like a comprehensive printable version of the drug list, click the “Print Drug List” button.

\$0 co-pay for tier-6 generics

\$0 co-pay for popular medications for common conditions:

- High cholesterol
- High blood pressure
- Type 2 diabetes
- Osteoporosis

5. Take Advantage of Additional Programs and Services

In addition to \$0 co-pay preventive screenings, your plan may also include additional value-added benefits, such as:

- Access to our 24-Hour NurseLine
- TruHearing™: hearing hardware
- Silver&Fit® Exercise and Healthy Aging Program: home fitness kits or gym membership

6. Make Use of Free Member Tools

We know life is busy. Here are two convenient ways to quickly access your plan information.

Go Paperless with InTouch for Members

Our secure online member website lets you:

- Pay your monthly premium or set up recurring payments through our auto-deduct program.
- Receive annual plan materials and explanation of benefits (EOBs) statements electronically.
- Reduce paper clutter and easily access all your materials, 24 hours a day.

How to register for InTouch: Click on the InTouch button at the top of our website at www.Medicare.PacificSource.com. Click the Member Login button. Then click the Sign Up for an Account link and complete the steps.

Our mobile app, myPacificSource, lets you:

- View co-pays, deductibles, out-of-pocket limits, and other benefit information.
- View your member ID card.
- Find a doctor using our Provider Directory.
- Call our 24-Hour NurseLine for medical advice.

This free app is available through the App Store, Google Play, and Amazon.

7. Let Us Help with Major Health Issues

Tell us when you're going through a health challenge; there are many ways we can assist you. For example:

- If you have a planned procedure or surgery, we can help make sure the provider and facility are in-network. This saves you money.
- If you have a chronic condition or are undergoing treatment for cancer, we can help connect you to local resources and programs. These resources, which are often free, can provide information and emotional support through treatment and recovery.
- If you're ill, it can be helpful to have someone call us on your behalf, such as a caretaker or spouse. We want to protect your privacy, so please complete a Release of Health Information to give us your permission to speak with someone else about your personal health information. Call or visit us online to obtain the form. (See the "Printable Forms" page in the Members area of our website, www.Medicare.PacificSource.com.)

If you have any questions or would like more information on any benefits or services, please refer to your 2018 Evidence of Coverage or contact our Customer Service team for help. (See page 9 for contact information.)



We Want to Hear from You

If you're a renewing member, you may receive one or more surveys from PacificSource or Medicare. These surveys are a great opportunity for you to give us feedback on what we're doing well, and what improvements you'd like to see. If you receive a survey, we hope you'll complete it and send it back—your feedback helps us improve our service in future years.

We are also required to send all new members a wellness survey. This survey asks about your current healthcare needs so we can better support you in your healthcare goals. Participation in our wellness survey is voluntary and does not affect your health coverage.



Updates from the Centers for Medicare and Medicaid Services

2018 Medicare Coverage Limits

Each year, the Centers for Medicare & Medicaid Services (CMS) announces updated coverage limits for certain services.

The table below shows the change in the coverage limits by service. We also list these coverage limits on our website at www.Medicare.PacificSource.com.

	2017	2018
Physical and speech therapy combined	\$1,960 coverage limit	\$2,010 coverage limit
Occupational therapy	\$1,960 coverage limit	\$2,010 coverage limit

Therapy services beyond the Medicare coverage limit require an approved prior authorization by PacificSource. See your 2018 Evidence of Coverage for more information.

Coverage of Part A and Part B Services: Medicare Diabetes Prevention Program Expanded Model

Beginning April 1, 2018, Medicare Diabetes Prevention Program (MDPP) services will be covered for eligible Medicare beneficiaries under all Medicare health plans. MDPP is a structured health behavior change intervention. It provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.



Questions? We Can Help

Our friendly, knowledgeable Customer Service team will be happy to assist you.

Bend: (541) 385-5315

Springfield: (541) 225-3771

Boise: (208) 433-4612

Toll-free: (888) 863-3637

TTY: (800) 735-2900

MedicareCS@pacificsource.com

October 1 to February 14: 8:00 a.m. to 8:00 p.m.,
local time zone, seven days a week

February 15 to September 30: 8:00 a.m. to 8:00 p.m.,
local time zone, Monday through Friday

PacificSource Community Health Plans is an HMO/PPO plan with a Medicare contract. Enrollment in PacificSource Medicare depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-pays, and restrictions may apply. Benefits, copays, and co-insurance may change on January 1 of each year. Other pharmacies are available in our network.

The pharmacy network, and provider network may change at any time. You will receive notice when necessary. You can get prescription drugs shipped to your home through our in-network, mail-order delivery service. To refill your mail-order prescriptions, please contact your pharmacy 10 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. Typically, you should expect to receive your prescription drugs within 10-14 days from the time that the mail-order pharmacy receives the order.

If you do not receive your prescription drug(s) within this time, please contact us toll-free at (888) 863-3637. TTY users call 711.

Discrimination Is Against the Law

PacificSource Community Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PacificSource Community Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PacificSource Community Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need services, contact Customer Service at (888) 863-3637 or, for TTY users, (800) 735-2900.

- **October 1–February 14:** 8:00 a.m. to 8:00 p.m., seven days a week
- **February 15–September 30:** 8:00 a.m. to 8:00 p.m. Monday–Friday

If you believe that PacificSource Community Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Kristi Kernutt, PO Box 7068, Springfield, OR 97475-0068, (541) 225-1967, fax (541) 684-5475, or email Kristi.Kernutt@pacificsource.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Customer Service department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at OCRPortal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at HHS.gov/ocr/office/file/index.html.

Arabic: مقرب لصلتا . ن اجم ل اب كل رفاوتت ةي وغلل ادع اسم ل تامدخ ن اف ، ةغلل ركذا ثدحتت تنك اذا : ةظوحم
(888) 863-3637 مقرر : مكبل او مصلا فتاه مقرر (800) 735-2900.

Cambodian-Mon-Khmer: ប្រយ័ត្ន: បរិស័ទជាអ្នកនិយាយ ភាសាខ្មែរ, សំរោងន្ទយជនកែភាសា
ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បរិស័ទ។ ចូរ ទូរស័ព្ទ (888) 863-3637, TTY: (800) 735-2900។

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (888) 863-3637, TTY: (800) 735-2900。

Cushite-Oromo: XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (888) 863-3637, TTY: (800) 735-2900.

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez (888) 863-3637, ATS: (800) 735-2900.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (888) 863-3637, TTY: (800) 735-2900.

Japanese: 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。(888) 863-3637, TTY: (800) 735-2900) まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (888) 863-3637, TTY: (800) 735-2900 번으로 전화해 주십시오.

Persian-Farsi: امش ی ارب ناگی ار تروصب ی نابز تالی هست ، دینک یم وگتفگ ی سراف نابز هب رگا : هجوت
ف یم دش اب اب (888) 863-3637, TTY: (800) 735-2900 س امت دیری گب.

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (888) 863-3637, TTY: (800) 735-2900.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (888) 863-3637, телетайп: (800) 735-2900.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 863-3637, TTY: (800) 735-2900.

Thai: ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (888) 863-3637, TTY: (800) 735-2900.

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (888) 863-3637, телетайп: (800) 735-2900.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (888) 863-3637, TTY: (800) 735-2900.