





# PacificSource Claims Submission Guide - Medicare and Medicaid Plans

See other side for commercial plan information.

		
Payor ID	<b>20377</b>	<b>20416</b>
Clearinghouses	inMediata Emdeon Trizetto Provider Solutions HeW (Health E-Web)	MCPS Office Ally Payer Connection RelayHealth
Paper Claims Submission Address	PacificSource Medicare PO Box 7068 Springfield, OR 97475-0068	PacificSource Community Solutions, Inc. PO Box 7068 Springfield, OR 97475-0068
Online Provider Support	<a href="http://www.Medicare.PacificSource.com">www.Medicare.PacificSource.com</a> > Partners > For Providers  Secure member information is available through <b>InTouch</b> for Providers.	<a href="http://www.CommunitySolutions.PacificSource.com">www.CommunitySolutions.PacificSource.com</a> > For Providers > Provider Home  Secure member information is available through <b>InTouch</b> for Providers.
Preauthorization	<b>Pharmacy:</b> Phone: 888.437.7728 <b>Medical:</b> Oregon Phone: 541.385.5315 Idaho Phone: 208.433.4624 Toll-free: 888.863.3637 Oregon Fax: 541.382.2952 Idaho Fax: 208.395.2697 <b>Hospital Utilization Review:</b> Oregon Fax: 541.330.2558 Idaho Fax: 208.395.2696 <b>Diagnostic imaging (managed by AIM):</b> <a href="http://www.providerportal.com">www.providerportal.com</a> AIM's call center: 877.291.0510	<b>Pharmacy:</b> Phone 541.330.4999; 888.437.7728 <b>Medical:</b> Phone 541.382.5920 or 888.863.3637 Fax 541.382.6898 <b>Hospital Utilization Review:</b> Fax 541.330.2558 <b>ICCS - mental health integration</b> Fax 541.385.3123
Customer Service	<b>Bend:</b> 541.385.5315 <b>Boise:</b> 208.433.4612 <b>Springfield:</b> 541.225.3771 <b>Toll-free:</b> 888.863.3637	<b>Central Oregon:</b> 541.382.5920 800.431.4135 toll-free <b>Gorge:</b> 855.204.2965 toll-free

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Payor ID	<b>93029</b>	<b>93031</b>
Clearinghouses	inMediata Emdeon Trizetto Provider Solutions HeW (Health E-Web) MCPS	ZirMed Office Ally Payer Connection RelayHealth
Paper Claims Submission Address	PacificSource Health Plans PO Box 7068 Springfield, OR 97475-0068	PacificSource Administrators PO Box 70088 Springfield, OR 97475-0105
Online Provider Support	PacificSource.com > For Providers  Secure access to member eligibility information is available through InTouch.	PacificSource.com/PSA > For Providers  Secure access to member eligibility information is available through InTouch.
Preauthorization	<p><b>Medical (Oregon):</b>                      Phone 541.684.5584                      Toll-free 888.691.8209                      Fax 541.225.3625</p> <p><b>Medical (Idaho):</b>                      Phone 208.333.1563                      Toll-free 800.688.5008                      Fax 208.333.1597</p> <p><b>Medical (Montana):</b>                      Phone 406.442.6595                      Toll-free 877.570.1563</p> <p><b>Diagnostic imaging (managed by AIM):</b>  <i>ProviderPortal<sup>SM</sup></i> – available 24/7  <a href="https://www.providerportal.com">https://www.providerportal.com</a>                       AIM’s call center: 877.291.0510                      Mon–Fri, 9:00 a.m.–6:00 p.m. MST                      Voice mails received after business hours will be responded to the next business day.</p> <p><b>Pharmacy:</b>                      Phone 541.686.1242                      Toll-free 800.624.6052, ext. 3784                      Fax 541.225.3665</p>	For members covered by PacificSource Health Plans please see preauthorization information in column at left; for all others, refer to plan information.
Customer Service	Oregon: 541.684.5582, or toll-free at 888.977.9299 Idaho: 208.333.1596, or toll-free at 800.688.5008 Montana: 406.442.6589, or toll-free at 877.590.1596	541.225.1950, or toll-free at 888.532.5332