

PacificSource Medicare Contacts



Department	Contact Info	Type of Assistance
Customer Service	Phone 541-385-5315 Toll-free 888-863-3637 Fax 541-322-6423 Email MedicareCS@pacificsource.com	Customer Service questions and assistance <ul style="list-style-type: none">• October 1–March 31: 8:00 a.m.–8:00 p.m., seven days a week• April 1–September 30: 8:00 a.m.–8:00 p.m., Monday–Friday
Authorization and Referrals	Phone 208-433-4624 Fax 208-395-2697 Email MedicareHSR@pacificsource.com	<ul style="list-style-type: none">• Specific authorization/referral questions• Notifications of acute inpatient and hospital stays
Member Support	Phone 208-433-4623 Toll-free 888-977-9299 Email MedicareMSS@pacificsource.com	<ul style="list-style-type: none">• Care coordination and navigation of healthcare system
Pharmacy Services	Phone 541-330-2528 800-366-4873	<ul style="list-style-type: none">• Pharmacy questions• Pharmacy authorizations and coverage requests
Behavioral Health	Phone 541-330-7301 Fax 541-330-4910 Email MedicaidBHHSR@pacificsource.com	<ul style="list-style-type: none">• Assistance with unmet or acute Behavioral Health needs• Complex discharge planning (i.e. guardianship or other social barriers to discharge)
Website	Medicare.PacificSource.com	Information such as: <ul style="list-style-type: none">• Authorization grid• Plan benefits• Provider specific information, plan updates, and newsletters• Plan Formulary• Drug coverage criteria• Appeals guide and forms• Documents and forms• Claims billing information