



# PacificSource Medicare Contacts

Department	Contact Info	Type of Assistance
Customer Service	<b>Bend</b> (541) 385-5315 <b>Springfield</b> (541) 225-3771 <b>Boise</b> (208) 433-4612 <b>Toll-free</b> (888) 863-3637 <b>Fax</b> (541) 322-6423 <b>Email</b> MedicareCS@pacificsource.com	Customer Service questions and assistance <ul style="list-style-type: none"> <li>• <b>October 1–March 31:</b> 8:00 a.m.–8:00 p.m., seven days a week</li> <li>• <b>April 1–September 30:</b> 8:00 a.m.–8:00 p.m., Monday–Friday</li> </ul>
Authorization and Referrals	<b>Phone</b> (208) 433-4624 <b>Fax</b> (208) 395-2697 <b>Email</b> MedicareHSR@pacificsource.com	<ul style="list-style-type: none"> <li>• Specific authorization/referral questions</li> <li>• Notifications of acute inpatient and hospital stays</li> </ul>
Member Support	<b>Phone</b> (208) 433-4623 <b>Toll-free</b> (888) 862-9725 <b>Fax</b> (208) 433-4625 <b>Email</b> BoiseMSS@pacificsource.com	Care coordination and navigation of healthcare system
Pharmacy Services	<b>Phone</b> (541) 330-4999 <b>Fax</b> (888) 437-7728	<ul style="list-style-type: none"> <li>• Pharmacy questions</li> <li>• Pharmacy authorizations and coverage requests</li> </ul>
Behavioral Health	<b>Phone</b> (208) 433-4624 <b>Fax</b> (208) 395-2697 <b>Email</b> MedicareCM@pacificsource.com	<ul style="list-style-type: none"> <li>• Assistance with unmet or acute Behavioral Health needs</li> <li>• Complex discharge planning (i.e. guardianship or other social barriers to discharge)</li> </ul>
PacificSource Medicare website	Medicare.PacificSource.com	Information such as: <ul style="list-style-type: none"> <li>• Authorization grid</li> <li>• Plan benefits</li> <li>• Provider specific information, plan updates, and newsletters</li> <li>• Plan Formulary</li> <li>• Drug coverage criteria</li> <li>• Appeals guide and forms</li> <li>• Documents and forms</li> <li>• Claims billing information</li> </ul>