

Preventive Care Guide

PacificSource Dual Care Plans



Take an active role in your well-being by adding key preventive measures to your calendar. **Many preventive care services are covered at 100%.** Completing your routine physical or annual wellness exam will earn you a \$50 gift card. Completing a Health Risk Assessment will earn you a \$15 gift card.



You should see your personal doctor at least once each year. You may find it helpful to bring this guide to your checkup or annual wellness visit, so you'll remember to ask about:

- Any health concerns, symptoms, or questions
- Recent test results, and tests that your doctor may recommend
- Medications you are taking or considering (prescription and over-the-counter)
- Managing your care, including upcoming appointments and specialist visits

Preventive care services	How often	Copay*
General screenings		
Routine physical or annual wellness visit (Qualifies for a \$50 gift card)**	Once per year	\$0
Hearing exam (routine)	Once per year	\$0
Eye exam (routine)	Once every 2 years	Varies by plan
Bone mineral density test (women)	Baseline scan at age 65 then as recommended by your doctor	\$0
Diabetes/pre-diabetes screening	Annual screening or as recommended by your doctor	\$0
Breast cancer screening, adults 45 and older		
Mammogram	Every 1 to 2 years	\$0
Colon cancer screening, adults 45 and older		
Multiple options, including at-home test kits	Every 1, 3, 5, or 10 years, as recommended by your doctor	\$0
Vaccines		
Influenza (flu)	Once per year	\$0
Pneumonia, shingles, RSV	Ask your doctor	\$0
COVID-19	At least 1 dose of most recent vaccine	\$0

*Estimated copay when seen by an in-network provider. Please see your Evidence of Coverage (EOC) for complete benefit details.

**For details on our rewards program, visit our website. A reward may be earned once per calendar year for completing a physical, annual wellness visit, or home visit. A reward may be earned once per calendar year for completing a Health Risk Assessment. Please see your Evidence of Coverage for complete benefit details.

PacificSource Community Health Plans is an HMO, HMO D-SNP, and PPO plan with a Medicare contract and a contract with Oregon Health Plan (Medicaid). Enrollment in PacificSource Medicare depends on contract renewal.

DSNP members can call Care Management at **855-448-2212**.

Or they can call Customer Service at **888-863-3637**, TTY: 711. We accept all relay calls.

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Your covered doctor visits

If you don't have a personal (primary care) doctor, it's a good idea to choose one. They can help coordinate your care and track your health across time. Having an established doctor may also make it easier to get appointments when you're sick.

For help finding a doctor, contact us or visit our website.

Wellness visit	Physical exam	Office or telehealth visit
Once per year with \$0 copay <ul style="list-style-type: none">• Conversation focused on your health and well-being, and how your health can support your goals• Discuss needed preventive care• Review how your medications are working for you, and why you are taking them• In-person or telehealth visit	Once per year with \$0 copay <ul style="list-style-type: none">• "Hands-on" exam to check your physical health• Includes things like blood pressure, vision, hearing, heart, lungs, etc.• Typically an in-person visit	As needed <ul style="list-style-type: none">• Discuss issues or concerns not covered in the wellness visit or physical exam• Examples: new symptoms, aches and pains, worsening of chronic condition or injury



Steps to take for whole-person health

There are many ways to be proactive about your health, and your PacificSource Dual Care plan can help. Your plan may include things like:

- Dental checkups and cleanings
- Alternative care, such as acupuncture and chiropractic
- Physical therapy
- Mental healthcare, such as counseling and substance use treatment

For complete details on your plan, visit InTouch: PacSrc.co/InTouch

To earn a \$15 gift card reward for completing a Health Risk Assessment (one reward per year), call our Care Management team: **855-448-2212**; or Customer Service: **888-863-3637**.



Contact us

For benefit questions or help choosing a doctor, contact Customer Service:

Phone: 888-863-3637

Web: Medicare.PacificSource.com

Email: MedicareCS@PacificSource.com

Chat: Log in to InTouch for Members at PacSrc.co/InTouch

October 1—March 31

8:00 a.m. to 8:00 p.m., 7 days per week

April 1—September 30

8:00 a.m. to 8:00 p.m., Monday–Friday