

Request a Provider or Pharmacy Directory

How to find a doctor or pharmacy in your area:

Simply browse our Provider Directory or Pharmacy Directory to see if your doctor, facility, or Pharmacy is in our network. You can search online or receive our directory by mail. If you request a printed directory, we will mail it to you within three business days.

Request a Provider or Pharmacy Directory:

1. By Phone:

If you want a Provider or Pharmacy Directory mailed to you, or if you need help finding an in-network provider and/or pharmacy, please call our Customer Service Department at:

- (541) 385-5315 Bend
- (208) 433-4612 Boise
- (541) 225-3771 Springfield
- (888) 863-3637 Toll-free
- (800) 735-2900 TTY

We are available:

- Oct. 1 - Feb. 14: 8:00 a.m. - 8:00 p.m. local time zone, seven days a week.
- Feb. 15 - Sept. 30: 8:00 a.m. - 8:00 p.m. local time zone, Monday - Friday.

2. By Email:

You may also email your request for a printed directory to MedicareCS@PacificSource.com.

3. Online

Remember, you can always access our online, searchable, directories at: www.Medicare.PacificSource.com. Choose "Search Tools" in the upper right corner of the page.



Tips for Using the Online Directory Search:

• How do I use the online search?

Be sure to enter a city and state, or a zip code. This allows you to find the providers or pharmacies within a certain distance of the location you enter.

• How do I find a provider, hospital or pharmacy near me?

Simply enter a street address in the search field and then limit the driving distance to the radius you are willing to travel.

• What if my doctor or pharmacy says they are in your network, but I can't find them?

Please call our Customer Service Department for assistance.

The provider and/or pharmacy network may change at any time. You will receive notice when necessary.