

A Member's Guide for Submitting **Medical, Pharmacy, or Dental Claims**



In most cases, your provider will submit your claim for you. Sometimes, a provider may bill you directly instead of submitting a claim to PacificSource. For example, out-of-network providers may only bill you. When this happens, it becomes your responsibility to submit your claim to us for processing.

All claims for benefits must be turned in to PacificSource within 90 days of the date of service. If it is not possible to submit a claim within 90 days, turn in the claim with an explanation as soon as possible. In some cases PacificSource may accept the late claim. However, please be aware that we will not pay a claim that was submitted more than a year after the date of service.



Medical Claim

Health Claim Reimbursement Form

You can download this form from our website, [PacificSource.com](https://www.pacificsource.com) > **For Our Members > Forms and Materials.**



Pharmacy Claim Checklist

We need three things in order to process your prescription drug claim:

- A completed Prescription Drug Claim form. You can download the form from our website, [PacificSource.com](https://www.pacificsource.com) > **For Our Members > Forms and Materials** or request one from our Customer Service team. See contact info on front.
- Copies of your prescription receipt(s) should be attached to the form.
- A copy of the pharmacy receipt. This receipt is similar to the bottle label and is usually stapled to or in the bag containing your medication.

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Questions?

Our Customer Service team is happy to help.

Idaho

Direct: (208) 333-1596
Toll-free: (800) 688-5008

Montana

Direct: (406) 442-6589
Toll-free: (877) 590-1596

Oregon

Direct: (541) 684-5582
Toll-free: (888) 977-9299

TTY

Toll-free: (800) 735-2900

En Español

Direct: (541) 684-5456
Toll-free: (800) 624-6052
ext. 1009

Email

cs@pacificsource.com

[PacificSource.com](https://www.pacificsource.com)





Dental Claim

Dental Claim Form

You can download the Dental Claim form from our website, [PacificSource.com](https://www.pacificsource.com) > **For Our Members > Forms and Materials.**



Our Claims Payment Practices

A Commitment to Timely Processing

Unless additional information is needed to process a claim, we will make every effort to pay or deny your claim within 30 days of receipt.

Questions About Claims

If you have questions about the status of a claim, please contact our Customer Service Department.

Benefits Paid in Error

Sometimes clerical errors do occur. If PacificSource makes a payment to you that you are not entitled to, or pays a person who is not eligible for payment, we may recover the payment. We may also deduct the amount paid in error from your future benefits.

Please Send All Claims to:

PacificSource Health Plans

Attn: Claims Department
PO Box 7068
Springfield OR 97475-0068.

You may also fax your claim to:

- **Medical or vision** (541) 225-3632
- **Pharmacy** (541) 225-3665
- **Dental** (541) 225-3632