



Wildfires within our communities

Available benefits and resources for your patients and your practice

The below information applies to the current emergency wildfire situation in Oregon and Washington, and is subject to change. Last updated: September 18, 2020



Our hearts go out to our members and providers impacted by the wildfires within our communities. In this unforeseen challenge, we are working to partner with our providers to ensure needed care is accessible, and to support to the provider community.

Are you working with a PacificSource member who needs support due to the wildfires?

We can answer members' healthcare benefit questions (whether they have Oregon Health Plan, Medicare and/or Commercial coverage through PacificSource).

We can also help our members connect to:

- **Resources and support** that address basic needs (including shelter, air purifiers, food, clothing, transportation, and more)
- **Doctors** and other healthcare providers
- **A pharmacy** to get prescription medications refilled/replaced
- **Durable medical suppliers** for replacement medical equipment
- **Flex Funds** (limited) for our OHP/Medicaid members to help pay for items that support their health but aren't part of their plan benefits



For resources available to our members impacted by the fires, please call us at 888-970-2507; TTY 711

Are you a provider or provider group that needs support due to the wildfires?

Please reach out. It is important for us to hear the needs from our provider partners. Starting this dialog will help us understand what is needed and be able to provide support to those impacted.

How we can help our providers:

- **Relief:** Our **Provider Relief Plan** is still active.
- **DME:** We will be allowing replacement DME supplies and prescription medication for covered benefit items. If you encounter barriers in ordering and/or claim denials, contact your Provider Service Representative.
- **When billing for DME replacements,** include modifier “RA.” Indicating the DME item being replaced is due to loss, irreparable damage, or when the item has been stolen.
- **Prescriptions refilled/replaced** (including diabetic monitor & test strips): During emergency declarations, pharmacies can enter “point-of-sale” overrides to help you replace necessary medications.
- **Address updates:** We can update your address in our system and Provider Directory if you are working from a tentative and/or new location.
- **Billing:** We have been asked if billing practices need to be changed as a result of having a tentative and/or new physical address. Please continue billing as usual and email Provider Service of any address changes.

For general questions and resources available for our providers, our Provider Service team is ready to partner. **Oregon and Washington: 541-246-1457**, or toll-free **855-247-7575** or by email ORProviderService@pacificsource.com.



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PacificSource Health Plans | 110 International Way, Springfield, OR 97477

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