



Member Support Specialists

Need help getting care? We've got you covered.

Sometimes people need a hand when it comes to healthcare. PacificSource members can get help from our Member Support team.

Here are some of the ways we can assist:

Basic needs



Housing: Connecting you with resources to help pay rent, mortgage, or other housing-related costs.



Food: Connecting members with food insecurity to resources for arranging meals.



Transportation: Resources for getting to and from doctor appointments.



Utilities: Connecting you with resources to assist with water, electricity, or heat.

Medical help



Finding a doctor: Help finding the right doctor for you.



Appointments: We'll help connect you with your doctor to schedule appointments.



Follow-up: Help arranging home care, prescriptions, and treatment plans.



Equipment: Things like crutches, wheelchairs, CPAP machines, blood glucose monitors, and more.

Find out more

If you have questions or want to request help, please call a Member Support Specialist Monday–Friday, 8:00 a.m. – 5:00 p.m. at:

Medicare:

888-862-9725, TTY: 711

Non-Medicare:

888-991-1536, TTY: 711

We accept all relay calls.

24-Hour NurseLine

855-834-6150

TTY: 844-514-3774

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

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



Continued >



Member Support Specialists can also connect you with things like:

- Eye glasses
- Hearing aids
- Wheelchair ramps
- Yard cleanup
- Translation services
- Assistance with copays
- Support groups
- Incontinence supplies
- Information about medical conditions
- Treatment for mental health and substance use disorders

Free and confidential

Choosing to work with a Member Support Specialist is completely up to you. There is no obligation or cost to participate. And your interaction will remain confidential. No need is too great or small.

Coverage provided by PacificSource Health Plans or PacificSource Community Health Plans.