



Member Support Specialists

Connecting you with the care you deserve

When it comes to great service, our Member Support Specialists go above and beyond to give you the care you deserve. They work hard to remove roadblocks, and help members through the often-complicated world of healthcare.

Here's a sample of some of the ways Member Support Specialists help PacificSource members with their needs:

Basic needs

Housing—Help connecting you with ways to pay rent, mortgage, or other housing-related costs.

Food—Help arranging meal delivery services to keep members from going hungry.

Transportation—Help getting rides to and from doctor's appointments.

Utilities—Help getting clean water, electricity, or heat by connecting you with aid for utility bills, firewood, and more.

Medical help

Finding a doctor—Help finding the right doctor for your medical needs.

Appointments—Working with your doctors to help you schedule appointments and provide helpful reminders.

Follow-through—Arranging home care, prescriptions, and treatment plans.

Equipment—Help getting all the things you need to help with your medical care, from crutches to wheelchairs to CPAP machines to blood glucose monitors.

More extraordinary help

- Wheelchair ramps
- Yard cleanup
- Service dogs
- Translation
- Assistance with copays
- Support groups
- Incontinence supplies
- Help with Social Security disability insurance
- A better understanding of insurance benefits
- More information about your medical conditions

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 deemed too great or small.

Find out more

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

Phone

Toll-free

Medicare members call:
888-862-9725

All other members call:
888-691-8209

TTY (800) 735-2900

24-Hour NurseLine

Toll-free

(855) 834-6150

TTY (844) 514-3774

PacificSource.com

