



Participating Provider Directory

May 6, 2024

Search Criteria Used:

Plan: Visitor

Include: Alternative Care Providers, Chiropractors, Dental Providers, Facilities, Mental Health Providers, Physicians, Vision Providers

At PacificSource, we believe it takes a three-way partnership between us, our participating providers, and you, to make sure you receive the best healthcare available. Choosing a medical provider is a personal decision, and we believe that choice is yours. This directory is designed to help you find a professional healthcare provider you can trust to meet your needs.

If any details in this directory are incorrect, please send us an email at ProviderDirectorySupport@pacificsource.com.

Participating Provider Directory

Choosing A Provider

Before visiting a provider listed in this printed directory, please check to see that the provider participates in your plan's network or accepts your plan, and is accepting new patients. You can do this in one of three ways:

Online: Go to PacificSource.com and select Find a Doctor. Select our online provider directory link and enter the name of the provider you want to see. Look for your plan's network or plan name (as shown on your member ID card) in the Plan or Network field. Next, check to see if the "A" symbol appears in the area for "Plan or Network." The A symbol indicates the provider is accepting new patients.

Contact the provider directly to see if they accept your plan and are taking new patients before you make your appointment.

Contact PacificSource's Customer Service: We'll be glad to verify the information for you. You'll find our contact information on the following page of this printed directory.

What does tier 1 or tier 2 mean?

The tier information listed under a provider's name is only relevant if your plan uses a multi-tier network like SmartHealth. Multi-tier networks give you access to a greater number of providers, but you'll get the most value from your plan when you see a tier 1 provider.

How does PacificSource Health plans consider the array of specialties in our network?

PacificSource Health Plans has an open network to providers who meet our minimum standards for credentialing. On an annual basis, PacificSource Health Plans reviews Primary care type providers, many specialties including Obstetrics, Dermatology, Allergy and Asthma, Orthopedic, Oncology, Psychiatry and Psychology against our established standards. Additional specialists are included if they meet our credentialing requirements. Minimum standards of availability measurements include provider to patient ratios, which vary based on county and population. Rural, Urban and Suburban counties are reviewed with separate standards based on the county classification. Members who reside in rural areas will likely have more miles to drive compared to members who reside in urban and suburban areas.

About This Printed Directory

The directory lists PacificSource network providers in the following sort order: provider type, county (if your directory includes more than one county), city, specialty, then alphabetically by name. You'll also find an index in the back of the book. As the information in our directory is updated frequently, we encourage you to check the online directory for the most current information, or contact Customer Service, before visiting your doctor to be sure your plan is accepted.

Present Your ID Card When You Visit Your Doctor

Whenever you use your PacificSource benefits, please be sure to present your ID card, which shows the PacificSource provider network. Your card identifies your plan benefits and gives your healthcare provider the necessary information to submit claims to us.

Traveling?

If you are traveling, please refer to your plan's travel information in your member handbook, or see the Travel or Outside Service Area information in our online Provider Directory at PacificSource.com.



Contact Information

Questions?

You are always welcome to contact our Customer Service Department.

PacificSource Health Plans

cs@pacificsource.com

Oregon: (541) 684-5582 or (888) 977-9299

Idaho: (208) 333-1596 or (800) 688-5008

Montana: (406) 442-6589 or (877) 590-1596

En Espanol: (541) 684-5456 or (800) 624-6052 ext. 1009

PacificSource Administrators

asocustomerservice@pacificsource.com

(541) 225-1950 or (888) 532-5332