



Hassle-free Claims and Reimbursement Options There's More than One Way for Members to Submit Claims

We want our members to have the ability to submit claims quickly and hassle-free. To achieve that, we offer members three convenient ways to submit claims for reimbursement:

- **Online:** [Log into MyFlex](#) and submit claims under the "Submit a Claim" option. Members will need to provide supporting documentation, but they're not required to include a Request for Reimbursement Form.
- **Mail:** Send a completed [Request for Reimbursement Form](#) with supporting documentation to: PacificSource Administrators, PO Box 2797, Portland, OR 97208.
- **Fax:** Fax their completed [Request for Reimbursement Form](#) with their supporting documentation to (866) 446-6090.

Supporting documentation should contain information about the services provided, and could be in the form of copay receipts, itemized statements, or explanation of benefits (EOBs). The documentation must include the date of service(s), description of service, and the patient responsibility.

Reimbursement Options

We give members two options to be reimbursed:

- **Direct Deposit or Electronic Funds Transfer (EFT):** Members may have their reimbursements issued directly to the bank account of their choice. [They may enroll online by logging into MyFlex](#) or by filling out our [Authorization for Electronic Funds Transfer \(EFT\)/Direct Deposit form](#).
- **Check:** PacificSource Administrators mails reimbursement checks to the address on the member's record.

Questions?

You're always welcome to contact us!

PacificSource Administrators

110 International Way
Springfield, OR 97477

[PSA.PacificSource.com/PSA](#)

Sales and Service: PSAsales@PacificSource.com

Flex Benefits: PSAcustomerservice@PacificSource.com

COBRA Benefits: COBRA@PacificSource.com

(541) 485-7488 or toll-free (800) 422-7038

Fax (541) 485-8759 or toll-free (800) 575-1109

At PacificSource Administrators, we want to make sure the brokers and employers we serve have the information and resources they need to support their clients and employees. We believe a strong understanding of administrative benefits is key to your success. Through this monthly email, we'll keep you up to date about important information to help you get the most from our services. If there is a specific topic you would like to see in a future newsletter, let us know.

CLB549_02_0118