

City of Springfield SmartChoice Plan FAQ

Welcome to your SmartChoice network plan. This page of frequently asked questions (FAQ) provides more information.



The PacificSource SmartChoice network is a coordinated care network (CCN), which differs from a traditional preferred provider organization (PPO) network. A CCN builds on your relationship with your primary care provider (PCP) to guide your care.

How does a coordinated care network benefit me?

The CCN model helps members save healthcare costs. The SmartChoice network has contracts with doctors and other medical professionals who have agreed to compensation rates based on preventive care and health outcomes, as opposed to a traditional fee-for-service approach. Ultimately, SmartChoice is structured to sustain health and well-being, while also passing along cost savings to members.

What's the advantage of having a PCP?

A PCP is a healthcare provider trained to give you basic care. Typically, a PCP is a medical doctor who practices general, family, or internal medicine, but also may be a pediatrician or nurse practitioner. The relationship you build over time with your PCP gives you "continuity of care." Simply

put, your PCP gets to know you, your health history, challenges, and goals. Each family member on your plan can have a different PCP.

Do I need to select a PCP with the SmartChoice network?

Yes. You can let us know who your PCP is on the SmartChoice Primary Care Provider Designation Form, online, or by phone. And if you want to change your PCP, just let us know.

Can I designate a Springfield Wellness Center doctor as my PCP?

Not at this time. However, continuing your care with the Springfield Wellness Center is important; we encourage it. And continuing with the Center will likely keep your out-of-pocket costs low.

Can I enroll before selecting my PCP?

Yes. If you don't have a PCP, you can enroll or make plan changes, and select your PCP later.

Customer Service

Direct: (541) 684-5582
Toll-free: (888) 977-9299

TTY

Toll-free: (800) 735-2900

En Español

Direct: (541) 684-5456
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PacificSource.com



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How do I find a SmartChoice network provider?

Find a SmartChoice provider online at PacificSource.com. Click “Find a Doctor or Drug” in the top menu. Be sure to select the SmartChoice network in your search criteria.

If you live or are traveling outside Idaho, Montana, Oregon, or certain Washington counties (Clark, Cowlitz, Klickitat, Pacific, Skamania, and Wahkiakum), use one of these two networks:

- Alaska and Washington (except for the counties noted above): First Choice Health™ Network
- All other states (except Alaska, Washington, and those noted above): First Health® Network

Or contact our Customer Service team. We'll be happy to help.

How do I designate my PCP with PacificSource?

You can designate your provider three ways:

1. Complete the SmartChoice Primary Care Provider Designation Form and submit it to your employer or mail it to PacificSource.
2. Go online to PacificSource.com and click “Find a Doctor or Drug” in the top menu. Search for your provider. Be sure to select the SmartChoice network in your search criteria. Find your provider on the list, and then click the “Set as my PCP” button next to their name. Follow the on-screen instructions. You will need your PacificSource member ID number.
3. Contact PacificSource Customer Service.

Can I change my PCP?

Yes. You can change your PCP online or by contacting the PacificSource Customer Service team.

Can I choose a PCP recommended to me by a friend?

Personal referrals are a great way to find a doctor, but it's important to make sure the referred doctor is accepting new patients and in the SmartChoice network. If you have

a PCP in mind, contact their office to verify they are accepting new patients and in the SmartChoice network.

What if I don't designate a PCP?

If you haven't designated a PCP with PacificSource, your overall benefit level won't be impacted. However, your claims could take slightly longer to process. If we receive a claim for a doctor visit, and you haven't yet selected a PCP, we'll enter the doctor you visited as your PCP.

Do I need a referral to see a specialist?

No. However, some specialists, such as a cardiologist or oncologist, typically require a referral for new patients.

My covered child (or dependent) lives out of the SmartChoice network area. What do I need to do?

Dependents living outside of the SmartChoice network area do not need to select a PCP. However, be sure to inform the City's benefits team or PacificSource Customer Service of any “dependent, out-of-area” family members.

For more information about finding a provider, see “How do I find a SmartChoice network provider?” on this page.

Do I need a new ID card?

Yes. You will receive a new PacificSource Member ID card with the new network information. Your ID card will arrive by mail in a plain envelope, so be sure to watch for it soon after enrollment. Discard any old ID cards. If you don't receive your ID cards or if it's lost, contact PacificSource Customer Service.

Is my pharmacy plan changing?

No. Your current pharmacy plan will stay the same, so your prescriptions will remain in their current benefit tiers. Note that the list of covered drugs may change at any time. To see if a drug is covered, go online to PacificSource.com and select “Find a Doctor or Drug” in the top menu, and then select “Find a Drug.” Click the button for your plan's drug list.