5:00 PM



# Accessing care: timely tips and resources



We know accessing healthcare can be a challenge. The nationwide shortage of providers has led to longer wait times and reduced availability of appointments—especially in rural and underserved areas.

If you're frustrated, you're not alone, and we're here to help. Here are some tips for getting the care you need.



#### Finding a doctor

Our online provider directory is your first step in finding a doctor. You can also do this through our **mobile app**. Which directory you use depends on the type of health plan you have:

- Individual/family or employer plan: <u>Commercial</u> <u>directory</u>
- Medicare Advantage plan: Search Medicare directory
- Medicaid (OHP) plan: Search Medicaid directory

To narrow your search, select your plan's network (noted on your ID card). And if you're a new patient, check "Yes" under "Accepting New Patients."



### Getting an appointment

- Waitlists and flexibility. Ask to be added to your doctor's waitlist, and be as flexible as you can with appointment scheduling.
- Mid-level practitioners. Ask to see a nurse practitioner (NP) or physician assistant (PA) if the wait to see your physician is long.
- Telehealth. If you can't get an in-person appointment, see if your doctor does telehealth visits by phone or video.

### Getting the right care

Knowing where to go for healthcare can save time, reduce costs, and ensure you receive the appropriate care. Your best choice depends on the urgency of your health issue. Follow the guidelines below, or our "Where to get care" video for more information.

Watch video



### Sick visits and check-ups

Examples: Cold or flu, minor illness or injury, yearly physical

- Call your doctor; consider telehealth if your provider offers it.
- Be as proactive as possible in managing your preventive care.



# Serious illness or injury (urgent but not life-threatening)

Examples: Infections, bronchitis, strep throat, sprains, fractures, burns, or other injuries

- Call your doctor. Even after hours or on weekends, they can help.
- Or visit an urgent care center. Bring your member ID, and follow up with your doctor after the visit, if needed.



# Emergencies (severe or life-threatening illness or injury)

Examples: Trouble breathing, poisoning, seizure, or heart

- Call 911 or go to the emergency room right away.
  - For medical emergencies, your plan pays benefits at an in-network level, even for treatment at out-of-network facilities.

# More healthcare resources

- Mental/behavioral health emergencies: Call/text 988 or visit 988Lifeline.org
- Poison Control hotline: Call 800-222-1222 or visit Poison.org
- Help finding food, housing, paying bills, and other local resources:
  Contact our <u>Member Support Specialists</u>. You can also call/text 211 or visit 211.org.

# Questions?

# Benefit info

To see what's covered by your plan and more, log in to your PacificSource account through our member portal or mobile app.

Sign in to InTouch





# Need more help?

If you need help finding a doctor or have other questions, please contact us. We want to help you get the care you need.

Contact us

PacificSource Health Plans | PacificSource Community Health Plans (Medicare) | PacificSource Community Solutions (Medicaid)

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY: 711. We accept all relay calls.











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