



## MEMBER STORY

# From crisis to comfort

One family's journey  
with PacificSource

**Imagine being displaced due to a natural disaster, and then losing your home.** This was the devastating experience of Amber and her family. To add to the stress of this upheaval, they were borrowing from relatives to pay for a hotel room, not knowing when they might have to live in their car.

**While you might not expect a health insurer to help in a situation like this, PacificSource did.**

Two of our Member Support Specialists, Valerie and Rose, worked tirelessly to expedite the approval of a Medicaid Flexible Services request to cover the cost of a hotel stay for the family until they could find permanent housing.

**Even high-priority flex requests can take several weeks, but thanks to our team's strong advocacy, this request was approved in just two days.**

As a result, the family had a safe, warm, secure place to stay while seeking a long-term solution, easing a significant financial stressor.

"I wish I could share a recording of when I told the mom her stay for up to 28 days was covered. To say that she was relieved is an understatement," shared Jack, a Community Service Coordinator.

"Your organization and your people made a HUGE difference in the life of [this] family. My sincere thanks to PacificSource, and to Valerie and Rose for their exemplary and compassionate service."

To learn more about this story and others, visit [PacSrc.co/story1](https://PacSrc.co/story1).

(Names changed for privacy. Photo for illustrative purposes only.)

