



# Member Support Specialists

## Need help getting care? We've got you covered.

Sometimes people need a hand when it comes to healthcare. PacificSource members can get help from our Member Support team.

Here are some of the ways we can assist:

### Basic needs



**Housing**—Connecting you with resources to help pay rent, mortgage, or other housing-related costs.



**Food**—Connecting members with food insecurity to resources for arranging meals.



**Transportation**—Resources for getting to and from doctor appointments.



**Utilities**—Connecting you with resources to assist with water, electricity, or heat.

### Medical help



**Finding a doctor**—Help finding the right doctor for you.



**Appointments**—We'll help connect you with your doctor to schedule appointments.



**Follow-up**—Help arranging home care, prescriptions, and treatment plans.



**Equipment**—Things like crutches, wheelchairs, CPAP machines, blood glucose monitors, and more.

### Find out more

If you have questions or want to request help, please call a Member Support Specialist Monday–Friday, 8:00 a.m. – 5:00 p.m. at: 888-970-2507 TTY 711

### 24-Hour NurseLine

**Toll-free**  
855-834-6150  
TTY 844-514-3774

**CommunitySolutions.**  
[PacificSource.com](https://www.pacificsource.com)



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## Member Support Specialists can also connect you with things like:

- Eye glasses
- Hearing aids
- Wheelchair ramps
- Yard cleanup
- Translation services
- Assistance with copays
- Support groups
- Incontinence supplies
- Information about medical conditions
- Treatment for mental health and substance use disorders

### Free and confidential

Choosing to work with a Member Support Specialist is completely up to you. There is no obligation or cost to participate. And your interaction will remain confidential. No need is too great or small.

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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.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.