



Coronavirus (COVID-19) Help

We care about your health

Your well-being is important to us. As long as COVID-19 is a concern, PacificSource remains focused on how best to serve you.

Helping to reduce your costs

Here is a summary of updates related to COVID-19:

- Being tested, diagnosed, and treated for COVID-19 are available at no cost. Visits can include outpatient care sites, such as primary care, urgent care, and emergency rooms.
- PacificSource allows a one-time early refill for prescription drugs. (Vaccination—when it becomes available—will also be offered at no cost.)
- We're here and ready to serve you. If you need help, please give us a call.

Tips to protect yourself and your family

- Clean your hands often; wash with soap and water for at least 20 seconds (or use hand sanitizer as an alternative).
- Avoid touching your face.
- Use a tissue as a barrier when touching high-touch surfaces such as rails and door handles.
- Disinfect your frequently used objects (such as your phone).
- Stay home when you can, and avoid handshakes, social gatherings, and travel.

If you're not feeling well

- Stay home.
- Wait at least 72 hours after a fever has subsided before returning to work or leaving home.
- Call your doctor's office if symptoms are persistent or turn severe.

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Contact our Customer Service team

Oct. 1 – Jan. 31:

8:00 a.m. – 8:00 p.m.,
seven days a week

Feb. 1 – Sept. 30:

8:00 a.m. – 5:00 p.m.,
Monday – Friday

Phone

Toll-free: (800) 431-4135

TTY: (800) 735-2900

En Español: (866) 281-1464

Email

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PacificSource
Community Solutions

COVID-19 symptoms

Common signs of COVID-19 include sore throat, fever, cough, and shortness of breath. In severe cases, the disease can lead to serious lung problems, kidney failure, and even death. People with heart and lung disease or a weakened immune response are also at risk for serious complications. Most people who get the COVID-19 virus will recover on their own.

How to get care

If you're concerned and need doctor's care:

- Call your primary care provider first before going in.
- Check with your doctor to see if telehealth services are available.
- Call our 24-Hour NurseLine at (855) 834-6150, TTY (844) 514-3774.

What is telehealth—and how do I connect?

- Telehealth is an appointment with a doctor by phone or video.
- Talk with a doctor from the comfort of home.
- To find out if your doctor's office is set up for telehealth, contact them directly.

What is social distancing?

Social distancing keeps people apart. Its goal is to slow the spread so that the number of people who need medical attention doesn't overwhelm hospitals. While spending most of your time at home can be difficult, the health of our communities depends on it. Restricting places and events where people normally gather will help the healthcare system better treat patients over time.

Are checkups with your doctor or dentist being canceled?

- Your appointment may be changing.
- Check with your doctor's or dentist's office before going in for a scheduled appointment.
- Your doctor's or dentist's office can help schedule a later date.

Doctors and dentists are available to help with urgent concerns and emergencies. If you're not sure about the type of care you need, please call our Customer Service team.

Need a ride to your doctor or dentist?

Find out how you can get free rides. Call our Customer Service team or see your PacificSource Community Solutions Member Handbook (under "Non-Emergent Medical Transportation"). Please remember to plan ahead because of current demand.

We're here for you

To support the health and safety of our community, some PacificSource locations will be closed for walk-in visitors until further notice. If you need support or have questions, our Customer Service team is glad to help between 8:00 a.m. to 5:00 p.m., Monday through Friday. Call (800) 431-4135 (TTY: (800) 735-2900) or en Español: (866) 281-1464. For more information from PacificSource, visit our blog at blog.pacificsource.com.



You can get this document in another language, large print, or another way that's best for you: Call toll-free (800) 431-4135. TTY: 711

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al 711.