



Get doctor's care from home

Telehealth helps in the fight against COVID-19

Telehealth services give you a way to:

- Talk to a doctor by phone or video.
- Feel confident about receiving doctor care from home.
- Reduce exposure, save time, and avoid crowds.



What is telehealth and how to connect

Telehealth—sometimes called telemedicine, remote care, or virtual care—is an appointment with a doctor by phone or video. Many providers—including doctors and mental health professionals—are available to connect through a telehealth appointment. Ask how your provider is able to connect with you.



If you need care from a doctor

If you or a loved one needs care, start here:

- Call your doctor or provider's office first before going in. (You might need to leave a message.)
- Call our 24-Hour NurseLine at **(855) 834-6150**
TTY **(844) 514-3774**.
- Check with your doctor to see if telehealth services are available.
- Call 911 if you are experiencing an emergency.

Continued >

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

CommunitySolutionsCS
@pacificsource.com

www.CommunitySolutions.PacificSource.com





Do you have a health question that can't wait?

If it's not a medical emergency, a certified nurse is available to talk by phone at any hour. To reach the 24-Hour NurseLine, call **(855) 834-6150**.

- Free 24/7 phone access
- Assistance with health-related questions or concerns
- Guidance for the care you need



If you have Rx drug coverage, get medications mailed free

Instead of driving to the pharmacy or standing in line, have your regular medications sent to you free. To get started, register online or call CVS Caremark Mail-Order Services:

Register online at **www.CareMark.com**
Toll-free: **(866) 865-0696**
TTY/TDD: **711**



Contact your doctor if you have an upcoming appointment

Many doctor's and dental offices are changing schedules because of the COVID-19 crisis. Some offices are adding safety rules to help protect patients and staff. To find out if your appointment is changing, contact your provider's office.

We're here to help!

You well-being is important to us. We're here and ready to serve you. If you need help, please give our Customer Service team a call.

Learn more

You can find out more about COVID-19 at **blog.pacificsource.com**. PacificSource is continuing to follow standards and recommendations from the state health authorities in addressing all issues surrounding COVID-19.

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.