

visit www.pacificsource.com

The screenshot shows the PacificSource website homepage. At the top is a navigation bar with links: Home, Get to Know Us, Explore Our Plans, See What's New, Find a Provider or Drug, and a Quick Search box. On the left is a vertical menu with links: For Our Members, For Employers, For Agents, For Providers, Community, and Careers, along with Facebook and YouTube icons. The main content area features a large image of a man and a woman playing soccer on a field. Below the image are three links: Explore Our Plans, Find a Provider, and Healthcare Reform. Below that are two promotional boxes: 'Find a Buddy' (Make wellness fun with a friend, a pet, or even a stranger. Learn How) and 'Find a Plan' (Compare plans and apply for coverage. Find a Plan). On the right side, there is an 'InTouch Login' section with a question mark icon, text 'Access your PacificSource account information 24/7.', and a 'Members, Employers, Agents:' section containing a 'Login' button and a 'Register Now' link. Below this is a 'Providers:' section with a 'Login' button and a 'Registration Information' link. At the bottom right is a 'Quick Links' section with a list of links: New to PacificSource?, Healthcare Reform, Drug Preauthorization Changes: Sept. 2011, Drug Lists, Find a Plan, PacificSource Medicare, and PacificSource Community Solutions. A callout box with a black border and white background contains the text 'Click on Login' and an arrow pointing to the 'Login' button in the 'Members, Employers, Agents:' section.

Home Get to Know Us Explore Our Plans See What's New Find a Provider or Drug Quick Search

For Our Members
For Employers
For Agents
For Providers
Community
Careers

Facebook YouTube

Explore Our Plans
Find a Provider
Healthcare Reform

Find a Buddy
Make wellness fun with a friend, a pet, or even a stranger.
Learn How

Find a Plan
Compare plans and apply for coverage.
Find a Plan

InTouch Login
Access your PacificSource account information 24/7.
Members, Employers, Agents:
Login
Register Now
Providers:
Login
Registration Information

Quick Links
New to PacificSource?
Healthcare Reform
Drug Preauthorization Changes: Sept. 2011
Drug Lists
Find a Plan
PacificSource Medicare
PacificSource Community Solutions

Click on Login

Returning User

Log In to PacificSource InTouch

Member, Employer & Agent Users

Please enter your User ID and Password below and click Login.

User ID:

Password:

Login using your existing
User ID and Password

Provider Users

Access InTouch for Providers with your OneHealthPort user account.

[Learn more about OneHealthPort](#)

Not registered? Register Now

[Member](#)
[Employer](#)
[Provider](#)
[Agent](#)

Forgot your password? [Reset your password](#)

Forgot your User ID or have other questions? Contact a [PacificSource Representative](#)
PacificSource Administrator's Member? [Click here](#)

Skip to page 5 to learn how
to access the Health Risk
Assessment

New User Registration

Log In to PacificSource InTouch

Member, Employer & Agent Users

Please enter your User ID and Password below and click Login.

User ID:

Password:

Provider Users

Access InTouch for Providers with your OneHealthPort user account.

[Learn more about OneHealthPort](#)

Not registered? Register Now

[Member](#)
[Employer](#)
[Provider](#)
[Agent](#)

Forgot your password? [Reset your password](#)

Forgot your User ID or have other questions? Contact a [PacificSource Representative](#)
PacificSource Administrator's Member? [Click here](#)

Click on Member.
You will need your Member
ID and Group ID to regis-
ter. These are located on
your insurance card.

New User Registration

(continued)



Becoming a PacificSource InTouch user carries certain responsibilities to ensure the privacy and confidentiality of protected health information, and other forms of non-public personal information. By clicking on the "I Agree" button below, or by using this InTouch System in any way, you are indicating your acceptance of the Terms of Use. Please read carefully.

Terms of Use

- The registration information provided is true and complete.
- Your User ID and Password are to be used for authorized purposes only.
- Your User ID and Password will be kept secure.
- You will not create and use more than one User ID to access any of PacificSource's Web sites.
- You will notify PacificSource immediately of any unauthorized use of your password other security measure, or if you suspect that the security of the system has been compromised or is inaccurate.
- You will notify PacificSource of any change to your registration information.
- You have read and understand the full version of the PacificSource Web site portals usage agreement.

[Show me the Full Registration Agreement](#)

I Agree

I Do Not Agree

To accept the terms of use,
click on "I Agree".

InTouch Registration For Members - Page 1 of 2

Our InTouch system requires all new InTouch members to verify their personal information.

This information will not be shared with any outside party for marketing purposes. If you experience any problems during the registration process, please contact our [Customer Service](#) at (888) 977-9299.

Please complete all fields to register. Type your member ID number plus your own two-digit ID number in the Member ID field. For more information, please view our sample [ID Card](#)

Member ID: (Format: 11234500000)

Group ID: (Format: G0100100)

E-mail Address:

Birth Date:

Remember to add the appropriate 2-digit suffix to your Member ID number that is located on your ID card. See sample Member ID Card below.

Upon completion of Page 2 of the InTouch Registration For Members, click Submit.

Please Note: Accounts that are inactive for two years are automatically disabled.

InTouch is the gateway to secured Internet services for customers and business partners of Plans and PacificSource Administrators, Inc. (PSA). Unauthorized use is prohibited.

Example of Member ID Card

PacificSource Group: Group Name Here
HEALTH PLANS Group #: G0000000

Plan: Preferred PSN
Subscriber Name: John Smith
Member ID #: 112345000
Card Issued: 06/01/92

ID	Member	Effective Date	Health	Dental	Vision	Copayment
00	John	02/01/2010	✓	✓	✓	OV \$10 ER \$100
01	Susie	02/01/2010	✓	✓	✓	
02	David	02/01/2010	✓	✓	✓	

Your member number is the Member ID number shown on the card, plus the two-digit ID number next to your name. Your Group ID number is listed under the group's name at the top right corner of the card.

InTouch Registration For Members - Page 2 of 2

User ID and Password

User ID Naming Requirements

- Length is between 8 and 30 characters
- May include these symbols: @ . _ -

Passwords Requirements

- Length is between 8 and 30 characters.
- Contains at least one uppercase letter
- Contains at least one lowercase letter
- Contains at least one number

User ID: User ID Example: kjennifer

New Password: Password Example: N3wPass0rd

Retype New Password:

Hint Questions

Please select two hint questions to which only you know the answers. In the event you forget your User ID or password, you will be required to answer the Hint Questions to access your InTouch account.

Select Hint Question:

First Hint Answer:

No special symbols, such as @ ! % or periods(.)

Select Another Hint:

Second Hint Answer:

No special symbols, such as @ ! % or periods(.)

To access the Health Risk Assessment

On the Member Home Page, click on Health Risk Assessment

The screenshot displays the PacificSource Member Home Page. The page is organized into several sections:

- Header:** Includes the PacificSource logo, the text "Member Home Page", and user information such as "You are logged in as:" and "Log Out".
- Left Navigation Menu:** Contains links for Home, Your Profile, Your Health Plan, Health Manager, Health Risk Assessment, Provider Directory, Track Requests, and Log Off.
- Health Plan Snapshot:** Displays details for Lane Community College (G0021119), including subscriber and covered member information.
- Health and Wellness Center:** A central section titled "Access tools and resources to help you optimize your health." It features a magnifying glass icon and two links: "Health Manager" and "Health Risk Assessment". The "Health Risk Assessment" link is circled in red.
- Cost Center:** Offers tools to manage costs, including "Estimate Medical Costs" and "Caremark".
- Health Plan:** Provides information related to the health plan, with links to "Member Benefit Handbook", "Referrals and Preauthorizations", and "Claim History".
- Provider Directory:** Allows users to "Find a Doctor" to locate healthcare providers.

If you receive the following message, you will need to disable the pop-up blocker setting prior to proceeding. Basic instructions on how to accomplish this are included on the next page. Otherwise, proceed to page 9.





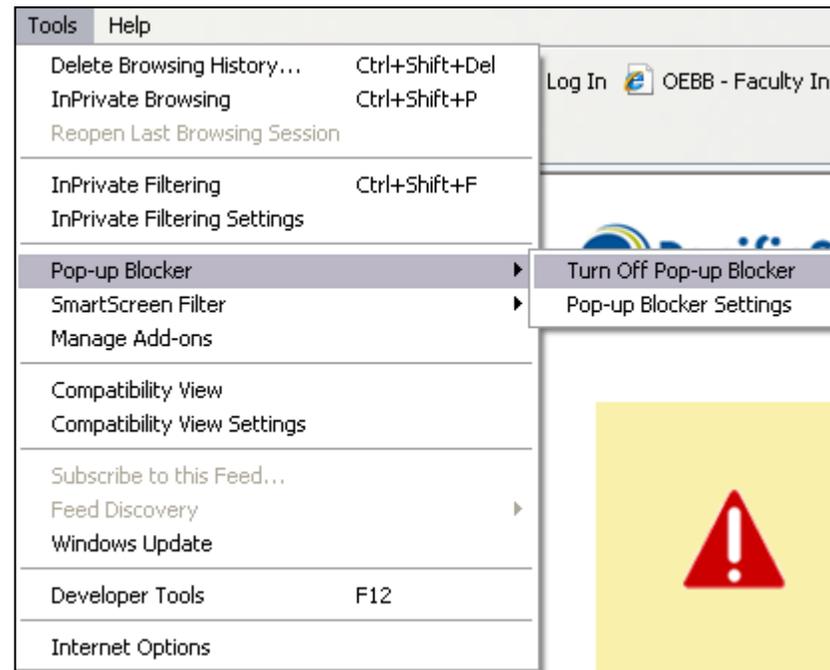
It appears that pop-ups have been disabled or blocked in this web browser. This web site will give you the best experience with pop-ups enabled.

Please choose one of the following options:

- **Enable pop-ups for this web site.** If you're not sure how to do this, search your browser's Help for instructions on changing the browser's pop-up settings. Follow the instructions to allow pop-ups for this web site.
- **Choose not to enable pop-ups.**
Warning: Some functions on this web site will not work correctly with pop-ups disabled.

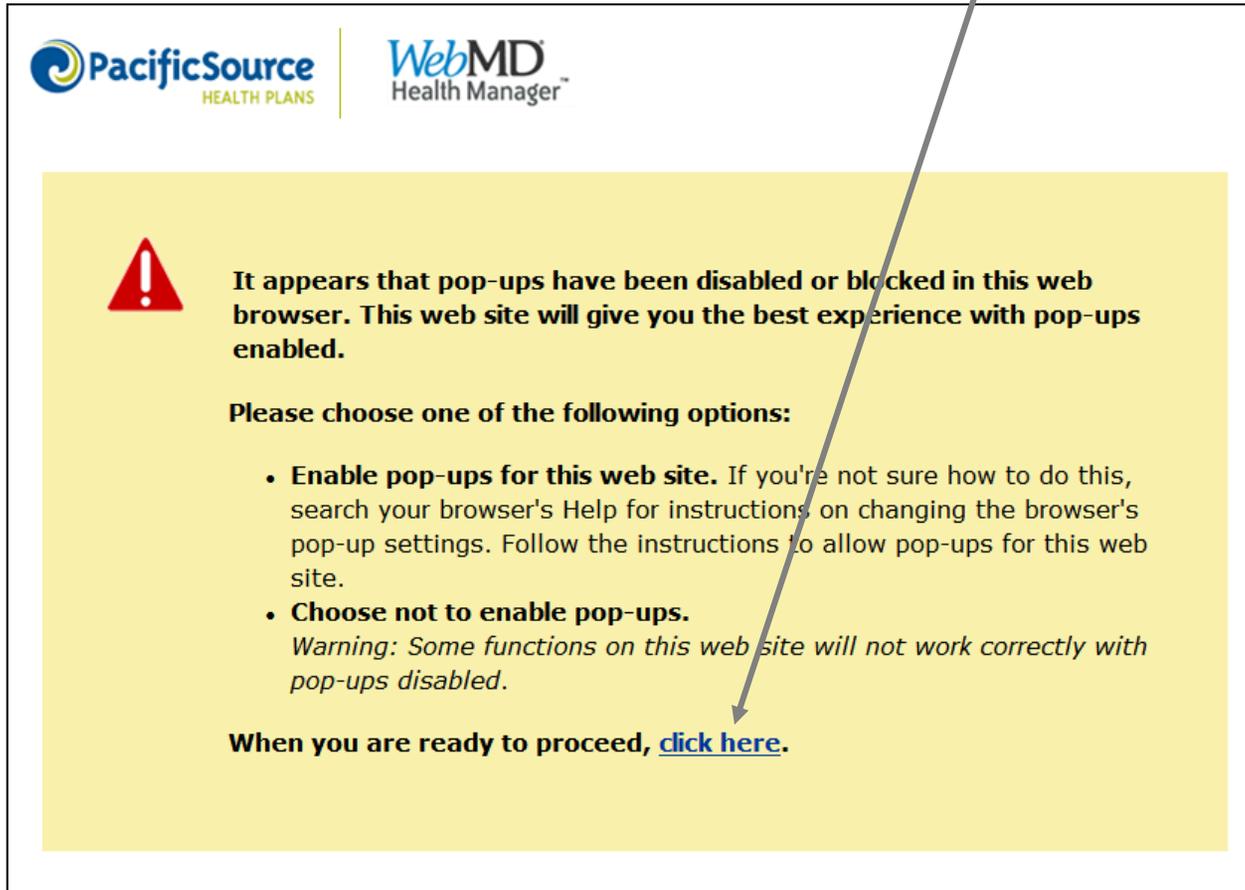
When you are ready to proceed, [click here](#).

In Internet Explorer, use the following menu path:
Tools → Pop-up Blocker → Turn Off Pop-up Blocker



If you use a third party pop-up blocker, please consult with the manufacturer of the software program.

After disabling the pop-up blocker, proceed by clicking here.



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- **Choose not to enable pop-ups.**
Warning: Some functions on this web site will not work correctly with pop-ups disabled.

When you are ready to proceed, [click here.](#)

En español



To use our products, you must be registered. This ensures confidentiality of your personal health information and makes it easy for you to access your information. To register, please follow the steps below.

Log In

- [Need help getting started?](#)
- [Why should I register?](#)
- [How will this benefit me?](#)
- [Is my information safe?](#)
- [Who is WebMD?](#)

Required Information *

Please provide this information. We cannot give you health information without it.

1. My Information

* **ZIP/Postal Code:** (Allows you to receive local health news and alerts.)

* **Email Address:** (Required to send email confirmation of your registration and other administrative emails.)

* **Health Emails:** (I would like to be contacted by email with information based on my health interests. I understand that I may opt-out of receiving these emails within "Settings" at any time.)

- Yes
- No

2. Agreement

* I have read and agree with WebMD's [Terms and Conditions](#) and [Privacy Policy](#).

SUBMIT ▶

Enter the requested data, place a check mark in the box to agree to the terms and conditions and click Submit.

Welcome!

Topics of Interest

Which health care topics do you want to know more about? By knowing your specific interests, we can make sure that you're informed with the latest information about the topics of your choice. (Check all that apply.)

This step is optional. Click **Continue** to perform this step later via the Settings link.

- | | | |
|---|---|---|
| <input type="checkbox"/> ADD/ADHD | <input type="checkbox"/> Erectile Dysfunction | <input type="checkbox"/> Menopause |
| <input type="checkbox"/> Allergies | <input type="checkbox"/> Eye Health / Vision | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Alternative and Complementary Medicine | <input type="checkbox"/> Fertility | <input type="checkbox"/> Migraines |
| <input type="checkbox"/> Alzheimer's | <input type="checkbox"/> Fibromyalgia | <input type="checkbox"/> Multiple Sclerosis |
| <input type="checkbox"/> Anxiety/Panic Disorders | <input type="checkbox"/> Fitness | <input type="checkbox"/> Osteoporosis |
| <input type="checkbox"/> Arthritis | <input type="checkbox"/> Genital Herpes | <input type="checkbox"/> Pain Management |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> GERD (reflux) | <input type="checkbox"/> Parenting |
| <input type="checkbox"/> Back Pain | <input type="checkbox"/> Headaches | <input type="checkbox"/> Pregnancy |
| <input type="checkbox"/> Bipolar Illness | <input type="checkbox"/> Heart Disease | <input type="checkbox"/> Prostate Cancer |
| <input type="checkbox"/> Breast Cancer | <input type="checkbox"/> Heartburn | <input type="checkbox"/> Schizophrenia |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Hepatitis | <input type="checkbox"/> Senior Health |
| <input type="checkbox"/> Cholesterol Management | <input type="checkbox"/> Herpes | <input type="checkbox"/> Sexual Health |
| <input type="checkbox"/> Colorectal Cancer | <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Skin/Beauty |
| <input type="checkbox"/> Dental Health | <input type="checkbox"/> Hypertension | <input type="checkbox"/> Sleep Disorders |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Impotence | <input type="checkbox"/> Smoking Cessation |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Infertility | <input type="checkbox"/> Stress |
| <input type="checkbox"/> Diet & Nutrition | <input type="checkbox"/> Irritable Bowel Syndrome (IBS) | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Digestive Disorders | <input type="checkbox"/> Lung Cancer | <input type="checkbox"/> Weight Management |
| <input type="checkbox"/> Epilepsy | <input type="checkbox"/> Men's Health | <input type="checkbox"/> Women's Health |

CONTINUE ▶

This page is optional. Select any topics of interest and click Continue.

The screenshot shows a website header with navigation links: Home, Medication Center, Health Topics, and Living Healthy. Below the header is a banner for HealthQuotient® featuring a photo of an elderly couple. The banner text reads: "Whether you think you're perfectly healthy or know you have a few areas you can work on, taking HealthQuotient may be the smartest thing you can do for your health. Your privacy in taking this assessment is something we take very seriously. Please see our [privacy policy](#) for details on how we protect you. [Secure Messages \(1 new\)](#)". Below the banner is a large button labeled "Take HealthQuotient now.". A callout box on the left contains the text: "To begin the Health Risk Assessment, click Take HealthQuotient Now." with an arrow pointing to the button.

Important Reminders

- * The Health Risk Assessment needs to be completed between July 1, 2011 and December 31, 2011. Assessments completed after December 31, 2011 will not be eligible for the College contribution toward the upcoming plan year's health care spending account.
- * Newly eligible employees (after December 31, 2011) who wish to enroll in Section 125 and receive the College contribution for the current plan year must enroll and complete the Assessment within 30 days of initial eligibility.
- * All data and responses provided during this Assessment remain confidential and access to the data is limited to the employee only.
- * Lane Community College Human Resources will receive only a list of names of those employees who completed the Assessment during the time period allotted. This list will not contain any of the confidential information of the actual Assessment.
- * Biometric data is not required to complete the Health Risk Assessment; however, providing this information will result in a more accurate health assessment. Biometric data includes: height, weight, waist measurement, blood pressure, resting pulse rate, body fat %, cholesterol (LDL, HDL, Triglyceride), and blood sugar (glucose) level
- * For more information, contact a Human Resources Benefits Analyst at ext. 5586.