



# Individualized Care Management from PacificSource

**Our Care Management programs provide members with custom-tailored support in coordinating their healthcare.** Members may be referred to care management in a number of ways, including self-referral, provider or community partner referral, and outreach from PacificSource when it's indicated.

## PacificSource's Care Management Teams



**Member Support Specialists** work with members to remove roadblocks that get in the way of receiving needed care. From help with finding a doctor or scheduling appointments to assistance in meeting basic needs, transportation, or understanding insurance, Member Support Specialists are there to help members navigate the often complicated world of healthcare and social services.



**Care Managers** are specially trained Nurses and Behavioral Health Clinicians, such as Social Workers and Counselors, who provide clinical support and advocacy in our most complex cases. An individualized plan of care is created for each member through thorough assessments and conversations with the member and their healthcare team. Care Managers collaborate with community providers and partners to assist in coordinating appropriate and timely care for our members, while keeping the members' health needs at the forefront.



## Intensive Care Coordination (ICC)

This specialized Care Management program is designed to meet the needs of members who qualify and choose to participate. Members are identified through referral from a community partner, a Health Risk Assessment, and/or through data indicating that they may have complex cases, or be at risk of worsening health conditions.

Members enrolled in ICC work closely with our Clinical Care Managers and Member Support Specialists to complete scheduled assessments, create and update an individual plan of care, and work with an interdisciplinary team to meet their needs. ICC services also include regular interdisciplinary team meetings to ensure care is coordinated among physical, behavioral, and dental providers.

### Find out more

If you have questions or would like to refer a member to our Care Management team, you can reach a Member Support Specialist Monday to Friday, from 8:00 a.m. to 5:00 p.m.:

#### Email

MedicaidMSS@  
pacificsource.com

#### Phone

**Direct**  
(541) 330-2507

**Toll-free**  
(888) 970-2507  
TTY 711

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