



# *PacifiCare* Health Watch

*Who to Call at PacifiCare if You...*

## *PacifiCare Customer Service – The Right Place to Call*

It's not unusual that people have questions about their plans, benefits or doctors from time to time. "How do I get a new ID card?" "Are my kids covered for shots?" "Do I need to get permission to see a specialist?"

At PacifiCare, we respond to our members' needs for information as quickly as possible – just call PacifiCare Customer Service. Our team of knowledgeable Customer Service Associates, including Spanish-speaking representatives, is available to help you with your concerns and provide prompt answers to your questions.

PacifiCare also has access to interpreters for members who want to speak with our Customer Service department in their preferred language. Our experienced Customer Service Associates are available Monday through Friday, 8 a.m. to 5 p.m.

If you:

1. receive a bill from a provider
2. need to obtain a new ID card
3. need help in finding a local pharmacy
4. want assistance with getting a referral to a specialist
5. have questions about what is or is not a covered benefit
6. want to change your primary care physician or medical group

7. would like to enroll in a Health Improvement program, such as
  - StopSmoking<sup>SM</sup>
  - Taking Charge of Diabetes<sup>®</sup>
  - Taking Charge of Your Heart Health<sup>®</sup>
8. want to inform PacifiCare that you accessed emergency medical care services
9. want to know what prescription medications are included on the PacifiCare Formulary

## *Questions and Concerns*

PacifiCare's top priority is meeting our customers' needs, and that means providing responsive service. If you ever have a question or a problem, your first step is to call our Customer Service department at [1-800-531-3341](tel:1-800-531-3341) or [1-800-422-8833](tel:1-800-422-8833) (TDHI) Monday through Friday, 8 a.m. to 5 p.m. A Customer Service Associate will make every effort to assist you. If you have a complaint about the quality of care or service you have received from PacifiCare or a PacifiCare participating or contracting provider, please call our Customer Service department. If you receive a written denial for a service and you disagree with the decision, you may call or write to our Customer Service department to appeal the denial.

*The Choice is Yours!*

Questions?  
Call the  
Customer  
Service  
department  
toll-free at  
1-800-531-3341.