

Dear PacificSource Community Health Solutions Member,

We regret to inform you that PacificSource has decided to terminate the contract with OnePeak Medical without cause, effective **August 6, 2024**.

Attempts to Resolve the Issue

We have made multiple attempts to understand the reason for this termination and expressed our desire to maintain the contract to continue serving our members in the Eugene area. Unfortunately, PacificSource has not considered our request or provided a reason for the termination.

Impact on Your Care

Effective August 6, 2024, OnePeak Medical will no longer be able to provide billable services to PacificSource Community Health Solutions members. This includes provider and lab services. However, elective procedures and services such as PRP, aesthetics, nutrient injections, and supplements will not be affected.

Alternative Options

- OnePeak Medical is contracted with **Trillium Community Health Plan** in Lane County. You have the option to switch to this insurance to continue care with OnePeak Medical by calling [Oregon Health Plan Customer Services team](#), 1-800-273-0557 to request the change. Please check with other providers that you see to make sure they also take Trillium.
- Member Request for Temporary FFS Health Care: You can submit a "Member Request for temporary Fee-for-Service Health Care" form through the Oregon Health Authority. This form allows you to request the open-card plan, enabling us to continue providing services for continuity of care. First, contact your CCO (PacificSource) to discuss your healthcare needs. If your needs are unmet, complete the form and submit it to your primary care provider at OnePeak Medical. We will send this form, along with medical records and a letter of clinical necessity, to the Oregon Health Authority. The OHA will respond with a decision within 30 days. [Asking for Fee-for-Service \(Open Card\) Oregon Health Plan \(OHP\) Coverage](#)
- Early Appointments: If possible, we are happy to move your appointment up to July so you can be seen before the termination of this contract and/or submit the request to OHP to transition to Trillium Community Health Plan.

Continuity of Care

We will continue to cover your medications and urgent needs for the next thirty (30) days to ensure a smooth transition.

Contact Information

For any questions or concerns regarding this termination and to discuss your healthcare needs and continuity of care, please reach out to PacificSource Community Health Plans at 1-800-431-4135.

Billable Services

All our Oregon Health Plan (OHP) providers are registered with the state, and we cannot accept cash for any billable services. For patients receiving HRT, we may continue to offer this service at a cash price. However, labs are still required to support the indication of HRT and must be performed at an outside lab contracted with PacificSource Community Health Solutions.

Thank you for your understanding and cooperation during this transition.

Sincerely,
OnePeak Medical