

Extreme Heat FAQ

Updated July 2, 2024

When the National Weather Service is predicting an extreme heat event, PacificSource's CCO teams mobilize to proactively reach out to members who are at high risk due to having heat-affected conditions or social circumstances.

What outreach activities does PacificSource conduct?

PacificSource works with a vendor to send out "rapid response" calls to members identified as high risk. These calls alert members to the predicted weather event and lets them know that PacificSource can help them to manage their health risks.

How does PacificSource help members during heat events?

If a member or caretaker of a member calls, PacificSource staff can assess their current situation and determine what the member may need and tailor the response accordingly. Depending on the member's health conditions and circumstances, examples may include acquiring a portable air conditioner, an air filtration device or a refrigerator or cooler to keep medication cool. It may also include temporary lodging or transportation to a public cooling shelter, or other air-conditioned location.

What phone number should members or providers use to request assistance?

PacificSource Member Supports Specialist number: 541.330.2507

Can a member request a ride somewhere to stay cool?

Yes. Members can call their local NEMT brokerage and request a ride to a cooling shelter or to a friend or family member's house within the service area, if they are seeking a safe place to stay cool.

- Central Oregon, Columbia Gorge and Marion Polk regions: ModivCare
- Lane: Lane Transit District (LTD)
- Health Share/Legacy PacificSource IDS: Ride 2 Care

Does PacificSource respond to requests on holidays or weekends?

When an extreme weather event is predicted, teams make contingency plans for evening, weekend or holiday coverage. If PacificSource staff are unavailable to answer calls on Customer Service or Member Support Specialist lines, they will monitor voice messages left on those lines regularly throughout the day and are prepared to respond to requests throughout the weekend or holidays.

If there are mandatory evacuations due to extreme weather conditions (such as wildfires), can Members get durable medical equipment (DME) or medications replaced, if they are left at home?

In most cases, yes. Members or caregivers can call PacificSource's Member Supports Specialist number (above) or PacificSource Pharmacy department and ask for assistance getting DME or medications replaced.

Are there other organizations that can offer general information or assistance during weather events?

Yes. 211Info (just dial 2-1-1) has a contract with the State of Oregon to provide general, non-emergency support to callers, statewide. They are prepared to help provide information about shelter locations, community-based organizations, referrals for requests for air conditioning units and nearly any other heat-related information or request that may come their way.