

A Temporary Pause in Health Related Services/Flexible Services



FAQ

1. Why is Flexible Services pausing?

PacificSource Flexible Service department has and continues to receive an unprecedented volume of requests for our Medicaid/OHP members. This unprecedented volume has resulted in lengthy timelines and unmet member needs. To ensure we prioritize our members' needs and process these requests as quickly as possible, we are temporarily pausing new applications for Flexible Services.

2. When is the Flexible Service pause?

The Flexible Service pause is effective 11/1/2024.

3. What will happen with requests received prior to 11/1/2024?

Flexible Service requests received prior to 11/1/2024 will be reviewed in the order they are received.

4. What will happen with requests received on or after 11/1/2024?

- New Flexible Service requests received on or after 11/1/2024 will not be reviewed or saved.
- Flexible Service requests received on or after 11/1/2024 will receive an autoreply explaining the pause.

5. How long is the Flexible Service pause?

The anticipated duration of the pause is approximately 90 days with no confirmed end date.

6. Is this pause for internal or external applications?

Both. Flexible Services is paused for all new applications received internally and externally, effective 11/1/2024.

7. Will Flexible Services still accept expedited requests?

Flexible Services is paused for all new applications, regardless of prioritization, effective 11/1/2024.

8. How are members informed of the Flexible Service pause?

- The Flexible Services email autoreply includes information about the pause.
- When a member submits a request, they will receive immediate notification of the pause.

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9. How are providers/requestors informed of the Flexible Service pause?

- The Flexible Service pause will be included in the November Provider Bulletin.
- Additionally, the Flexible Services email auto reply provides details about the pause. When requestors and providers submit a request, they will receive immediate notification of the pause.

10. Will the Flexible Service pause affect Health-Related Social Needs (HRSN)?

- HRSN requests will continue to be reviewed according to the standard process.
- If an HRSN request is denied, it will be referred to Flexible Services for review. The pause will not affect denied HRSN requests.
- Flexible Services will review denied HRSN requests in the order they are received, alongside Flexible Service requests submitted prior to 11/1/2024.

11. If I submit a Flexible Service request after the pause, will it “stay in line”?

- No. All requests received on or after 11/1/2024 will not be reviewed or saved.
- All requests submitted via email will receive an autoreply stating that Flexible Services will not review any new requests received on or after 11/1/2024.

12. Will the HealthRelatedServices@PacificSource.com inbox be monitored?

- Yes. Communication regarding open requests received before 11/1/2024 will still occur via this email.
- Emails with new Flexible Service requests received on or after 11/1/2024 will receive an autoreply with information about the pause and will not be saved.

13. If Flexible Service has paused, what other resources are available?

- PacificSource has an internal case management team that can help connect members to community resources.
- [211 Info](#) is an organization that can help connect members to community resources.