

PacificSource Courtesy Assessment and Referrals in Lane County

New: May 04, 2026

Request for an assessment by PacificSource PACE

Requests for new Medicaid assessments will be submitted through the Lane County ADRC by sending an email request to adrclane@lcog-or.gov or calling 541-682-3353 and PACE Courtesy assessments will be submitted by sending an email request to pacecasemanagement@lcog-or.gov. The following information is needed in the request PACE courtesy assessment:

- Indicate if the assessment request is a PACE courtesy assessment or if the individual is applying for Medicaid or Medicare Savings Plan (MSP) benefits.
- Name
- Date of birth (DOB)
- Phone number
- Alternate contact information (if necessary)
- PacificSource PACE point of contact for assessment results and consultation

Full CA/PS assessment required: Individuals new to Medicaid and want to apply for Medicaid benefits and long-term services and supports (LTSS) or Medicare Savings Plan (MSP).

PACE courtesy assessment: Individuals who have Medicare benefits (no Medicaid) or wish to pay privately for PACE services and **do not** want to apply for Medicaid benefits or MSP.

Referrals to PacificSource PACE from the local office

- Current LTSS individuals may be referred to PacificSource PACE by completing the PacificSource PACE referral form (posted on the CM Tools page) and sending an email to pace@pacificsource.com. Case managers may call the Intake Specialists at 458-544-0400 or email at pace@pacificsource.com if you have questions or concerns.
- Send a copy of the current SDS 002N along with the referral form.
- PacificSource PACE will respond to the referral within one to two business days.
- Non-Medicaid individuals inquiring about PACE should be given a PACE brochure ([DE2658](#)) and given the contact number for PacificSource PACE at 458-544-0400.

PacificSource PACE:

Contact the Lane County ADRC or the referring case manager for questions or concerns. Notify the local office as soon as possible when PACE enrollment is approved for an existing LTSS Medicaid individual by calling the Lane County ADRC at 541-682-3353 or the referring case manager. The phone numbers for the offices are:

- **2011** – Cottage Grove office
Main number: 541-649-5101
- **2011** – Eugene office
Main number: 541-682-4038
- **3211** – Florence office
Main number: 541-902-9430

Branch office:

- Follow established processes for courtesy assessments, LTSS assessments, and Medicaid applications.
- Promptly notify PacificSource PACE of the PACE courtesy assessment results, LTSS assessment results and Medicaid eligibility by sending an

email to pace@pacificsource.com (If applying for Medicaid, eligibility must be established before setting up the PACE benefit in CA/PS).

- If there are questions about the referral process or the PACE courtesy assessment, call PacificSource PACE at 458-544-0400 or email at pace@pacificsource.com
- If PACE enrollment is approved for a current LTSS Medicaid eligible individual:
 - Set up the benefit and service plans before the end of the month
 - Send appropriate timely notice(s) to HCWs
 - End future actions in HINQ and/or PTC (if applicable)
 - Close the 512-payment system
 - Close relevant POCs in MMIS
 - End other services (i.e., BSS, LTCCN, ERS, etc.)
 - Ensure the correct residence address is in ONE, Oregon ACCESS, and MMIS

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or [503-945-5600](tel:503-945-5600). We accept all relay calls.



OREGON DEPARTMENT OF
Human Services

Aging and People with Disabilities

Medicaid Services and Supports

500 Summer St. NE, E-10

Salem, OR 97301-1076

503-945-5600

odhs.info@odhs.oregon.gov

www.oregon.gov/odhs