



CaféWell Login Training

PacificSource.com

Getting started: Go to PacificSource.com, and click Log into InTouch for Members.

Returning Users: Enter your user name and password, and then click Sign In.

New Users: If you've never used InTouch, click Register Now. You'll need your Member ID and Group ID to register.

PacificSource HEALTH PLANS

ABOUT PACIFICSOURCE | FIND A DOCTOR OR DRUG | MEMBERS | EMPLOYERS | PROVIDERS | AGENTS | CAREERS

Quick Search SEARCH

Achieve BETTER HEALTH with CaféWell!
Healthy living at your fingertips >

For Our Members
Everything you need as a PacificSource customer.

- ▶ Individual and Group Members
- ▶ Medicare Members
- ▶ Medicaid Members

Find a Doctor or Dentist

Access Your Benefit Information

- ▶ Log into InTouch for Members

Find a provider with our online directory >

Compare plans and enroll >

Why Choose PacificSource?

We'd Like to Hear From You

- Contact Us
- Find an Office
- Email Us

Click on the CaféWell button.

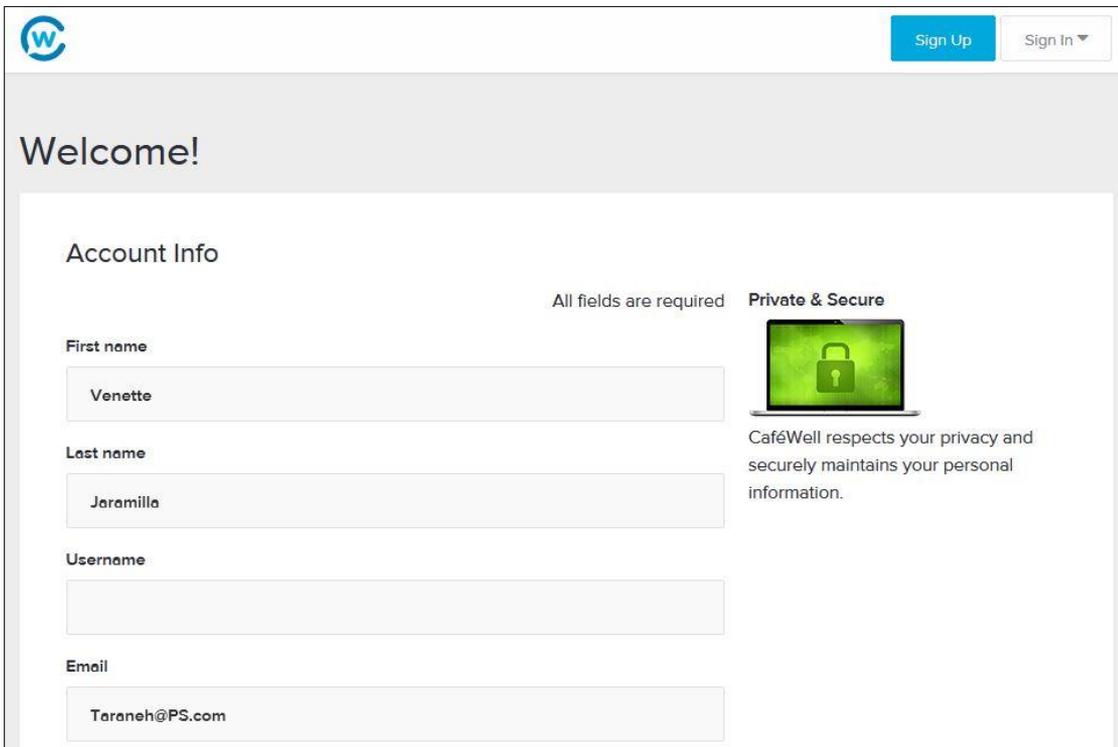
The screenshot shows the PacificSource InTouch website interface. At the top left is the PacificSource InTouch logo. On the top right, there are links for "Test - CWS Contact Us | Logout" and the user name "Venette Jaramilla". Below the logo is a navigation bar with links: "InTouch Home", "My Benefits", "My Health Records", "Tools", "Pharmacy Center", and "Wellness Center".

The main content area is divided into several sections:

- Explanation of Benefits:** A section stating "You have not received any EOBs in the last six months." with links for "Year End Claim History Report" and "Year End Out-of-Pocket Costs Summary".
- Health Plan Snapshot:** A section for "Covered Members" showing a dropdown menu for "Venette Jaramilla". Below it is a table with columns for "Plan Name", "Group (ID)", "Member ID", "First Name (Suffix ID)", "Relationship", and "Status". The table contains one row for Venette (00) with a status of "Active". Below the table are links for "Summary of Benefits and Coverage - Medical" and "Member Handbook - Medical".
- Wellness Center:** A section containing the "CaféWell" logo, which is circled in red, and a "Learn more" link.
- Benefits:** A section with links for "Deductible", "Out Of Pocket", and "Service Limits".
- Site Announcement:** A promotional banner for the "myPacificSource" app, with "Stay InTouch with myPacificSource!" text and "Available on the App Store" and "Get it on Google play" buttons.
- Quick Links:** A section with links for "Search Your Claims", "Referrals", "PreAuthorization", "Order Your ID Card", and "Print Your Temp ID Card" (marked as "New").

New CaféWell Users

You'll be asked a few registration questions. Your personal information will auto-populate based on your InTouch account. **** Please note – your username can be visible by others ****



The screenshot shows the CaféWell registration interface. At the top left is the CaféWell logo (a blue 'W' in a circle). At the top right are 'Sign Up' and 'Sign In' buttons. Below the header is a 'Welcome!' message. The main content area is titled 'Account Info' and contains a form with the following fields: 'First name' (filled with 'Venette'), 'Last name' (filled with 'Jeramilla'), 'Username' (empty), and 'Email' (filled with 'Taraneh@PS.com'). Above the form, it states 'All fields are required'. To the right of the form is a 'Private & Secure' section featuring a laptop icon with a lock and the text: 'CaféWell respects your privacy and securely maintains your personal information.'

CaféWell and PacificSource are committed to protecting our members' privacy. When a member registers for CaféWell, they are opting in to share their personal information and health assessment data with PacificSource and Welltok for the sole purpose of fulfilling rewards and incentives.

Opt-in Options

PacificSource Health Plan sponsored Programs, Activities, and Health Risk Assessment (HRA)

Participating in PacificSource Health Plan sponsored programs, activities, and HRA.

By participating in the PacificSource Health Plan sponsored programs, activities, and HRA you are 'opting-in' by giving Welltok permission to share your personal information as stated below for the administration of incentives if applicable.

- Health Risk Assessment information including your name, Date of Birth, user ID, and participation data for participating in the Health Risk Assessment with PacificSource Health Plan, Wellsource and your Employer Group when required for incentive administration.
- Personal information including your name, Date of Birth, user ID, participation and completion data for participating in PacificSource Health Plan sponsored Program and Activities with PacificSource Health Plan and your Employer Group when required for incentive administration.

Welltok will at all times maintain strict confidence of the results of your health assessment except as expressly authorized by you as set forth in our privacy policy.

PacificSource will use the results of your health assessment to improve services and opportunities offered to you as a member of the PacificSource medical plan in compliance with the Health Insurance Portability and Accountability Act.

You can elect to 'opt-out' of this permission by modifying the permissions in the privacy center of your account profile, or by requesting assistance to do so with an email to pacificsource@cafewell.com.

By choosing 'opt-out' you will lose the opportunity to participate in PacificSource programs and incentive opportunities.

Decline

Accept

You can choose to “decline” or “accept” this step.

Please note: You must click “accept” if you want your employer to be notified that you completed the health assessment. If you click “decline,” you may still take the health assessment, but your participation **will not** be reported to your employer

If you click accept, your employer will only receive confirmation that you completed the assessment; they will not receive results or specific information regarding your health assessment.

Username and Password

Question: Why do I need to create another username and password to access CaféWell?

Answer: CaféWell asks you to create a private username and password for two reasons:

- To ensure total privacy and security of your CaféWell account
- To allow you to download the CaféWell application at the application device store.

Question: Can't I just use my InTouch username and password?

Answer: No. You will need to create a separate username and password to access CaféWell.

Welcome to CaféWell!

Access the Health Assessment from the menu on the left.

The screenshot displays the CaféWell user interface. On the left is a navigation menu with the following items: Home, PacificSource Resources (circled in red), Health Assessment, Find a Doctor, Million Ideas Blog, Programs (My Programs, Recommended Programs, All Programs), Rewards in CaféWell (About Rewards, Leaderboard), Resources (Blogs, Health Resources), and Communities (Communities, Private Health Groups). The main content area features a personalized greeting: 'Hello, Tiya! CAFEWELL IS BROUGHT TO YOU BY PacificSource HEALTH PLANS'. Below this is a 'Recommended for You' section with a card titled 'Healthy Habit: Compliment' featuring an image of stacked stones and a candle. The card text reads: 'Build a new healthy habit in less than a minute a day! This week's habit: Compliment Somebody! Give someone a compliment and see how good it makes YOU feel!' with 'Learn More' and 'Join Now' buttons. To the right is a 'Your Health Itinerary' section with a 'View Recommended' link and an 'Ask Us' section.

Language Selection

Please select your language preference

English

Por favor escoja el idioma de su preferencia

Espanol

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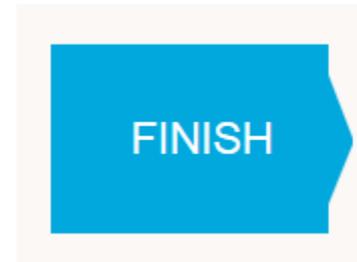
*NO PURCHASE NECESSARY. Legal residents of the 50 United States (D.C.) 18 years and older who have received an invitation to register for a CaféWell account. Ends 4/30/15. To enter and for Official Sweepstakes Rules, including odds, alternate method of entry, and prize descriptions, visit <http://rules.cafewell.com/rules/monthly>. Void where prohibited.

Health Assessment

The screenshot shows the CaféWell user interface. At the top, there is a navigation bar with the CaféWell logo, a user profile icon for 'Vene', and a 'Sign Out' button. Below this is the Wellspring logo and the user's name 'John Smith'. The main content area features a large image of a hiker on a mountain trail with the text 'THIS IS THE START OF SOMETHING AMAZING' and a green checkmark icon. Below the image is a navigation menu with icons for 'ME', 'MY HEALTH', 'MY NUTRITION', 'MY ACTIVITIES', and 'JOHN'S WELLNESS PROFILE'. The 'ME' section is active and displays two questions: 'In general, how do you rate your health?' with buttons for 'Excellent', 'Good', 'Fair', and 'Poor'; and 'How happy are you?' with buttons for 'Unhappy', 'Pretty happy', and 'Very happy'.

Begin the assessment.

When you have completed the assessment, click the Finish button.



Completion

When you have completed the Health Assessment, a page with the image below (and your survey information) appears. You can then close the window – you're done!

The screenshot shows a health assessment completion page. At the top center, it displays the date "April 2, 2015" and the name "Catherine Fields". To the right, it says "WellSuite® IV" and "A Product of Wellspring". Below the name, it prompts for "Today's Date" and "Your Name". On the left, there are three status indicators: "Doing Well" (100 - 70) in green, "Caution" (69 - 40) in yellow, and "Take Action" (39 - 0) in red. A "Last Assessment" button is also visible. At the bottom, there are two tabs: "HEALTH & WELLNESS" (which is active and highlighted in dark grey) and "BIOMETRICS". A printer icon is located on the right side of the page.

Questions?

If you have any questions please contact
wellness@pacificsource.com

