



University Human Resources, Employee Benefits

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Insurance Navigation Information for Transgender and Non-binary Employees

Insurance use and authorization is unique for gender-affirming or transitioning related services. Below are the recommended contacts from each of our medical carriers for employees seeking these services.

Kaiser plans:

Kaiser has a Gender Pathways clinic, which takes a multidisciplinary approach to provide equitable, compassionate, and high-quality care to transgender and non-binary members. Kaiser members can make an appointment at the clinic by calling 1-503-249-6748 or 1-800-813-2000. Members can also call and ask to speak with a nurse if they would like to start with a conversation before scheduling an appointment. Employees can learn more about the clinic at this [website](#). The Gender Pathways clinic is located at 3550 N. Interstate Ave., Portland, OR 97227.

PacificSource plans:

PacificSource has a Gender Affirmation Team who specialize in gender affirming care to ensure questions are answered quickly. Members can e-mail genderaffirmationteam@pacificsource.com to connect with this team. PacificSource members can also call 1-888-691-8202 and ask to speak with someone on the Gender Affirming Team. They will be paired with a Nurse Case Manager (RN) who can help navigate where to start, prior authorization, coverage and network guidance in order to create a more comfortable and streamlined process for the member. The Nurse Case Manager working with the member can also address things like one-time agreements with providers as needed if appointment wait times are long.

Moda plans:

Moda members can contact the Health Navigator team at 1-844-776-1593 or email them at pebbcustomerservice@modahealth.com. Health Navigators can assist members with prior authorizations, scheduling appointments and finding in-network providers. Moda follows The World Association for Transgender Health (WPATH) Standard of Care (SOC) guidelines to ensure alignment with coverage for gender confirming services. WPATH is an interdisciplinary professional and educational organization devoted to transgender health. Members can find more information regarding Moda's criteria at this [website](#).

Providence plans:

Providence PEBB members have a designated line called Pathfinder that they can call for assistance navigating care needs at 1-503-574-6620. Clinical Support Care Specialists answer the phone and help members to find the care and services they are seeking. The Specialists can also answer plan coverage and provider questions. If additional care and navigation is needed an RN Care Manager specializing in transgender services will be assigned to work with the member throughout their care journey.