



Office of 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. Gender affirming procedures usually require one or two letters of support from a mental health provider and a primary care provider that have knowledge related to gender dysphoria. Certain language is required in these letters of support that will be unique to each health plan carrier. Below are the recommended contacts from each of our medical carriers for employees seeking these services.

Kaiser plans:

Kaiser has the Gender Pathways clinic, which takes a multidisciplinary approach to provide equitable, compassionate and high quality care to transgender and non-binary members. The Gender Pathways clinic is located at 3550 N. Interstate Ave., Portland, OR 97227.

Members can make an appointment at the clinic by calling 503-249-6748 or 1-800-813-2000. Members can also make an appointment online at kp.org and select "Gender Pathways clinic" as the appointment request reason. The clinic also has a nurse line that members can call if they would like to start with a conversation with a nurse. The phone number for the nurse line is 503-249-6748.

PacificSource plans:

PacificSource has a Nurse Navigator who primarily works with all gender affirming service needs for plan members. If a member needs some guidance on coverage, prior authorizations or information on where to start, this nurse is the best person to contact. Patty Rigney is the current Nurse Navigator.

Nurse Navigator contact information: Patty Rigney, BSN, RN

Phone: 406-441-3497 or 855-422-1008 x 3497

Email: patty.rigney@pacificsource.com

Moda plans:

Members can call Moda's clinical team directly for personal assistance at 1-888-474-8538 as a starting point. This team can help employees with information on providers that specialize in services for transgender and non-binary plan members. This team can also connect members with a medical customer service representative for more detailed coverage information. Members can also contact customer service directly at 1-844-776-1593 if they prefer this option.

Providence plans:

Providence has a nurse case manager line with nurses that are trained in helping members in navigating service needs in specific areas such as transgender medical and mental health related services.

Nurse case manager line phone number: 503-574-7247.

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