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. The Gender Pathways clinic is located at 3550 N. Interstate Ave., Portland, OR 97227.

Members can make an appointment at the clinic by calling 1-503-249-6748 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 1-503-460-5705. Employees can learn more about the clinic here.

**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

PacificSource is building a team that focuses on supporting non-binary gender populations that Patty Rigney can assist employees in connecting to as well.

**Moda plans:**

Members can call Moda’s clinical team directly for personal assistance at 1-888-474-8538 or email behavioralhealth@modahealth.com 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 Moda 360 Health Navigator for more detailed coverage information. Members can also contact a Moda 360 Health Navigator directly at 1-844-776-1593 if they prefer this option instead. They are dedicated team that will help members identify, coordinate, and connect members with the many resources available to them.

**Providence plans:**

Providence has designated RN Care Managers that are trained in helping members navigate services in specific areas such as transgender medical and mental health related services. The Providence RN Care Management phone number is 1-503-574-7247. An intake team member will answer the call and transfer employees to an available RN Care Manager specializing in transgender services.

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