

## how do I find out of area PHCS and MultiPlan doctors and hospitals

We can help you find the provider of your choice. Call 1 (800) 678-7427 Monday through Friday from 8 a.m. to 8 p.m. (Eastern Standard Time) and identify yourself as a health plan participant accessing the PHCS Healthy Directions and MultiPlan Networks. You may also search online at [www.multiplan.com](http://www.multiplan.com):

Click on the "Search for a Doctor or Facility" button

Indicate you have the words Healthy Directions on your ID card, or this logo on the back of the card:  PHCS

Follow the prompts to enter your search criteria.

If you don't find a doctor or hospital, repeat steps indicating you have this logo on the card front or back:  MultiPlan

If you are currently seeing a healthcare professional not in either network, visit the Patients section of [www.multiplan.com](http://www.multiplan.com) to complete a nomination. MultiPlan will contact the practitioner to determine his/her interest.

## before your appointment

It is your responsibility to confirm your doctor's or hospital's continued participation in the PHCS and MultiPlan Network(s) and accessibility under your benefit plan. Please also be sure to follow any required preauthorization procedures (usually a telephone number on your ID card), and always present your benefits ID card upon arrival at your appointment.

## if you need assistance

If you encounter issues when scheduling appointments with PHCS or MultiPlan out of area healthcare professionals, call MultiPlan at 1 (800) 678-7427. If you have questions about your benefits or the status of claims, call the customer service number located on the back of your member identification card.

## Need to find a local doctor or health care facility?

Visit [univerahealthcare.com](http://univerahealthcare.com) for a list of health care providers in your local area.



Please note: MultiPlan, Inc. and its subsidiaries are not insurance companies, do not pay claims and do not guarantee health benefit coverage. For information about your benefits, please refer to your health plan booklet or contact your Plan Administrator.



MultiPlan - Bringing you more choices of doctors and hospitals across the country



Your company has partnered with MultiPlan, Inc. to offer you more provider choices when you seek care outside your local PPO/HMO area. Get access to more than 5,000 hospitals and nearly 700,000 healthcare professionals, plus two additional ways to lower your medical costs:



## 1] PHCS Healthy Directions, extends your choice of doctors and hospitals nationally:

- The PHCS logo on your health insurance card tells a provider the PHCS network discount applies if you are receiving care outside of your local service area.
- Your out-of-pocket costs are based on your health plan's in-network coinsurance coverage.

## 2] MultiPlan Network, complements the choices available both locally and out of the area:

- The MultiPlan logo on your health insurance card tells a provider the MultiPlan discount applies whether in or out of your local service area.
- Your out-of-pocket costs are based on your health plan's out-of-network coinsurance coverage. You receive significant claim cost discounts.

