HOW TO FIND AN IN-NETWORK PROVIDER
PHCS-Multiplan Doctor Only Network or Transparent Health

DIRECTIONS ON HOW TO ACCESS: www.phcs.com

This will take you to the searchable **In-Network provider List**

You will need to click **"OK"** to the COVID-19 Disclosure

Now Click on **SELECT NETWORK**

A pop-up window will open and you will need to choose:

"Which Network would you like to search" PHCS

Now a second pop-up window will appear:

Do you see any of the statements on your benefits ID Card? (Click on) **PRACTITIONER ONLY**

Now you are ready to start your **Doctor Only** search.

Search: **By name, specialty, NPI # or License #** or NEAR **ZIP CODE**

IF YOU DO NOT FIND YOUR DOCTOR ON THE PHCS WEBSITE YOUR NEXT OPTION IS:

1) Pick out a NEW doctor that is In-Network with PHCS   or
2) Call our Out of Network Team "Transparent Health"

TRANSPARENT HEALTH CONCIERGE SERVICES

How to Access Doctors Outside of the PHCS Network and get In-Network Benefits

As a member of IHA Health you will have access to our **Concierge Service – Transparent Health**. To reach them you will need to call the number on the back of your ID Card **877-843-1805.**
Listen for the voice prompts – The system will ask if you are a "member" …**press 1**
Then the menu will ask if you need to "find a provider" …**press 2**
This will take you to the **Transparent Health Concierge Service Team**.

Here you will be able to talk to a Concierge Service Representative where you can explain your provider questions or challenges about getting treatment with an out of network provider outside of PHCS.

Transparent Health will reach out to your doctor on your behalf. First, offering them the opportunity to join the PHCS Doctor Only Network. If they are not willing to become a provider for PHCS Network, then they will attempt to negotiate a direct contract with that provider for the procedure you are attempting to get care for.

In order for the Transparent Heath Concierge Service to benefit you. You will need to have them reach out to your non-network doctor prior to the services being rendered. Transparent Health is your advocate in helping you obtain contracted rates on services being rendered and help you from being over charged for services by a Non-PHCS Network provider. They will communicate with you what they were able to get done prior to your appointment allowing you the best experience.

*Keep in mind that if Transparent Health is not able to get your out of network doctor to agree to a contract then the incurred charges for that Non-Contracted Provider will be applied to the Out of Network Benefits of your medical plan.