

Sentara Health Plans and PHCS/MultiPlan

Information about your plan for you and your provider



Sentara Health Plans partners with PHCS/MultiPlan to provide national network coverage.



- Your plan includes the Sentara Health Plans network, which covers you in Virginia and northeastern North Carolina.
- Beyond our local network, your plan includes access to a national network through PHCS/MultiPlan.

Your plan includes in-network benefits for covered services when you access a PHCS/MultiPlan provider outside of the Sentara Health Plans service area.

- The Sentara Health Plans service area is defined by participating providers in the Commonwealth of Virginia and northeastern North Carolina.
- With your plan through Sentara Health Plans, emergency situations—regardless of the provider’s network status—are treated as in-network events.

The PHCS/MultiPlan coverage may be used for:

Out-of-Area Dependents	Members living outside the Sentara Health Plans service area	Coverage when traveling outside the Sentara Health Plans service area
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For questions about PHCS/MultiPlan coverage, please call the member services phone number located on the back of your member ID card.

If you need to find a provider that participates in the PHCS/MultiPlan network, visit sentarahealthplans.com/vcuhs or select *Find Doctors* in your Sentara Health Plans mobile app. You can also visit sentarahealthplans.com/apps/providersearch, enter your location, and choose your plan name.







Please give this page to the front desk or billing specialist at your doctor's office.

Sentara Health Plans is a regional health plan that partners with PHCS/MultiPlan to provide national coverage for our members.

Please file your claim as you normally would and Sentara Health Plans will work with PHCS/MultiPlan to adjudicate and pay your claim.

PHCS/MultiPlan logos are located on the front of the member ID card.

Please see example below:

					
GROUP NAME PRODUCTXNAMEXXX PRODUCTXNAMEXXX		Effective Date: 99/99/9999 		Member Name: Firstname Lastname Member Number: 99999 Group Number: 99999	
OV: \$25	VCUHS SOV: \$40 <u>Individual / Family</u>	SHP SOV: \$75 <u>Individual / Family</u>			
OON MOOP: \$7,500/\$15,000	VCUHS Ded: None VCUHS MOOP: \$2,000/\$4,000 VCUHS RX: \$0/\$17/\$25/\$25	SHP Ded: \$750/\$1,500 SHP MOOP: \$6,350/\$12,700 SHP RX: \$15/\$45/\$75/\$75			
Detailed benefit information available at sentarahealthplans.com/vcuhs or mobile app					

Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.



To verify the member's benefits with Sentara Health Plans, please call:
1-800-229-8822
 for medical or
1-800-648-8420 for behavioral health.

