

Sentara Health Plans and PHCS/MultiPlan



A Core Offering For PPO (Plus), POS, and POSA Plans!

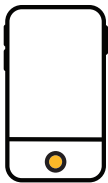
Information about your plan for you and your provider

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.



For questions about PHCS/MultiPlan coverage, please call the member services phone number located on the back of your member ID card.

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

Please contact your Human Resources department for additional information.



If you need to find a PHCS/MultiPlan provider, sign in to sentarahealthplans.com/members or the Sentara Health Plans mobile app.

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 with PPO (Plus), POS, or POSA plans.



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



Tips for helping your patient with Sentara Health Plans benefits:

1. Please check the member's ID card.
2. The PHCS/MultiPlan logo will be located on the front of the member's ID card.
3. To verify the member's specific benefits with Sentara Health Plans, please call **1-800-229-5522**. To verify provider contracting with PHCS/MultiPlan, please call **1-800-950-7040**.

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

Please see examples below:

 Outside Sentara Network	
ABC Company PLUS Member Name: John X Doe Member Number: 9999999*99 Group Number: 999999 Effective Date: 99-99-99 RxBIN: 003858 RxPCN: A4 RxGroup: SHPCMML	Coins: 99/99% OV: \$99 SOV: \$99 UCC: \$99 ED: \$999 DX1: \$999 DX2: \$999 OP: \$999 IP: \$999 Individual / Family Ded: \$9,999/\$9,999 OON Ded: \$9,999/\$9,999 MOOP: \$9,999/\$9,999 OON MOOP: \$9,999/\$9,999 RX 99/99/99/99
Detailed benefit information available at sentarahealthplans.com or mobile app	

 Outside Sentara Network	
ABC Company POS Member Name: John X Doe Member Number: 9999999*99 Group Number: 999999 Effective Date: 99-99-99 RxBIN: 003858 RxPCN: A4 RxGroup: SHPCMML	Coins: 99/99% OV: \$99 SOV: \$99 UCC: \$99 ED: \$999 DX1: \$999 DX2: \$999 OP: \$999 IP: \$999 Individual / Family Ded: \$9,999/\$9,999 OON Ded: \$9,999/\$9,999 MOOP: \$9,999/\$9,999 OON MOOP: \$9,999/\$9,999 RX 99/99/99/99
Detailed benefit information available at sentarahealthplans.com or mobile app	

