

MultiPlan/PHCS

Our Health Plan covers you and your dependents, when you live out of state

Plan members living outside of the state of Maine are covered through our national provider network Multiplan/PHCS.

When you get care by a Multiplan/PHCS provider you are covered at the in-network level.

- If your home address is outside of Maine, you and your covered dependents are automatically enrolled.
- If only your covered dependent(s) lives outside of Maine, you must complete the Out of State Network Authorization form and submit it to the HR Service Center annually.

Form is on ResourceME at https://mingle-portal.inforcloudsuite.com/EMH_PRD/ under Forms.
or at employeehealthplan.northernlighthouse.org

How to find a Provider that is participating with Multiplan:

- Go to <https://www.multiplan.com/webcenter/portal/ProviderSearch>
- Choose the type of provider you are searching for
- Search the name of the facility
- Enter your zip code.
- If out-of-state provider staff asks what your Health Plan insurance name is, the correct answer is MultiPlan.

Covered services for traveling out of the country include:

- urgent and emergent services and associated treatment(s)

If you're having trouble with:

- A provider and / or practice is not aware that their health system is enrolled in the MultiPlan network
- Difficulty locating a MultiPlan provider that meets your needs (medical or behavioral health)
 - Help finding a primary care provider accepting new patients
- Your care at a participating MultiPlan facility is processed as out-of-network coverage

**We're here to help you get the care you need at the coverage you deserve.
If you need assistance, please call customer service at (855) 429-1023.**