

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.



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

** You may be required to submit documentation to activate the PHCS/MultiPlan network. 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.



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 benefits with Sentara Health Plans, please call: **1-800-950-7040**.

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

Please see examples below:









ABC Company
DESIGN VANTAGE
 Member Name: John X Doe
 Member Number: 9999999*99
 Group Number: 999999
 Effective Date: 99-99-99
 RxBIN: 003858
 RxPCN: A4
 RxGroup: SHPCMML

Individual / Family Ded: \$9,999/\$9,999 MOOP: \$9,999/\$9,999 Coins: 99% RxDed: \$999	RX ^{AD} 99/99/99/99
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Detailed benefit information available at sentarahealthplans.com or mobile app



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

Individual / Family Ded: \$9,999/\$9,999 OON Ded: \$9,999/\$9,999 MOOP: \$9,999/\$9,999 OON MOOP: \$9,999/\$9,999	Coins: 99/99% OV: \$99 SOV: \$99 UCC: \$99 ED: \$999 DX1: \$999 DX2: \$999 OP: \$999 IP: \$999	RX 99/99/99/99
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Detailed benefit information available at sentarahealthplans.com or mobile app

