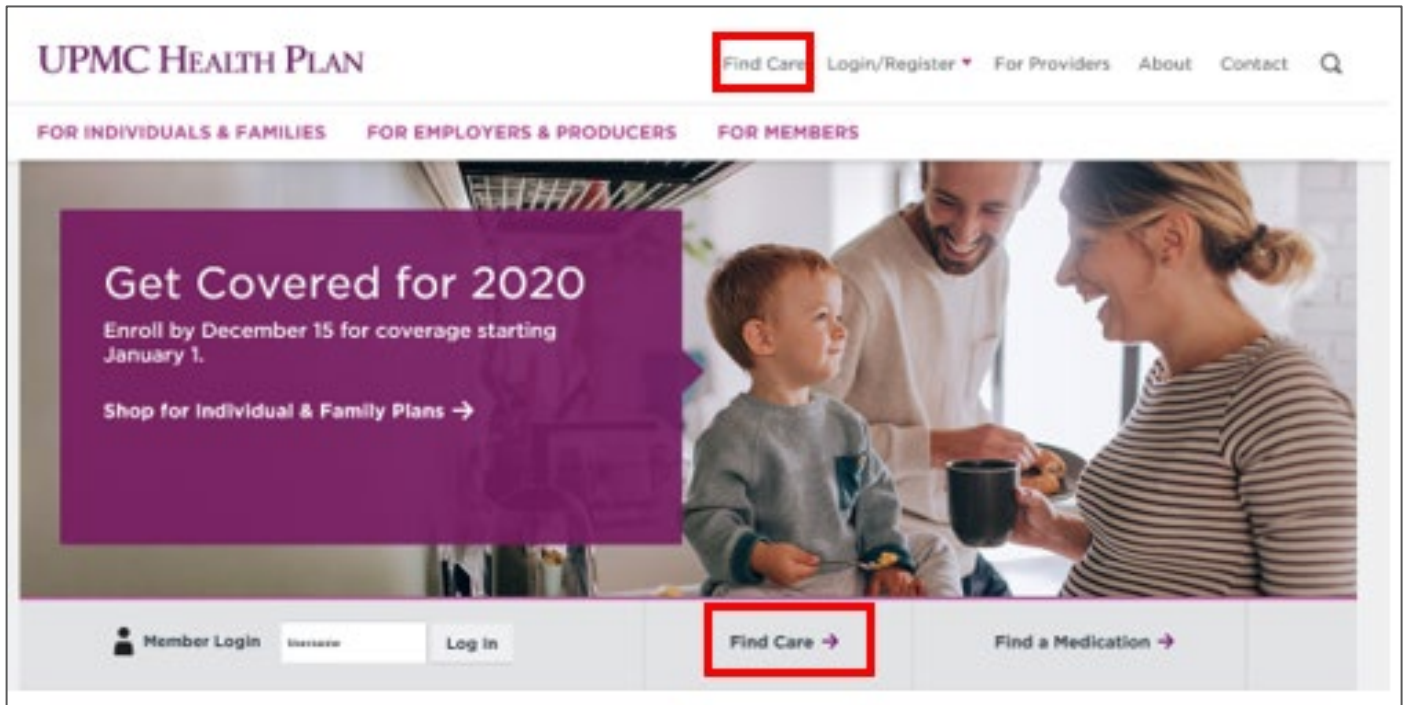
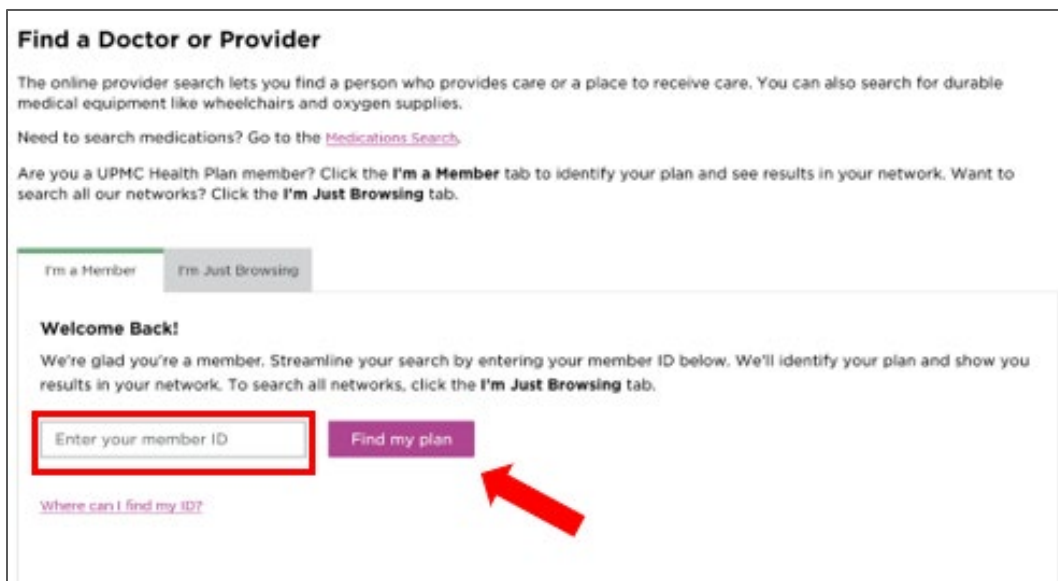


PHCS/Multiplan Provider Search

1. Visit www.upmchealthplan.com and select “Find Care” at the top or middle of the page.

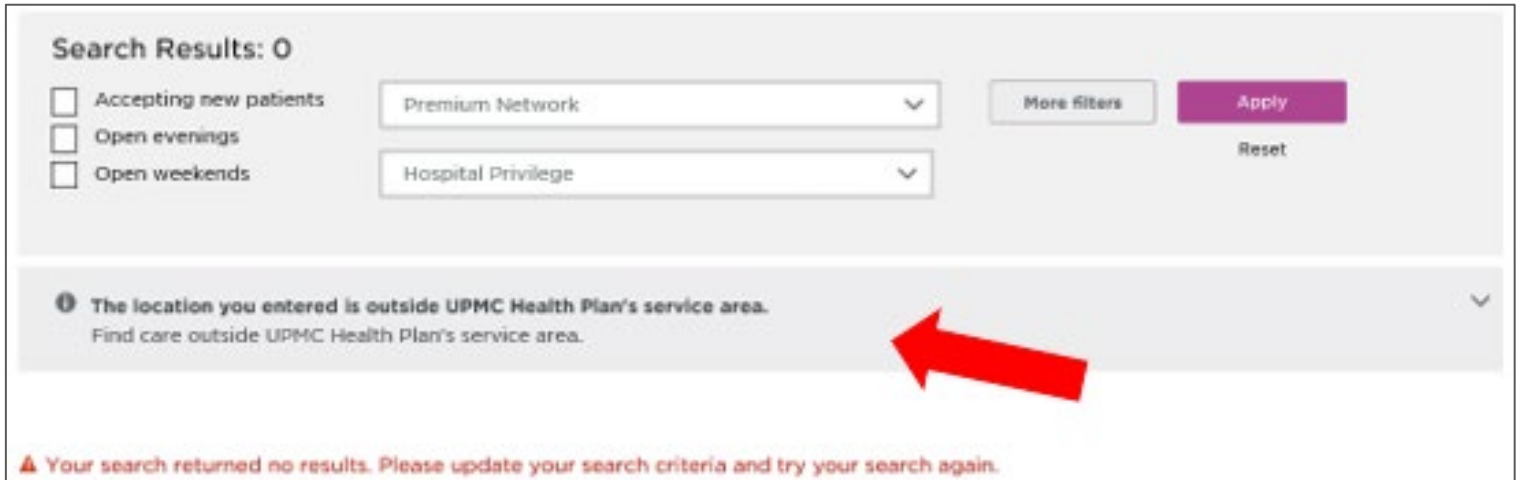


2. Enter the member ID number to find participating providers specific to the member’s plan and then select the “Find my plan” button.



If the member does not have their ID number, they can choose the “I’m Just Browsing” tab.

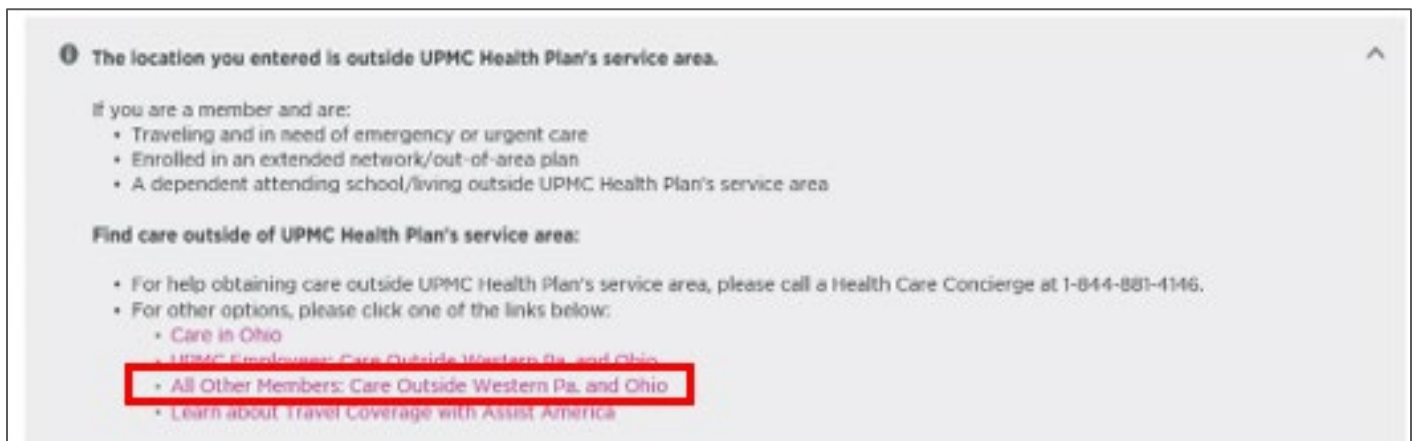
6. When searching for a zip code outside of the service area, a message that notes that the location is outside of the service area will appear.



The screenshot shows a search interface with the following elements:

- Search Results: 0**
- Filters: Accepting new patients, Open evenings, Open weekends
- Network: Premium Network (dropdown)
- Hospital Privilege: Hospital Privilege (dropdown)
- Buttons: More filters, Apply, Reset
- Message: **The location you entered is outside UPMC Health Plan's service area.** Find care outside UPMC Health Plan's service area. (A red arrow points to the down arrow on the right of this message.)
- Alert: **Your search returned no results. Please update your search criteria and try your search again.**

7. Select the down arrow in the gray box to expand the menu and then select “All Other Members: Care Outside Western PA and Ohio.”



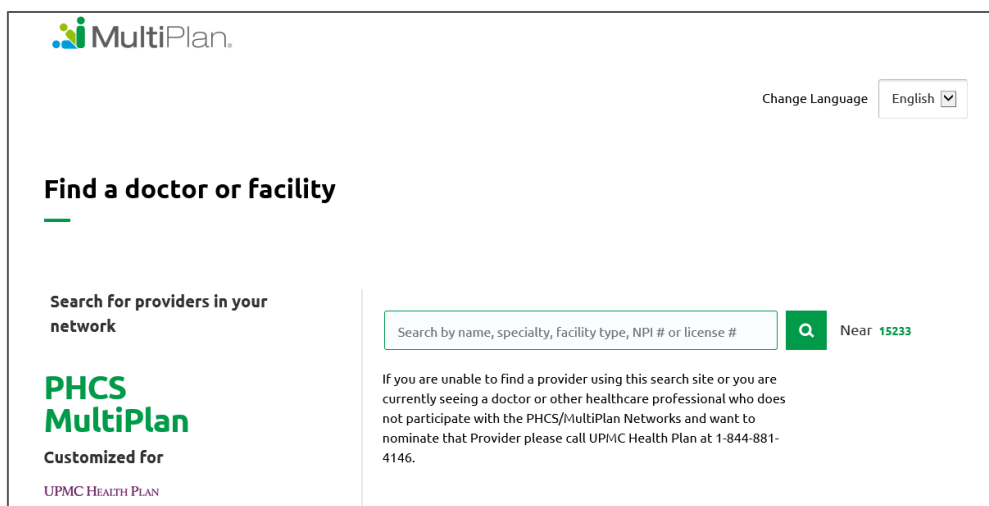
The screenshot shows the expanded menu for care outside the service area with the following content:

- The location you entered is outside UPMC Health Plan's service area.**
- If you are a member and are:
 - Traveling and in need of emergency or urgent care
 - Enrolled in an extended network/out-of-area plan
 - A dependent attending school/living outside UPMC Health Plan's service area
- Find care outside of UPMC Health Plan's service area:**
 - For help obtaining care outside UPMC Health Plan's service area, please call a Health Care Concierge at 1-844-881-4146.
 - For other options, please click one of the links below:
 - Care in Ohio
 - All Other Members: Care Outside Western Pa. and Ohio** (highlighted with a red box)
 - Learn about Travel Coverage with Assist America

8. This will direct the member to Multiplan's search.

(Note: When using Multiplan/PHCS providers always verify with the office if the specific doctor and practice are still participating.)

9. Enter the specialty, facility name or provider name, and the zip code.



The screenshot shows the MultiPlan search interface with the following elements:

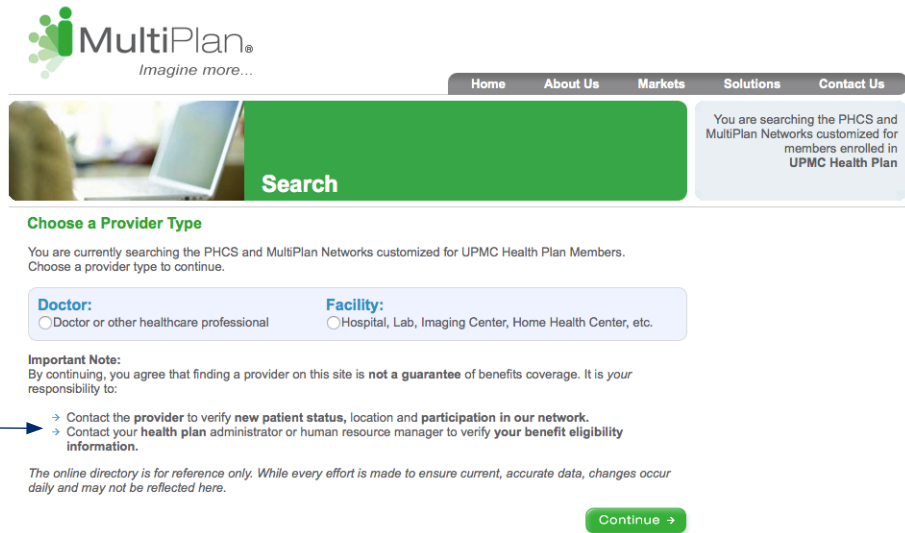
- MultiPlan logo
- Change Language: English (dropdown)
- Find a doctor or facility**
- Search for providers in your network
- Search by name, specialty, facility type, NPI # or license # (input field)
- Search button (magnifying glass icon)
- Near 15233 (zip code)
- PHCS MultiPlan logo
- Customized for UPMC HEALTH PLAN
- Disclaimer: If you are unable to find a provider using this search site or you are currently seeing a doctor or other healthcare professional who does not participate with the PHCS/MultiPlan Networks and want to nominate that Provider please call UPMC Health Plan at 1-844-881-4146.

Find a Provider in Three Easy Steps

To locate providers participating in the PHCS and/or MultiPlan Networks, visit www.multiplan.com/upmc. Then, follow these three easy steps to identify your providers of choice.

Step 1: Provider Type. Choose between Doctor and Facility. Then read and acknowledge the conditions that apply to this online search tool.

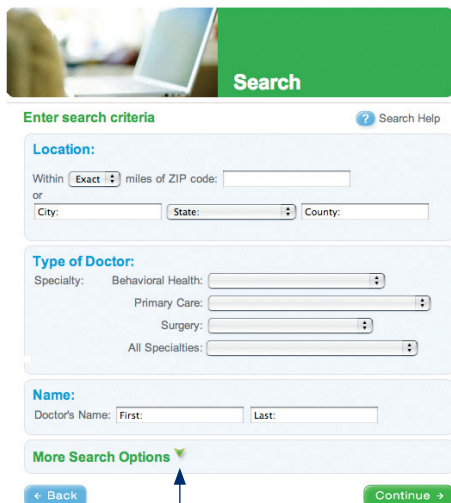
Depending on your health plan, the provider you select may not be available and the services you need may not be covered. Before scheduling an appointment, you should always follow these two steps.



The screenshot shows the MultiPlan website interface. At the top, there is a navigation bar with links for Home, About Us, Markets, Solutions, and Contact Us. Below the navigation bar is a green header with the MultiPlan logo and a 'Search' button. A sidebar on the right indicates the user is searching for PHCS and MultiPlan Networks customized for UPMC Health Plan members. The main content area is titled 'Choose a Provider Type' and contains two radio button options: 'Doctor' (with sub-options for 'Doctor or other healthcare professional') and 'Facility' (with sub-options for 'Hospital, Lab, Imaging Center, Home Health Center, etc.'). Below these options is an 'Important Note' section with two bullet points: 'Contact the provider to verify new patient status, location and participation in our network.' and 'Contact your health plan administrator or human resource manager to verify your benefit eligibility information.' A disclaimer at the bottom states: 'The online directory is for reference only. While every effort is made to ensure current, accurate data, changes occur daily and may not be reflected here.' A green 'Continue' button is located at the bottom right.

Step 2: Refine Provider Criteria. You will see one of the two forms shown below, depending on the type of provider chosen. Location is required and must be entered as one of the following combinations: zip code plus distance, city plus state, or county plus state.

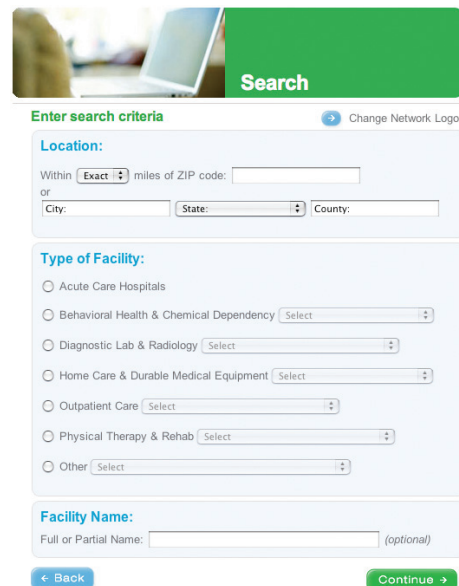
Step 3 for Doctors



The screenshot shows the 'Step 3 for Doctors' form. It has a green header with the MultiPlan logo and a 'Search' button. Below the header is a section titled 'Enter search criteria' with a 'Search Help' link. The form contains several input fields: 'Location' (with options for 'Within [Exact] miles of ZIP code', 'City', 'State', and 'County'), 'Type of Doctor' (with dropdown menus for 'Specialty', 'Behavioral Health', 'Primary Care', 'Surgery', and 'All Specialties'), and 'Name' (with 'First' and 'Last' name fields). At the bottom, there is a 'More Search Options' link with a dropdown arrow, and 'Back' and 'Continue' buttons.

Click here to also specify gender, languages spoken and hospital affiliations.

Step 3 for Facilities



The screenshot shows the 'Step 3 for Facilities' form. It has a green header with the MultiPlan logo and a 'Search' button. Below the header is a section titled 'Enter search criteria' with a 'Change Network Logo' link. The form contains several input fields: 'Location' (with options for 'Within [Exact] miles of ZIP code', 'City', 'State', and 'County'), 'Type of Facility' (with radio button options and dropdown menus for 'Acute Care Hospitals', 'Behavioral Health & Chemical Dependency', 'Diagnostic Lab & Radiology', 'Home Care & Durable Medical Equipment', 'Outpatient Care', 'Physical Therapy & Rehab', and 'Other'), and 'Facility Name' (with a 'Full or Partial Name' field). At the bottom, there is a 'Back' and 'Continue' button.

Finding a Doctor or Facility

Step 3: Results. Providers matching your search criteria will be displayed on the page(s) to follow. Move from page to page by clicking on the page number or Previous and Next arrows. Results are displayed in random order, but you can re-sort them by clicking on any underlined column heading.

Search Results
See Important Notice About Participating Providers Below
Showing 1-2 out of total 2 Search Results

Printer Friendly Change Network Logo

Search Type: Facility ZIP: 95065 Type of Facility: Acute Care Hospitals

Sort By

Page 1 Prev Next

Dominican Hospital ** 1555 Soquel Dr Santa Cruz, CA 95065 831 462 7700 0 Miles	Facility Type: Acute Care Hospitals Number of Practitioners: 352 Number of Beds: 307
Sutter Maternity and Surgery Center of Santa Cruz ** 2900 Chanticleer Ave Santa Cruz, CA 95065 831 477 2200 0 Miles	Facility Type: Acute Care Hospitals Number of Practitioners: 207

Page 1 Prev Next

****Important Note:** Certain limitations regarding access to this healthcare provider may apply to your plan. Before seeking care from this provider, please be sure to confirm access by calling the provider, or by calling MultiPlan at 866-680-7427.

Provider information contained in this Directory is updated at least weekly and may have changed. Before scheduling your appointment or receiving services, check with the provider to confirm participation in the network, location, and if the provider is accepting new patients.

Begin New Search Nominate a Provider

Click on the name to see more detail about this provider.

Your search criteria are summarized here for your convenience.

A Printer Friendly icon is available for easy viewing of your search results on a printed page. You may print the listed providers or the details for a specific provider. Simply click on the Printer Friendly icon, send the results to your printer, and then close the window.