



TO: FBC Health Plan Member
FROM: San Diego and Imperial County Schools Fringe Benefits Consortium
RE: How to Find a Network Provider – Effective January 1, 2008

Effective January 1, 2008, the Fringe Benefits Consortium (FBC) has joined Multiplan, Inc. to bring you both the Multiplan and the PHCS Networks. You will have access to the largest primary PPO (Preferred Provider Organization) in the nation. THE NETWORKS ARE AVAILABLE NATIONWIDE.

How to Find a Network Provider

Simply call Multiplan’s dedicated toll-free number for FBC members at: **1-877-942-7427**, Monday through Friday, from 8:00 AM to 8:00 PM (ET), and a customer service representative will assist you in finding a network provider. You may also search online at www.multiplan.com:

Click on the “Search for a Doctor or Facility” button.

Next, on the “**Front of Card**” section, click on the PHCS logo  and scroll to the bottom of the page to click “Continue.” Follow the instructions from there. If the doctor is not listed, the member should begin the process again, but go to the section “**Back of Card**,” click on the Multiplan logo  and follow the same steps. It is important to note that some doctors may be listed under a group or facility name and might not be listed under their individual names. **If the member is not sure how the doctor might be listed or the provider is not found on the Website, then the member may either call the toll-free 877# listed above or contact their provider for verification.** If a member is currently seeing a doctor or other healthcare professional who does not participate in the network, the member may use the provider referral system in the “Patients” section at www.multiplan.com, which allows the member to “nominate” their provider, using an online form. When the form is completed, the nomination is sent directly to Multiplan, and the provider will be contacted to determine if he or she is interested in joining. If so, an application will be provided.

Before You Go to a Provider

It is your responsibility to confirm your providers’ continued participation in the network, and their availability under your benefit plan. In addition, to ensure proper handling of your claim, **always present your current benefits ID card upon arrival at your appointment. Please note that the attached cards have a new mailing address for claims. Notify your provider of the new information.**

<p><i>On the <u>Front</u> of Your New ID Cards You Will Find:</i></p>	<p>San Diego County Schools FBC Member/Provider Service telephone number Member Name Member ID# PHCS Network Logo Express Scripts Help Desk telephone number</p>
<p><i>On the <u>Back</u> of Your New ID Cards You Will Find:</i></p>	<p>Benefits/Eligibility Questions telephone numbers How to locate a PPO Provider and Multiplan’s Network Logo Address to submit claims to Mental Health/Substance Abuse telephone numbers Inpatient Utilization Review telephone number</p>

Please call our claims department at **(858) 292-3542** or **(888) 233-7915** if you have any questions or comments. Thank you.