



## Working with MultiPlan

### Identifying MultiPlan and PHCS Members

MultiPlan operates the PHCS Network as its national primary PPO, separate from the MultiPlan Network, our national complementary network.

The PHCS Network and MultiPlan Network are typically identified on member ID cards with one of these logos:



Older Logos\*



### Verifying Eligibility

Contact the patient's health plan to obtain eligibility information and confirm pre-certification and utilization management requirements. MultiPlan does not make determinations with respect to benefits or eligibility.

### Reporting Changes

Report the following changes via e-mail, fax, or mail (changes must be on your office letterhead if sending via fax or mail). Changes for providers contracted through a group must be submitted on the group's letterhead or by the group administrator.

- Provider name
- National Provider Identifiers (NPI)\*\*
- Address, phone, or e-mail
- Hospital affiliations
- Hospital admitting privileges
- Practitioner retirement or death
- Accepting or declining new patients
- Termination from The MultiPlan Network or PHCS Network
- Tax ID number

To add or change service addresses for your practice, go to the Self Update page in the Providers section of the MultiPlan website.

MultiPlan  
Registrar Department  
1100 Winter Street  
Waltham, MA 02451  
Fax: 781-487-8273  
E-mail: registrar@multiplan.com

Note: This address is set up to receive information only; do not use it for submitting questions.

Tip: To see the information we show about your practice, use the *Search for a Doctor or Facility* option on the MultiPlan website.

### MultiPlan Handbooks

The *MultiPlan Network Professional Handbook* and the *MultiPlan Network Facility Handbook* are available online in the Providers section of the MultiPlan website. You can download and print copies of these handbooks.

### Referring Patients

Contact Service Operations at 800-950-7040 or use the provider search feature on the MultiPlan website when referring patients to other providers or facilities.

### Submitting Claims

Submit claims as instructed on the member ID card. For questions about a specific claim, contact the claim payer's customer service department listed on the member ID card or the EOB statement.

Note: MultiPlan does not pay claims.

### Contacting MultiPlan

Contact our Service Operations team for answers to questions about: applications, fee schedules, claims repricing, or other service-related topics. Representatives are available Monday through Friday, 8:30 a.m. to 7:00 p.m. ET.

MultiPlan  
Service Operations  
1100 Winter Street  
Waltham, MA 02451  
Phone: 800-950-7040

\*These and a number of older logos may remain in the market but are in the process of being phased out. For a complete list of logos, please contact MultiPlan at 800-950-7040.

\*\* MultiPlan does not require NPI on claims nor do we use NPI when repricing claims. We do, however, include fields for capturing this information on our provider applications and recredentialing forms. We also are able to store NPI in our system of record for individual providers, provider groups, ancillary providers, and acute providers.