Please note: MultiPlan, Inc. and its subsidiaries are not insurance companies, do not pay claims and do not guarantee health benefit coverage. For information about your benefits, please refer to your health plan booklet or contact your Plan Administrator.

Navigating our Nationwide Network

We know it can be stressful to locate a new provider. Whether you live outside of our local area, are traveling for work or vacation, or looking for a doctor your college-age child can rely on while at school, our dedicated Network Navigator is available to assist you in finding participating providers and facilities, answer claims questions, and help resolve questions or issues that may arise. For personalized, one-on-one assistance with network access outside of the Western New York region please contact Patricia Brooker at patricia.brooker@univerahealthcare.com.

If you’re currently seeing a provider not in either network, please visit the “Nominate a Provider” section of Multiplan.com/member to complete a nomination. MultiPlan will contact the practitioner to determine his/her interest.

Before your appointment

It is your responsibility to confirm your doctor’s or hospital’s continued participation in the PHCS and MultiPlan Network(s) and accessibility under your benefit plan. Please also be sure to follow any required preauthorization procedures (usually a telephone number on your Univera Healthcare Member Card), and always present your Univera Healthcare Member Card upon arrival at your appointment.

When you need care outside of Western New York, Univera Healthcare offers access to more than 876,000 practitioners and 5,000 acute care facilities through the PHCS/MultiPlan system.

Peace of Mind with Nationwide Coverage

The PHCS and/or MultiPlan logos on your Univera Healthcare Member Card mean that you’ll get the same in-network benefit when you receive care from a PHCS/MultiPlan participating provider throughout the United States.
We Can Help You Find The Provider Of Your Choice

Call 1 (800) 678-7427 Monday through Friday from 8 a.m. to 8 p.m. (Eastern Standard Time) and identify yourself as a Univera Healthcare member accessing the PHCS Healthy Directions and MultiPlan Networks. You can also search online at Multiplan.com, by clicking on “Find a Provider.” Before beginning your search, you must acknowledge that you have read the notice at the bottom of the screen.

To begin your search, follow these four steps:

1. **Choose a network.** The network that applies to your coverage through Univera Healthcare is identified by the PHCS and MultiPlan logos on the back of your Univera member card. Select the network name and answer any additional questions, if prompted. Once you’ve made your selection, follow the prompts on the next few screens.

2. **Use the search field to specify what you are searching for.** Enter a practitioner’s name, specialty, facility type, NPI # or license #. Please note that you cannot leave the search field empty.

3. **Set your location and begin your search.** Enter the zip code of the area you want to search. By default, the search pulls results within 20 miles of the zip code you enter.

4. **Receive your search results and refine as desired.** You’ll be presented with another notice acknowledgment. After you click “OK,” a list of providers will be presented. You can narrow the results using filters including gender, language, hospital affiliations, and more. Use the “Printer Friendly” icon to print your list.