



Frequently Asked Questions

A reference for members

HealthEOS by MultiPlan offers a managed care network commonly referred to as a Preferred Provider Organization (PPO) that is used by employer groups, associations, and insurance companies to help manage healthcare costs. We have contracted with a network of physicians, hospitals and other healthcare providers that offer cost-effective, quality healthcare services.

Questions and Answers

● What is a Preferred Provider?

A Preferred Provider is a physician, hospital or facility selected and approved by HealthEOS to offer preferred rates to members of health benefit plans that utilize the HealthEOS by MultiPlan Network[®] and HealthEOS Plus[®].

● Am I required to use HealthEOS Preferred Providers?

No. The choice is yours; however, by choosing providers within your HealthEOS network, you will receive excellent care while paying less out-of-pocket. Should you choose to use a non-participating provider, your out-of-pocket costs may be greater.

● What if I need specialist?

You may visit any HealthEOS provider you choose. If your provider refers you to a specific specialist, make sure the specialist is also a participating provider by calling **(800) 279-9776**. If you visit a non-participating provider, then your out-of-pocket costs may be greater.

● What if I need emergency care?

If possible, visit one of the urgent care centers or hospital emergency rooms in your HealthEOS network. Otherwise, proceed immediately with the most appropriate course of action. If you are admitted to a hospital, you should contact the utilization management firm listed on your member ID card.

● What types of care are covered?

HealthEOS by MultiPlan does not determine which services will be covered under your health benefit plan; we simply provide a more cost-effective option for you within your existing health benefit plan. Contact your employer or your Plan Administrator for detailed information about your benefits, or refer to your benefit plan booklet.

● Am I required to pay at the time of service?

When you present your ID card to the participating provider at the time of service, all paperwork will be handled for you. If your health benefit plan includes a deductible or co-payment, the provider may ask you for this amount at the time of your visit.

● Where can I obtain additional information?

If you need help selecting a provider near you, please visit www.healtheos.com or call **(800) 279-9776**. We recommend that you call our toll free number, which is also listed on your member ID card, to verify your provider's network participation before each and every appointment.

Member Services

- Find providers online 24/7 at:

www.healtheos.com

- Call **HealthEOS by MultiPlan** to find providers and verify network participation:

(800) 279-9776

Please note: HealthEOS by MultiPlan is not an insurance company, does not pay claims and does not guarantee health benefit plan coverage. For information relating to benefits under your health plan, please refer to your health plan booklet or contact your Plan Administrator.