

## Bucknell University faculty and staff

Bucknell University's faculty and staff health plan's PPO and HDHP plans cover services from doctors and facilities participating in the PHCS Network®.

The PHCS and Multiplan networks are available to you when you are outside of the Geisinger Health Plan (GHP) service area. The Magellan network must be used for behavioral health and substance abuse services, and American Specialty Health Networks must be used for chiropractic services regardless of location. It's important to understand the process of choosing a PHCS provider and what to do if you need help.

### How can I find a PHCS or Multiplan participating provider?

- Search the PHCS network at [Multiplan.com](https://Multiplan.com)
- Click the "Find a Provider" in the upper right corner
- Click "Select Network" and choose "PHCS" and confirm that it appears on the front of your member ID card

### What if the provider cannot verify their participation in the PHCS or Multiplan networks?

- Geisinger Health Plan (GHP) can contact the provider on your behalf to verify participation
- Please call GHP at 844-863-6850
- Provider agreements can change; we will verify provider participation before you schedule your appointment

### Billing questions after seeing the provider?

- Billing practices can vary by state, if you are billed differently than expected, please call us. We will contact the provider on your behalf if there are issues preventing your claim from being processed.
- For additional assistance, Bucknell members can contact Joanne at [jstrouse@thehealthplan.com](mailto:jstrouse@thehealthplan.com) or by calling 844-863-6850 and asking for ext. 52120.

