

PHCS Primary Network Only members: How do I find a provider?



For PHCS Primary members enrolled in the Network Only plan, your Bucknell University Faculty and Staff Health Plan provides you with the advantage of combining several different provider networks. PHCS Primary members are participants who reside outside of the Geisinger Health Options* (GHO) service area. These networks are available to accommodate your unique needs and provide access to network providers. You will use the PHCS and MultiPlan networks for services provided outside of the GHO service area. Should you travel into the GHO service area, you should use the GHO network, which will provide you with most options for care. In addition, the Optum 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. The information below will guide you through the process of finding a network provider based on your particular needs.

Step 1:

Register as a member at TheHealthPlan.com. Click “Member,” and enter your health plan member ID number, some additional demographic information and your email address.

Step 2:

To search for PHCS and Multiplan providers, look for the blue informational box and click the link for these networks. To continue your search, follow the instructions below:

1. Click the “Search for a doctor or facility” button
2. Indicate that you have the logo shown here on the front of your ID card:



3. Follow the prompts to enter your search criteria
4. If you don't find a provider, repeat the steps but indicate you have this logo on the back of your member ID card:



If you need to seek care while traveling to the GHO service area, go to TheHealthPlan.com and login as a registered member. Choose “Find” on the left navigational bar. Select “Providers” and select “Physician”, “Facility”, or “Other.” Search by city name or ZIP code.

The PHCS, Multiplan and GHO networks are not available for behavioral health, substance abuse or chiropractic providers. Bucknell's plans use Optum as the only network for behavioral health and substance abuse services, and American Specialty Health Networks (ASHN) as the only network for chiropractic benefits. Both Optum and ASHN are national networks, and must be used to find these specialty services regardless of where you are seeking care. To access those networks, click the appropriate links in the blue informational box.

If you cannot find a provider, please contact the GHO customer service department at 800-504-0443 and to receive additional assistance in finding the status of a specific provider. It is your responsibility to confirm your providers' continued participation in the appropriate network, and their accessibility under your benefit plan.

When you visit a participating PHCS, Multiplan, GHO or Optum or ASHN provider, present your ID card and pay the applicable copayment or coinsurance, depending on your benefit plan. Certain services require the provider to obtain prior authorization from GHO. Discuss this with your provider prior to receiving services. If you have any questions, please call customer service at 800-504-0443.



*Geisinger Health Options (GHO) is a service available through Geisinger Indemnity Insurance Company, an affiliate of Geisinger Health Plan (GHP). Geisinger Health Options service area covers 43 counties in Pennsylvania.