

PPO and HDHP plan members: How do I find a provider?



Bucknell
UNIVERSITY | FACULTY AND STAFF
HEALTH PLAN

For members enrolled in the PPO and HDHP plans, your Bucknell University Faculty and Staff Health Plan provides you with the advantage of combining several different provider networks. Using a network provider gives you the highest level of coverage available from your plan. While you will primarily use the Geisinger Health Options* (GHO) network, you also have access to the PHCS and Multiplan networks for services provided outside of the GHO service area. 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:

Choose “Find” on the left navigational bar. Select “Providers” and select either “Physician”, “Facility”, or “Other.” Search by city name or Zip code.

Step 3:

To search for providers outside of the GHO service area, look for the blue informational box and click the link to the PHCS and Multiplan networks. To search these networks, follow the instructions below. PHCS and Multiplan may not be used for care within the GHO service area.

1. Click the “Search for a doctor or facility” button

2. Indicate that you have the logo shown here on the back 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 perform the search beginning with the selection of this logo from the back of your ID card:



The GHO, PHCS and Multiplan 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 GHO, PHCS, Multiplan, 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.