



August 12, 2022

Dear Plan Participant,

Welcome to the Texas Educators 2022-23 health plan! There are many positive changes to this year's plan, and we are sending this communication so we may get a head-start and ensure your future access to healthcare providers. This year's plan includes a preferred provider network for your primary care, specialist, and other ancillary services. Good news! You have open access (i.e., no network requirements) for most inpatient and outpatient hospital/surgical services. These changes are positive, and we are here to help...

We will be with you every step of the way!

- ✓ **We want to get to know you!** Our team will be reaching out to you to share valuable plan and provider information. Therefore, please enter the following phone number in your phone so you will know it us when we call. **Concierge Number: 855.514.2930.**
- ✓ **We will help you determine if your doctor is in the network.** The network is the PHCS/Multiplan Provider & Ancillary network. You may access a self-service website at <https://www.multiplan.us/members/> and select PHCS > Practitioner & Ancillary or call us at **855.514.2930** for assistance.
- ✓ **We will outreach to your doctor if they are NOT in the Network.** By completing *the Provider Assistance Form*, we will have the information necessary to contact your doctor and explain your benefit plan before your next appointment. *If you have an upcoming appointment, please call us right away!*

What's Next?

If your doctor is in the Network, you are all set! You receive maximum benefits from a Network doctor so please mention the PHCS logo on your ID card when scheduling an appointment **after 9/1/2022.**

If your doctor is NOT in the Network, we are here to help! All we need is for you to complete the **Provider Assistance Form** by going to <https://tinyurl.com/SSTEHP> or scan the QR code below to fill out the form. *If these options do not work for you, please call us at 855.514.2930 and we will be happy to help!*



Upon receipt of your **Provider Assistance Form**, we will contact your provider. Historically we have a 96% success rate in securing access for you and we will update you when all is completed.

On the rare occasion the doctor is not willing to work with us, our team will contact you to find a satisfactory alternative.

Note: There is a 10% benefit reduction by not utilizing a Network doctor.

What to do if you need of hospital or surgical services. Simply call the concierge at **855.514.2930** and they will guide you through the process. This includes finding the best facility, securing required prior authorizations, etc.

Thank you for choosing the Texas Educators Network/Open Access plan and we look forward to servicing you!