

Quick Guide for PPO Members



of South Central Wisconsin

Members who have Connections PPO coverage can see providers nationwide and not be limited to a specific health care system. GHC-SCW contracts with Claritev (MultiPlan) to provide a broader choice of health care providers at an in-network benefit to members.

The logo on the front of your card indicates which national network you belong to.



Members should contact Claritev (MultiPlan) to confirm whether a provider is a part of their HealthEOS or PHCS network. Services received from contracted providers are covered at the in-network benefit level, while services from non-contracted providers are covered at the out-of-network benefit level.

To check a provider's network status, call the phone number on the back of your insurance card or visit the **MultiPlan Provider Search** at providersearch.multiplan.com.

1. Select your network (HealthEOS or PHCS). (The network logo is located on the front of your ID card.)
2. If prompted with "Do you see any of these statements on your benefits ID card," choose "I don't see any of these statements."
3. Search for your provider.

Members with Connections PPO coverage are not required to have a prior authorization (PA) to see a Primary Care Provider (PCP) or a specialty provider.

- A PA may be needed for other services listed here: ghcscw.com/plan-providers/prior-authorization
- Your provider may submit a PA request here: ghcscw.com/form/prior-authorization
- Failure to submit a PA may result in reduced payment or application of a penalty.

Members should contact GHC-SCW Member Services for questions about insurance benefits and claims, such as co-pays, deductible, coinsurance, services needing a Prior Authorization, maximum out-of-pocket, etc.

Claritev (MultiPlan) Frequently Asked Questions: claritev.com/members/

Important Phone Numbers:

- PHCS Network: (800) 922-4362
- HealthEOS Network: (800) 279-9776
- GHC-SCW Member Services can be reached Monday through Friday, 8 a.m. to 5 p.m. by:
 - Calling (608) 828-4853 or toll-free (800) 605-4327
 - Sending a message through [GHCMYChartSM](#)

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