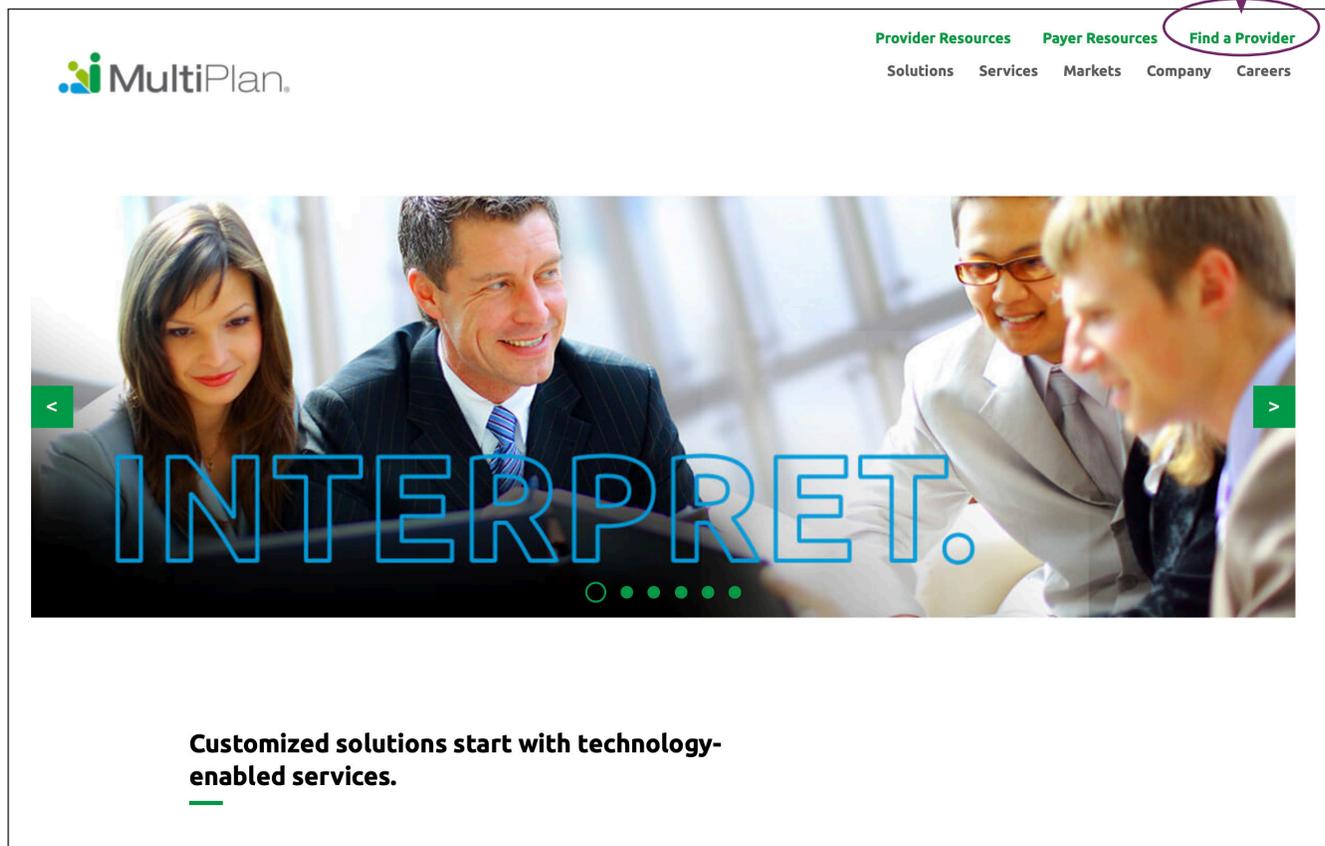


Penn State Milton S. Hershey & St. Joseph Medical Center provider search instructions

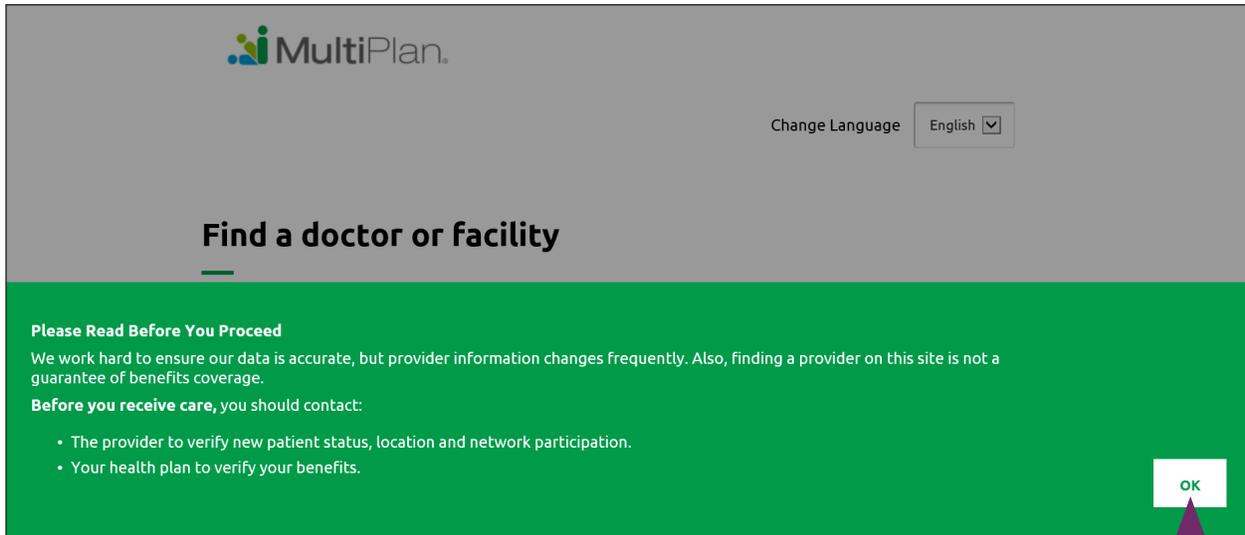
To find a Penn State Milton S. Hershey or St. Joseph Medical Center provider, you must use the PHCS/MultiPlan search tool at www.multiplan.com.

1. Click **Find a Provider**.



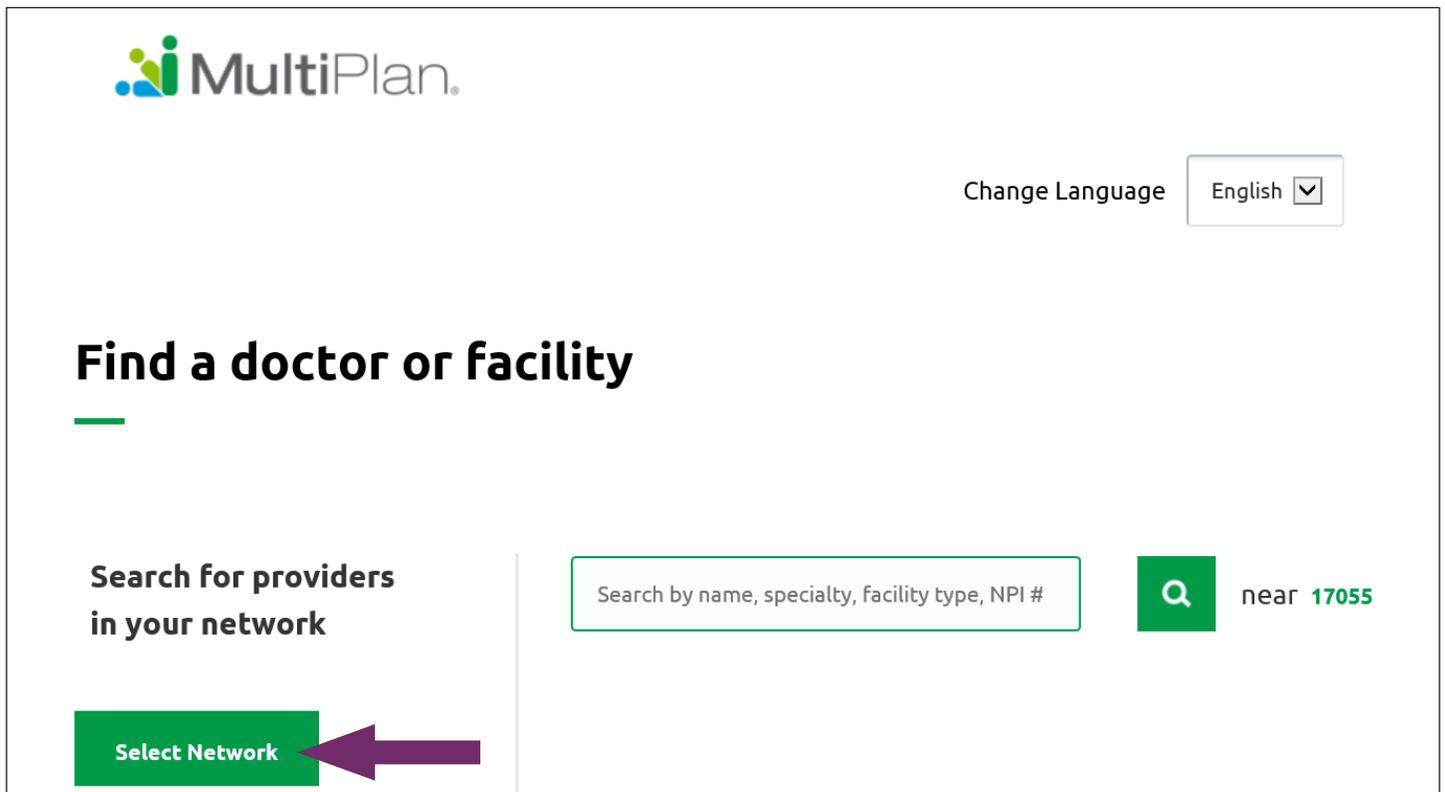
The screenshot shows the MultiPlan website interface. At the top left is the MultiPlan logo. On the right side, there is a navigation menu with the following items: [Provider Resources](#), [Payer Resources](#), [Find a Provider](#) (circled in purple), [Solutions](#), [Services](#), [Markets](#), [Company](#), and [Careers](#). Below the navigation menu is a large banner image featuring four people in business attire looking at a laptop. The word "INTERPRET." is overlaid on the image in large, blue, outlined letters. Below the banner, the text "Customized solutions start with technology-enabled services." is displayed, with a small green underline under the word "services".

2. Click **OK** to close the pop-up box.



The screenshot shows a grey header with the MultiPlan logo and a 'Change Language' dropdown menu set to 'English'. Below the header is a green section with the title 'Find a doctor or facility'. A white box with a green border contains the text: 'Please Read Before You Proceed', 'We work hard to ensure our data is accurate, but provider information changes frequently. Also, finding a provider on this site is not a guarantee of benefits coverage.', and 'Before you receive care, you should contact:'. Below this are two bullet points: 'The provider to verify new patient status, location and network participation.' and 'Your health plan to verify your benefits.'. A white 'OK' button is located in the bottom right corner of the green section, with a purple arrow pointing to it.

3. Click **Select Network**.



The screenshot shows the MultiPlan search page. The header includes the MultiPlan logo and a 'Change Language' dropdown menu set to 'English'. The main heading is 'Find a doctor or facility'. Below this is a search section with the text 'Search for providers in your network' on the left. In the center is a search input field with the placeholder text 'Search by name, specialty, facility type, NPI #'. To the right of the input field is a green search button with a magnifying glass icon and the text 'near 17055'. At the bottom left, there is a green 'Select Network' button with a purple arrow pointing to it.

4. Select **PHCS**.

Which network would you like to search?
(usually a logo on the front or back of your benefits ID card)

- PHCS** ←
- MultiPlan
- HealthEOS
- ValuePoint
- Beech Street
- AMN, RAN, and/or HMN
- First Choice Health Network
- I don't see one of these

5. Select **Hospital Only** for Penn State Milton S. Hershey Medical Center/St. Joseph Medical Center or **Practitioner & Ancillary** for other Penn State Milton S. Hershey/St. Joseph providers.

Back

Do you see any of these statements on your benefits ID card?
(usually immediately below the logo)

- Out of Area
- Extended PPO
- Limited Benefit Plan
- Practitioner Only
- Hospital Only** ←
- Practitioner & Ancillary** ←
- Preventive Services Only
- Specific Services
- Healthy Directions
- I don't see any of these statements

6a. To search for a facility/hospital, enter its name and ZIP code, then click on the magnifying glass.

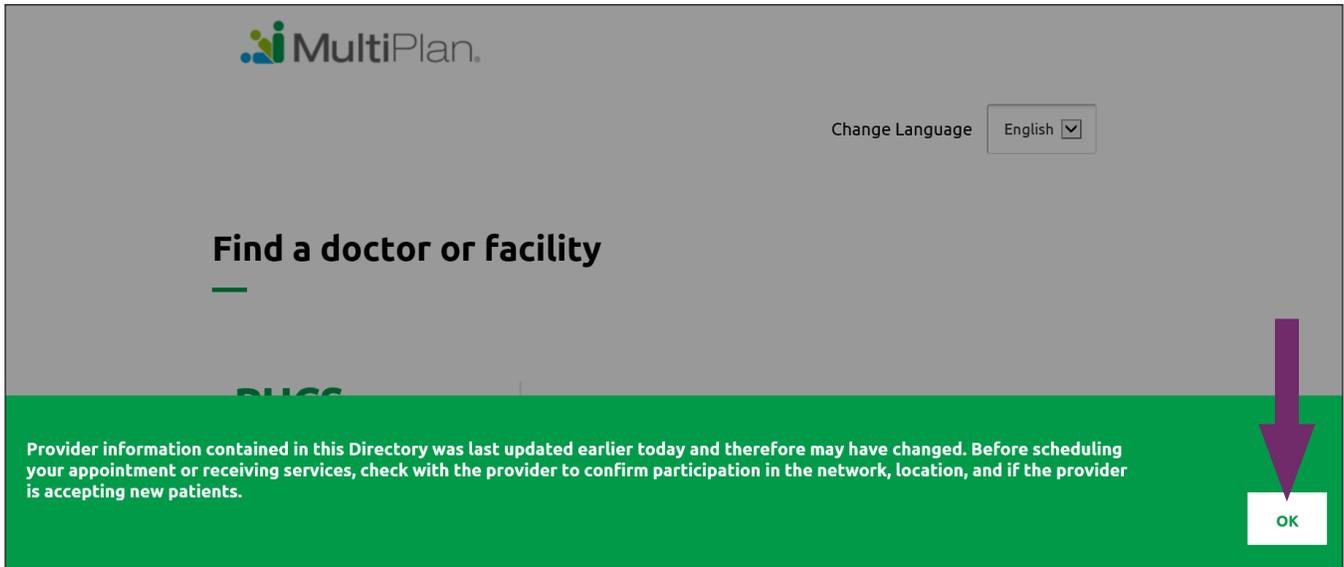
The screenshot shows the PHCS search interface. At the top left is the PHCS logo. Below it is a green button labeled "Change Network" and a checkbox labeled "Remember my network". A purple arrow points from the "Change Network" button to the search input field. The search input field contains the text "Hershey" and a clear button (X). To the right of the search field is a magnifying glass icon and the text "near 17055", where "17055" is circled in purple. Below the search bar, the text "You have access through our network to participating acute care hospitals only." is displayed. Further down, the search results are shown: "1 results for 'hershey' near 17055". There is a "Printer Friendly" link and a "Sort by" dropdown menu set to "Distance (approx.)". A "Refine Results" section contains an "Apply Filters" button. The search result for "Milton S Hershey Medical Center" is circled in purple. It includes a hospital icon, the name "Milton S Hershey Medical Center", the address "500 University Dr, Hershey, PA 17033", the phone number "717-531-8521", and the distance "14.84 Miles".

6b. To search for a practitioner, enter his or her name or specialty, then provide the ZIP code and click the magnifying glass.

The screenshot shows the PHCS search interface for finding a doctor or facility. At the top left is the PHCS logo. Below it is a green button labeled "Change Network" and a checkbox labeled "Remember my network". A purple arrow points from the "Change Network" button to the search input field. The search input field contains the text "Cartee" and a clear button (X). To the right of the search field is a magnifying glass icon and the text "near 17055", where "17055" is circled in purple. Below the search bar, the text "Your access through our network does not include acute care hospitals." is displayed. Further down, the search results are shown: "1 results for 'Cartee' near 17055". There is a "Printer Friendly" link and a "Sort by" dropdown menu set to "Distance (approx.)". A "Refine Results" section contains "Apply Filters" and "Reset Filters" buttons, and a "Location" filter. The search result for "Cartee, Todd V, M.D." is circled in purple. It includes a person icon, the name "Cartee, Todd V, M.D.", the specialty "Dermatology", the address "3025 Market St, Ste A, Camp Hill, PA 17011", the phone number "800-243-1455", a "View all Locations" link, and the distance "5.79 Miles".

Note: To switch your search from a facility to a practitioner (or vice versa), click **Change Network**.

7. Click **OK**.



The screenshot shows the MultiPlan website interface. At the top left is the MultiPlan logo. To the right is a 'Change Language' dropdown menu set to 'English'. The main heading is 'Find a doctor or facility'. Below this is a green notification banner with white text that reads: 'Provider information contained in this Directory was last updated earlier today and therefore may have changed. Before scheduling your appointment or receiving services, check with the provider to confirm participation in the network, location, and if the provider is accepting new patients.' In the bottom right corner of the banner is a white button with the text 'OK'. A purple arrow points down to this button.

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