



Welcome to The Health Plan

The Health Plan is excited to be your medical and pharmacy benefits administrator beginning July 1st, 2019. As the plan administrator, The Health Plan will be responsible for answering any questions you may have about the coverage as well as processing your medical and pharmacy claims. Below you will find our customer service information should you need to contact us for any reason. Our customer service representatives are available 8:00am to 8:00pm EST. We also offer a 24 hour pharmacy services line should you have any issues getting a prescription filled. After July 1st, you will also have access to the member portal available at www.healthplan.org. Once you register you will be able to view claims, print an ID card and view how services are covered under your plan.

Your medical provider network will also be different starting July 1st. For physician services, primary care and specialist type services, you will have access to the PHCS nationwide network of providers. For hospital services there is no network and you may choose any hospital you or your provider wishes to use. To find a PHCS provider please see the directions below.

Medical Customer Service:

1-888-816-3096

8:00 am – 8:00 pm EST

Follow Prompts for 24 hour Nurse Line

Pharmacy Customer Service:

1-800-624-6961

Available 24 hours a day, follow after hours prompts

To Find a PHCS Provider:

Visit: www.phcs.com

Step 1- Click on the green “select network” box

Step 2- Select PHCS

Step 3- Select Practitioner Only

You can then enter the provider name or type of provider you are looking for



Follow Prompts for 24 hour Nurse Line



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