Instructions to Employees when needing to make an Appointment

If you are seeking services from a Doctor
For example: Primary Care Physician
1. Go to the Multiplan/PHCS website and check to see if they are part of the network this can be found at https://www.multiplan.us/
2. If you call the provider ask them if they are part of the Multiplan/PHCS network. Do not ask if they take GPA Insurance
3. If they are part of the network make the appointment
4. If they are not part of the network you then have a choice to find a provider in network or you can visit this Provider and there may be a portion of the bill not covered and you may have added cost

If you are seeking services from a Facility
For example: Need MRI, Cat scan or Hospital
1. When calling to make an appointment and they ask about your insurance tell them your plan is self-insured and GPA Administers/facilitates payments to providers on the behalf of the plan
2. If the facility has questions or indicates that they don’t accept the insurance, please ask them to call 800-716.2852 and speak to a representative from GPA
3. If you make an appointment and when you arrive they say they don’t take your insurance please have them call GPA at 800-716-2852
4. If you still have an issue please inform Human Resources. Human Resources will work with your broker Haylor, Freyer & Coon who will escalate this with GPA until resolved