

PHCS

Customized for

*Hometown
Health* 

 MultiPlan.

Routine Care Access for members who live and work outside of Nevada and/or have been approved/meet requirements for National Network coverage through PHCS Multiplan

Hometown Health Members who have been approved for (have met requirements) and have been enrolled in the *out of state network* must utilize the [PHCS network](#) of providers through Multiplan:

- Members can access providers/service by visiting the [PHCS website Customized for Hometown Health](#) and selecting either a provider name, city, county or zip code.
- When making appointments with providers please notify them you are utilizing [PHCS Multiplan Network](#) (this is the network the providers are contracted with and will recognize-*Hometown Health* is not a national carrier and may not be recognized at the provider/facility)

Urgent and Emergent care needed out of state is also accessed through this website.

- Only providers who are contracted with [PHCS Multiplan](#) will be considered **in-network** (If the service requires an authorization, the authorization must be obtained prior to service through Hometown Health)
- Be aware when accessing medical care at a **walk- in clinic**, that these facilities may **not** be part of the [PHCS Multiplan](#) Network. Always confirm that a provider or facility is contracted with the [PHCS Multiplan](#) Network in order to ensure that you will be covered as **in-network**.
- **Pharmacy information can be accessed at [Hometown Health Pharmacy Services](#).**
 - Pharmacy coverage questions can be directed to the Hometown Health Pharmacy Team at 844-373-0970. The fax number for our Pharmacy team is 866-521-9916.

Members can contact **Hometown Health** Customer Service at 775-982-3232 or 1-800-336-0123 (TTY Relay Service 711) Monday-Friday 7am-8pm Pacific Standard Time, for any questions regarding benefits, claims, eligibility or authorizations for services OR email at Customer_Service@hometownhealth.com.