Out-of-Area Provider Search — UPMC

UPMC members can access the PHCS Multiplan network to find a provider outside of western Pennsylvania.

- **UPMC members with a primary address outside of Pennsylvania** have automatic access to the PHCS Multiplan network.
- **UPMC members and dependents with a primary address in Pennsylvania** should contact the Office of Human Resources at hr-help@andrew.cmu.edu or 412-268-4600 to request access to the PHCS Multiplan network.

Follow the instructions below to search the network for a provider by name or type.

- Go to: [upmchealthplan.com](http://upmchealthplan.com).
- Along top right, click on Find Care.
If you are a member, you can enter information under the “I’m a Member” tab. However, member or not, you can also search under “I’m Just Browsing.”

- Select **Medical** for care type.
- Enter the name of the provider you are searching for, or select the type of provider or facility (e.g., Primary Care Provider (PCP)).
- Enter **City, State or Zip** and select mile radius under **Distance**.
- Click **Search**.
If location is outside of UPMC Health Plan network/service area, the error in yellow will appear. Click on “Find care outside UPMC Health Plan’s service area.”
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The location you entered is outside UPMC Health Plan's service area.

If you are a member and are:
- Traveling and in need of emergency or urgent care
- Enrolled in an extended network/out-of-area plan
- A dependent attending school/living outside UPMC Health Plan's service area

Find care outside of UPMC Health Plan's service area:
- For help obtaining care outside UPMC Health Plan's service area, please call a Health Care Concierge at 1-844-881-4146.
- For other options, please click one of the links below:
  - Care in Ohio
  - UPMC Employees: Care Outside Western Pa. and Ohio
  - All Other Members: Care Outside Western Pa. and Ohio
  - Learn about Travel Coverage with Assist America

- Select link in purple that applies to where you reside (“All Other Members: Care Outside Western Pa. and Ohio”).
- Clicking on “All Other Members: Care Outside Western Pa. and Ohio” should open a new tab and take you to the PHCS Multiplan site for UPMC Health Plan.
- Click OK on bottom right to proceed.
Once you click **OK**, you can enter the search criteria in the green outlined boxes

- The example above used search criteria “Primary Care Physician” and zip code “22201.”
- Clicking on the “search” icon brought up the results defaulted to within 20 miles of zip code 22201.

- There is the ability to increase distance and filter further.