

How To Find A Provider in Your Network

Puget Sound Region

Welcome! First Choice Health (FCH) is the administrator of MultiCare’s MyConnected Care, PPO Standard, and HDHP benefit plans for employees designated as part of the Puget Sound Region. We’re here to deliver network access, manage medical claims, and provide customer service to members.

NOTE: It is your responsibility to verify benefits and the network status of a provider prior to an appointment, and to understand how the claim for benefits will be processed based on the network status of the billing provider. If your provider refers you somewhere for a follow-up service, that does not necessarily mean that the referred or follow-up service will be covered at the same network benefit level. You are encouraged to review your plan materials and verify with FCH and the provider office how the billed service will be covered under your health plan.

Understanding Your Network Tiers

Your FCH benefit plans include the following provider networks.

The choices you make for where you seek care and services will have a direct impact on managing your out-of-pocket expenses.

| TIER 1: MultiCare Connected Care | TIER 2: First Choice Health Network | TIER 3: Prov/Swed/VMFH/ PacMed |
|--|--|---|
| You will receive the highest level of benefits and lowest member out-of-pocket expenses for seeking care within the MCC network. Includes MultiCare providers and independent community providers contracted with MCC CIN within WA State. | You will receive a higher level of benefits when using providers within the FCH network. Includes contracted providers in Alaska, Idaho, Oregon, Washington, Montana, Wyoming, North Dakota, and South Dakota. | Your out-of-pocket expenses will be greater for services received at Providence (WA State), Swedish, Virginia Mason Franciscan Health, and Pacific Medical Centers. |

Providers and facilities not included in Tiers 1-3 are considered Out of Network (OON). Services will be covered under the Tier 4 OON benefit level. Please refer to the Summary Plan Document (SPD) for details.

Do you or a covered dependent need to receive care outside of the FCH service area?

The [First Health Network](#) is the provider network for participants and/or their dependents who live or work outside of the FCH service areas. Services obtained from a First Health provider/facility will be covered at the Tier 2 benefit level.

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Don't wait until you're sick to find a provider. Establishing a primary care provider before you get sick is an important step in managing your overall health while keeping your healthcare costs down.

STEP 1

To search for providers, go to www.fchn.com/multicare and click the "Provider Network Search" link.

STEP 2

Review the networks available and click on your selection:

Tier 1: Click here to search within the MultiCare Connected Care network, to receive the highest level of benefits.

Tier 1, Naturopaths: Search for Naturopaths within the MCC network. Providers will still be in Tier 1.

Tier 2: Click here to search within the FCH Network, for LOCAL results, to receive a higher level of benefits.

Tier 2: Click here to visit the First Health Network provider search page, for results outside the FCH service area. Providers will still be in Tier 2.

Tier 3: Click here to search for providers within Tier 3 (Providence [WA State], Swedish, Virginia Mason Franciscan Health, and Pacific Medical Centers).

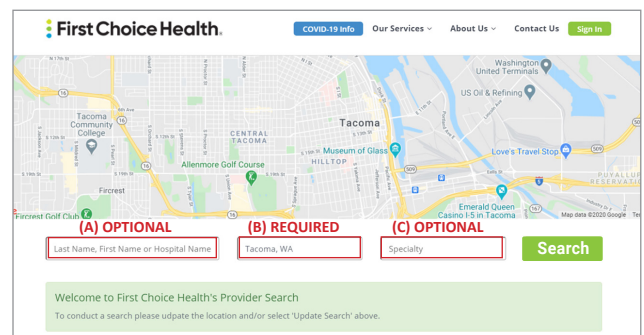
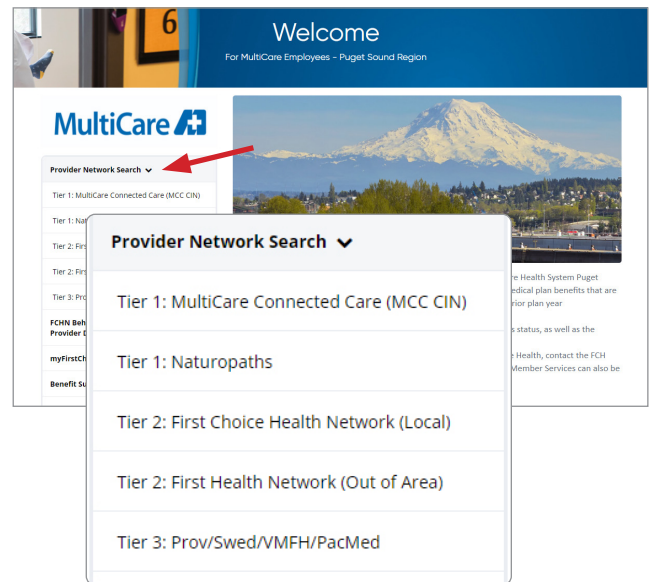
STEP 3

On the FCH Provider Search web page, begin your search by (A) entering a Last Name, First Name, or Hospital in the first field (optional); (B) entering a City, Zip Code, or Address in the second field (required); or (C) enter a Specialty in the third field (optional). Click "Search" to proceed.

STEP 4

You will receive a list of all search results along with a map which displays the first ten providers. You can further refine your results using the filters on the left-hand side.

Note: If you perform a search by a specific clinic, you must select the clinic to view the in-network providers at that clinic.



If you need assistance locating a provider, please contact a Customer Care Representative at **888-889-1112** Monday through Friday, 8am to 5pm PST.