HOMESTEAD
SMART HEALTH PLANS

Provider Assistance

Are you concerned about an upcoming appointment? Or do you need help finding a provider?

At Homestead, we help you receive care within a growing community of healthcare providers.

Please be sure to check if your provider is already listed in our directory. You can do so by visiting **https://www.homesteadproviders.com.**

If you find your doctor there, you're all set! They are already actively working with our members and you can go right ahead with scheduling an appointment. Your provider participates with the PHCS Practitioner Only network or our Claim Watcher program. The directory indicates the affiliation of the provider. Please mention the appropriate logo on your ID card when scheduling an appointment after your plan's effective date.

If your existing provider is not found, please scan this QR code -
this will bring you directly to our provider assistance page.
Here you will be able to list providers you plan on seeing
in the next 90 days. We will contact them to confirm benefits
before your visit.

To make sure that everything goes smoothly, our Concierge team will help explain your benefit plan coverage to your chosen provider.

You will receive a follow up call close to your appointment date. We will let you know that our concierge team has reached out to your provider. You will be all set!

Do not pay full charges at time of service.

There are no additional costs to see a provider outside the PHCS Practitioner Only network or Claim Watcher program, as long as you fill out the form or call Member Services prior to your appointment. We will work with your provider to ensure that you are not required to pay the full charged amount.

Homestead's provider team has a 98% success rate in getting our clients seen by the provider of their choice. On the rare occasion when a provider is not willing to work with us, our team will find you alternate providers willing to work with the plan.

If you have questions, call the Member Services phone number on the front of your ID card – **we're here to help you every step of the way!**