



## How to Search for U.S. Providers:

1. From the MetLife EBenefits website [www.metlifeexpat.com](http://www.metlifeexpat.com) choose “Tools”

**MetLife**

Home About Us Products and Solutions Medical Assistance Services eBenefits **Tools**

**Expatriate Benefits**  
Benefit Solutions for Expatriate and Mobile Overseas Personnel

**eBenefits**  
Your online service area available 24/7 to answer many of your benefit questions  
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**Products**

**Emergency Services**

**Contact Us**

**Australia: Accessing Quality Healthcare**  
MetLife offers quality healthcare to expatriate employees in Australia through our partnership.

2. Choose “U.S. Provider Search”

**MetLife**

Home About Us Products and Solutions Medical Assistance Services eBenefits **Tools**

**US Provider Search** [Print](#)

[US Provider Search](#)  
[FAQs](#)  
[Travel Resources](#)  
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You can search for a US provider through MetLife's administrator, AmenHealth Administrators, by using the PHCS/Multiplan Network page.

Select "PHCS Network (PPO)", click "Submit", then choose provider type. Continue search by provider type and/or address.

To find a US network pharmacy, search the FutureScripts website.

Please note: Provider status is subject to change. We encourage you to contact your provider to confirm their network status as a participating provider. For additional assistance in finding a participating provider in your

**eBenefits**  
Your online service area available 24/7 to answer many of your benefit questions  
[Login](#)

**Popular Links**  
[Contact Us](#)  
[Medical Assistance Services](#)  
[Tools](#)

3. Choose the link for “PHCS/Multiplan”

The screenshot shows the MetLife website's 'US Provider Search' page. The navigation bar includes 'Home', 'About Us', 'Products and Solutions', 'Medical Assistance Services', 'eBenefits', and 'Tools'. On the left, there are links for 'US Provider Search', 'FAQs', 'Travel Resources', and 'Form Download'. A central image shows a close-up of a keyboard key with an 'X' symbol. On the right, there is an 'eBenefits' section with a 'Login' button and a 'Popular Links' section with links for 'Contact Us', 'Medical Assistance Services', and 'Tools'. A text box at the bottom left contains instructions for searching for a US provider, with the link 'PHCS/Multiplan Network page' highlighted in red.

You can search for a US provider through MetLife's administrator, AmeriHealth Administrators, by using the [PHCS/Multiplan Network page](#).

Select "PHCS Network (PPO)", click "Submit", then choose provider type. Continue search by provider type and/or address.

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4. Choose PHCS for primary network if asked to “Identify Your Network Logo.” However you may be automatically redirected to the PHCS search page in which case skip to #5.

The screenshot shows the 'Identify Your Network Logo' page. At the top, there is a green 'Search' button. Below it, the page title 'Identify Your Network Logo' is followed by a 'Logo Help' icon. The main text explains how to identify the healthcare network logo from a benefits ID card. Below the text, there is a section titled 'Front of Card:' with two tabs: 'Most common logos' and 'Other network logos'. Under 'Most common logos', there are four options: 'PHCS' (selected with a red box), 'PHCS Healthy Directions' or 'Extended PPO', 'HealthEOS', and 'HealthEOS Select'. Under 'Other network logos', there is one option: 'HealthEOS MultiPlan'. A note at the bottom states '(HealthEOS logos may also include "Plus" and/or "+")'.

**Search**

**Identify Your Network Logo** [Logo Help](#)

To correctly identify your healthcare network, choose the logo displayed on your benefits ID card. You can choose only one logo. If you see more than one matching logo on the front or back of your card, choose the best matching logo in this order: HealthEOS, then PHCS (or the words "Healthy Directions" or "Extended PPO"), then MultiPlan. Need help? Click on the Logo Help icon above.

**Front of Card:**

**PHCS**  "PHCS Healthy Directions" or "Extended PPO"  **HealthEOS**  **HealthEOS Select**

**MultiPlan**  **HealthEOS MultiPlan**

(HealthEOS logos may also include "Plus" and/or "+")

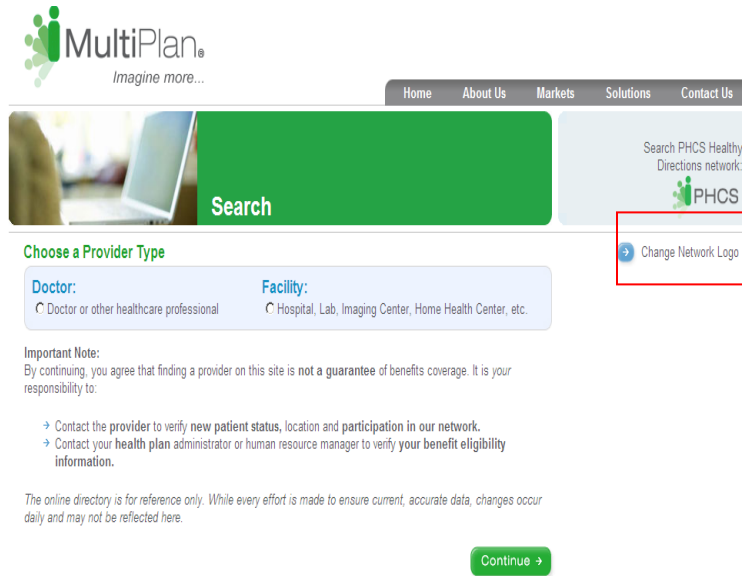
5. Choose Doctor or Facility and hit Continue.

The screenshot shows the MultiPlan PHCS search interface. At the top left is the MultiPlan logo with the tagline "Imagine more...". A navigation bar contains links for Home, About Us, Markets, Solutions, and Contact Us. A large green "Search" button is prominent. To the right, there is a search bar with the text "Search on below logo:" and the PHCS logo. Below the search bar, the "Choose a Provider Type" section is active, with two radio button options: "Doctor: Doctor or other healthcare professional" and "Facility: Hospital, Lab, Imaging Center, Home Health Center, etc.". An "Important Note" section follows, stating that continuing does not guarantee benefits coverage and providing instructions to contact the provider or health plan administrator. A "How well is PHCS Network working for you?" survey link is also present. At the bottom, there are "Back" and "Continue" buttons.

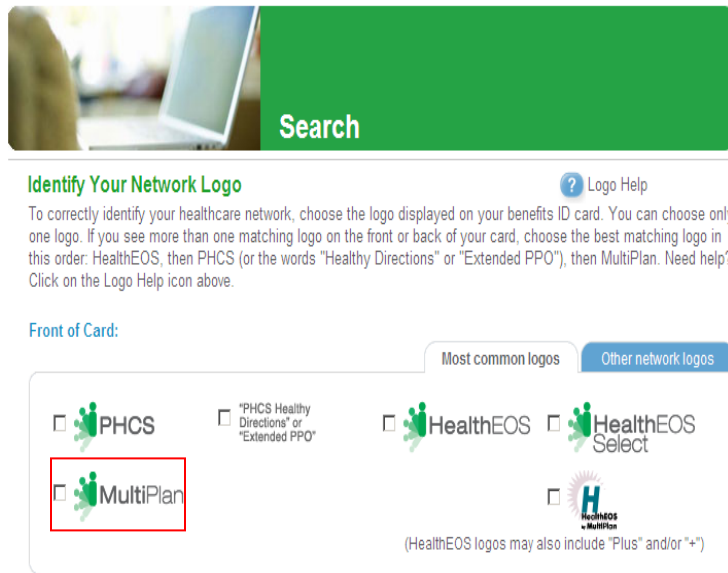
6. Type in the location or zip code of the provider you are searching for. You can also search by specialty and name.

The screenshot shows the "Enter search criteria" section of the MultiPlan PHCS search interface. It includes a "Search Help" link. The "Location:" section has a dropdown for "Exact" miles of ZIP code, a "Zip Code:" input field, and "or" options for "City:", "State:", and "County:". The "Type of Doctor:" section has dropdown menus for "Specialty:", "Behavioral Health:", "Primary Care:", "Surgery:", and "All Specialties:". The "Name:" section has input fields for "Doctor's Name" with "First:" and "Last:" sub-labels. A "More Search Options" section is partially visible. At the bottom, there are "Back" and "Continue" buttons.

7. If you can't locate your provider in the PHCS network try looking in the Multiplan network by choosing "Change Network Logo"



8. Choose "Multiplan" on the Front of your Card and continue searching like above.



**If you have any questions regarding your U.S. Network Access please contact the U.S. Customer Service Team at 888.972.8244.**

