



Allies Employees,

Homestead Smart Health Plans provides open access to your healthcare providers. To make sure that everything goes smoothly, our concierge service will help explain your benefit plan coverage to your healthcare providers.

*Are you concerned about an upcoming appointment? Need help finding a provider? Call us on the Homestead customer service line at **855-869-1574**. We'll be with you every step of the way!*

To get started,

(1) Use this tool to see if your doctors already participate with your plan:

<https://www.homesteadproviders.com>

If you find your doctor, you are all set! 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.

(2) If you don't find your doctor using that tool, we're here to help you! All we need to get started is your healthcare provider's information. Use the link or QR code below to fill out the form:

<https://tinyurl.com/HSHPallies>



If you fill out the form for providers not found at <https://www.homesteadproviders.com>, you will receive a follow up call close to your appointment date or effective 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 Customer Service 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 us at 855-869-1574 and we will be happy to assist you.