



June 23, 2014

Dear Member,

Our records show that you reside outside of the VIVA HEALTH service area. At VIVA HEALTH we understand the importance of access to care and have partnered with Private Healthcare Systems (PHCS), a network offering of MultiPlan, Inc., to provide continuous care to members who reside outside of the VIVA HEALTH service area.

MultiPlan's PHCS has more than 560,000 practitioners, 5,000 hospitals, and 85,000 specialty care facilities that participate in the PHCS network, so it's easy to find a participating provider in any area of the country. MultiPlan offers online search capabilities so you can locate the care you need 24 hours a day, seven days a week. You can even view and print personalized provider directories and maps directly from their website. To learn more about MultiPlan's PHCS network, or for network questions, visit the MultiPlan website at [www.multiplan.com](http://www.multiplan.com) or give MultiPlan a call at 1-800-922-4362.

For questions concerning benefits coverage and eligibility, pre-authorization requirements, the status of claims, or to locate a VIVA HEALTH participating provider in Alabama, please continue to contact VIVA HEALTH Customer Service directly at 1-800-294-7780 or visit our website at [www.vivahealth.com](http://www.vivahealth.com).

We appreciate your membership with VIVA HEALTH and look forward to continuing to serve you.

Sincerely,

VIVA HEALTH Commercial Customer Service