



Plan Central

Member Portal Learning Guide



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Introduction

Apex Benefits Services is proud to introduce the all-new Plan Central web portal for members. Our team of account managers, information technology professionals, and eligibility specialists worked together to provide you with an attractive, intuitive, and convenient way to manage your healthcare benefits. The new Plan Central was completely developed in-house at Apex and all changes and enhancements will be handled by our internal Plan Central development specialists.

The Plan Central Admin portal provides convenient, secure access to members plan information, including eligibility, claims history and authorizations.

As with any online application, you will need to familiarize yourself with how the system has been designed, what features it includes, and how the features should be used. This guide will help you accomplish these tasks.

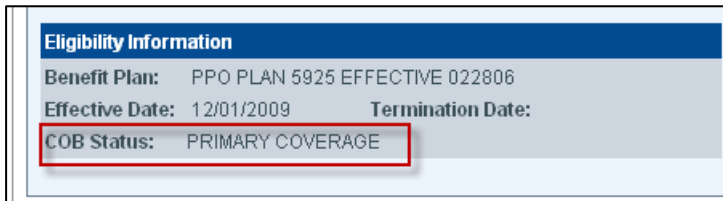
Hurray! The new
Plan Central is
finally here!



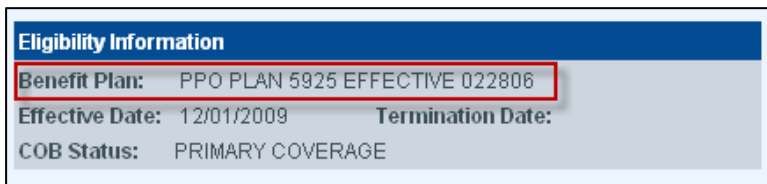
Enhancements in the New Plan Central

Along with a fresh look and feel, the new Plan Central features the following enhancements:

- **Coordination of Benefits (COB) status** – Indicates whether Apex is primary or secondary. For members who have not returned the COB questionnaire, the status will display as *WR*.



- **Deductible Information** – will display how much has been applied to the member's in network or out of network deductible
- **Benefit Plan Type** – displays the type of plan (PPO, POS, Medicare, etc) along with the plan number for fully insured commercial plans. If the plan is self funded the employer name appears as the plan name.



- **Expanded Plan Benefits** – Benefits displayed mirror the schedule of benefits that is sent to the member when a member enrolls with the plan.

Summary Of Benefits

This information is only a summary. For complete benefit information, including any limitations on services or exceptions to co-pays, co-insurance or deductibles, please click on the link(s) below to view the document(s) pertaining to your benefit plan.

- [Schedule of Benefits](#)
- [Pharmacy Rider](#)

Effective Date: 5/1/2009

Note: Percentages indicate what the Plan pays.

PPO PLAN 5925 EFFECTIVE 022806

Description	In Network	Out of Network
General Information		
Individual Deductible	\$0	\$500
Family Deductible	\$0	\$1,000
Individual Out-of-Pocket Maximum	\$0	\$1,500
Family Out-of-Pocket Maximum	\$0	\$3,000
Medical Coinsurance	90%	60%
Individual Lifetime Benefit Max	\$2,000,000	\$1,000,000
Family Lifetime Benefit Max	n/a	n/a
Office Services		
Primary Physician Visit	\$20	60% *
Gynecological Office Visit	\$20	60% *
Specialist Office Visit	\$20	60% *
X-Ray, Laboratory and Other Diagnostic Services		
Laboratory/X-ray Service	90% *	60% *

- **Change PCP** – Members who are required to select a primary care physician can use this tool to pick a different doctor.

Accessing Plan Central

Plan Central is accessible via <https://plancentraldemo.Apex-Benefits.com>.

Plan Central Welcome Page

The Plan Central Welcome page is shown below. First time users, including those who used the previous Plan Central application, will need to register.



Log In to Plan Central

Getting started is easy!

Log in with your User Name and Password or register by clicking on the appropriate link below.

User Name

Password

Log In

[Forgot Password](#)

New to Plan Central? Register Now!

- [Member Registration](#)
- [Employer Registration](#)
- [Provider Registration](#)

Why create a Plan Central account?

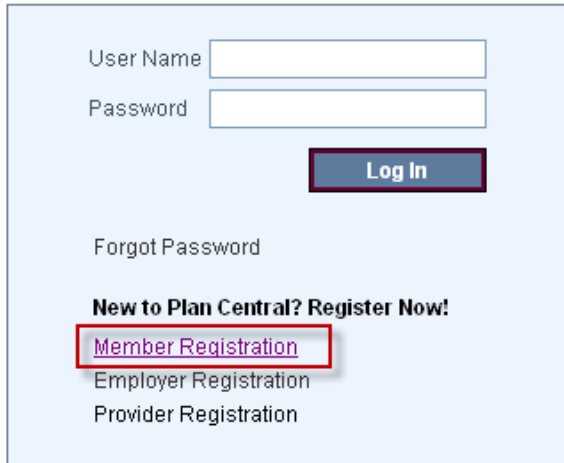
Enjoy secure, 24-hour access to:

- Benefit information
- Claim lookup
- Deductible information
- Prior authorization status
- Plan documents

A silver laptop is shown from a three-quarter view, displaying the Plan Central website interface on its screen.

Registration

1. Click the *Member Registration* link to proceed.



User Name

Password

Log In

[Forgot Password](#)

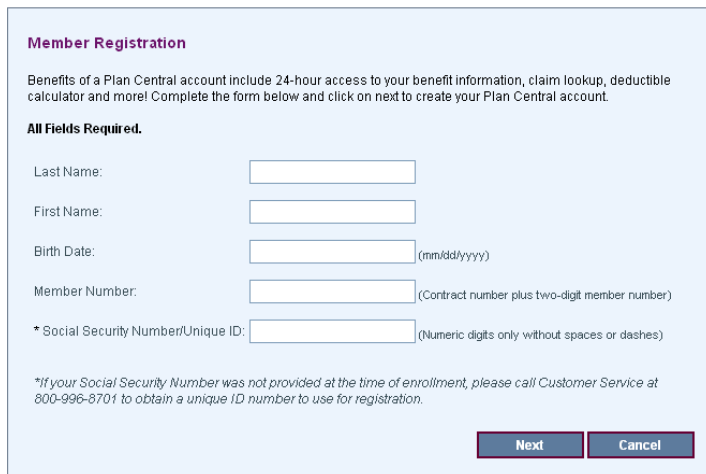
New to Plan Central? Register Now!

[Member Registration](#)

[Employer Registration](#)

[Provider Registration](#)

2. Complete the requested information and then click *Next*.
3. Review and then click the check box to accept the *Terms and Conditions*; click *Continue*.
4. Complete the requested information and then click *Submit*.



Member Registration

Benefits of a Plan Central account include 24-hour access to your benefit information, claim lookup, deductible calculator and more! Complete the form below and click on next to create your Plan Central account.

All Fields Required.

Last Name:

First Name:

Birth Date: (mm/dd/yyyy)

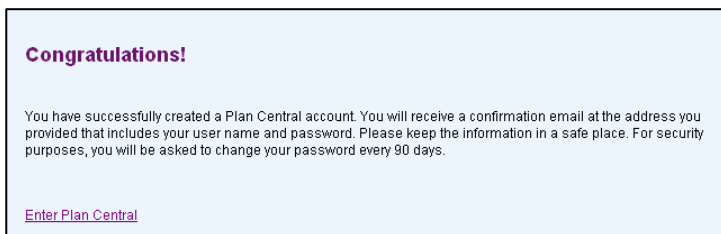
Member Number: (Contract number plus two-digit member number)

* Social Security Number/Unique ID: (Numeric digits only without spaces or dashes)

*If your Social Security Number was not provided at the time of enrollment, please call Customer Service at 800-996-8701 to obtain a unique ID number to use for registration.

Next **Cancel**

5. The confirmation page will be displayed.



Congratulations!

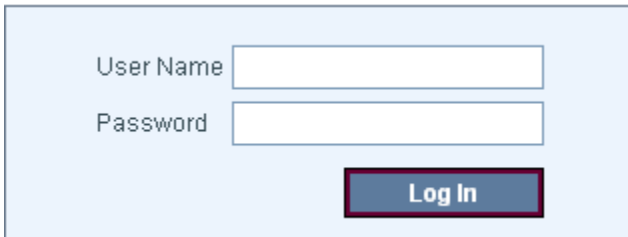
You have successfully created a Plan Central account. You will receive a confirmation email at the address you provided that includes your user name and password. Please keep the information in a safe place. For security purposes, you will be asked to change your password every 90 days.

[Enter Plan Central](#)

6. Click the *Enter Plan Central* link to log in to the newly created account.

Log In

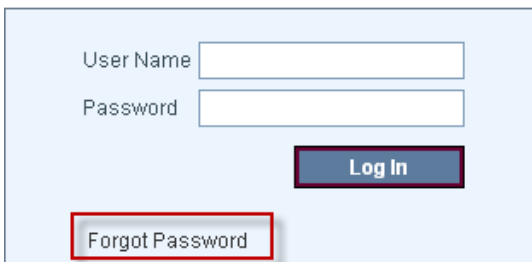
To log in to your Plan Central account, enter your User Name and Password. The password is case sensitive. Then, click *Login*.



A light blue rectangular form containing two input fields. The first field is labeled "User Name" and the second is labeled "Password". Below the fields is a dark blue button with the text "Log In" in white.

Forgotten Password

1. To retrieve a forgotten password, click the *Forgot Password* link.



A light blue rectangular form containing two input fields labeled "User Name" and "Password", and a dark blue "Log In" button. A red rectangular box highlights a link labeled "Forgot Password" located below the "Log In" button.

2. Enter your User Name and click *Get Password*.

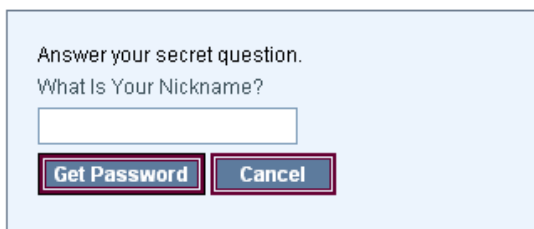
Forgot Password



A light blue rectangular form with the heading "Enter your username." Below the heading is a "User Name:" label followed by an input field. At the bottom are two buttons: "Get Password" and "Cancel".

3. Next, provide the answer to your secret question. Then, click *Get Password*.

Forgot Password



A light blue rectangular form with the heading "Answer your secret question." Below the heading is the question "What Is Your Nickname?" followed by an input field. At the bottom are two buttons: "Get Password" and "Cancel".

4. An email will be automatically sent to the address you provided in your personal Plan Central profile.


My Profile

Access the My Profile page to change your name, phone number, email address, or password. Hover over *My Settings* then click *My Profile* to view the profile.



My Benefits | My Claims | My Authorizations | FAQ | My Settings

My Profile
Manage My Access



My Profile

Edit User Details

First Name: Last Name:

Phone: Phone Ext:

Email:

Update Profile

Change Password

Current Password:

New Password:

Confirm Password:

Change Password

Passwords must be alphanumeric and between 8-12 characters in length.

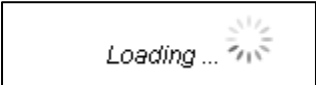
Automatic Sign Out

As a security measure, Plan Central automatically signs out any user who has not actively used the system for 30 minutes. Plan Central will prompt the user to log back in to the system.




Processing Data Indicator

When the application is processing data, such as search criteria, the "Loading" indicator will appear.



Printer-Friendly Version

Click the printer icon  located on the right side of the page to print the selected member's eligibility information.

Eligibility Information

Member Information	Status: Active	Address Information
Name: MILLER, RYAN		Address: 2399 9TH LANE NE
PCP Name:		Address2:
PCP Phone:	Member Nbr: PC932320300	City: ANYTOWN State: OH Zip: 58140
Date of Birth: 09/23/1979	Gender: M	Home Phone: 419-555-0177 Work Phone: 419-555-0491

Eligibility Information
Benefit Plan: PPO PLAN 5925 EFFECTIVE 022806
Effective Date: 12/01/2009 **Termination Date:**
COB Status: PRIMARY COVERAGE

Eligibility History

Benefit Plan	Member Nbr	Division Nbr	Effective Date	Termination Date
SMITH BROTHERS	PC932320300	G96022DA	12/1/2009	
SMITH BROTHERS	PC932320300	G96022DA	9/1/2009	11/30/2009
SMITH BROTHERS	PC932320300	G96022DA	12/1/2006	8/31/2009

Benefit Plan Information
Plan Name: PPO PLAN 5925 EFFECTIVE 022806

Navigation

Main Menu

Plan Central is designed with a main menu that is always displayed near the top of the screen. Click a menu option for specific functions.

My Benefits		My Claims		My Authorizations		FAQ		My Settings
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Welcome to Plan Central, Penny Less!

[Plan Central Home](#) | [Log Out](#)

My Benefits

Click on a members name to view additional information. Plan Central provides convenient, secure access to view claims history, authorization information and request an ID Card.

My Benefits

**Click on a name below to view details for an individual family member, including claim history, deductible requirements and balance and benefit descriptions.*

Family Summary

Member Nbr	Member Name	Relationship	Plan Name
PC900554100	LESS, PENNY	CONTRACT HOLDER	ABC CONSTRUCTION INC
PC900554101	DOE, MICHAEL J	SPOUSE	ABC CONSTRUCTION INC
PC900554102	DOE, JASMINE	DEPENDENT	ABC CONSTRUCTION INC
PC900554103	DOE, AMBER	DEPENDENT	ABC CONSTRUCTION INC

Once the members name is selected, you can select individual tabs to view additional information.

Looking for claims, authorizations or deductible information for a spouse or dependent?
Click on Manage My Access under My Settings to learn how to view this information.



Member Details | Eligibility History | Claim History | Deductible Information | Plan Benefits | Change PCP

Member Information		Status: Active		Address Information			
Member Nbr:	PC900554100	Date of Birth:	05/12/1974	Address:	553 MAIN STREET	Zip:	57583
Name:	LESS, PENNY	Gender:	F	Address2:		Home Phone:	330-555-0232
PCP Name:	PCP NOT REQUIRED	Effective Date:	05/01/2009	City:	ANYTOWN	Work Phone:	330-555-5116
PCP Phone:		Termination Date:		State:	OH		

Eligibility Information			
Benefit Plan:	PPO ABC CONSTRUCTION INC		
Network Name:			
Effective Date:	5/1/2009	Termination Date:	
COB Status:	PRIMARY COVERAGE		

Request an ID Card

To request a new ID Card, click the *My Benefits* menu and then select *Request an ID Card*.



The current membership for your contract will be displayed. Click the *Request an ID Card* button to request a new ID card; the card will be mailed to your current address within 5 business days.

Request an ID Card

Here is the current membership information for your contract:

Member Nbr	Member Name	Effective Date	Group Nbr	Group Name	PCP Name
PC900554100	PENNY LESS	05/01/2009	G933011DBS	ABC CONSTRUCTION INC	
PC900554101	MICHAEL J DOE	05/01/2009	G933011DBS	ABC CONSTRUCTION INC	
PC900554102	JASMINE DOE	05/01/2009	G933011DBS	ABC CONSTRUCTION INC	
PC900554103	AMBER DOE	05/01/2009	G933011DBS	ABC CONSTRUCTION INC	

Click the button below to request a new ID Card with your current health benefit information. The card will be mailed to your current address within 5 business days.

[Request ID Card](#)

Plan Central will display a confirmation message.

Request an ID Card

Thank you. Your request has been submitted and your card will be mailed to you within 5 business days.

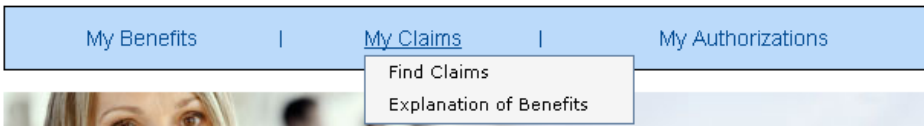
You can also print out a temporary card that you can use until your permanent card arrives. Click the link below to create and print out a temporary card.

[Create Temporary Card](#)

My Claims

Find and View Claims

To view your personal claim information, click the *My Claims* menu and then select *Find Claims*.



Enter or select the search criteria and then click *Search*.

Find Claims

Enter Claim Search Criteria

**Enter a claim number or date range below to find and view claim details, including claim status, amount paid and copies of your Explanation Of Benefits (EOB).*

Claim Nbr:

Claim Status:

Service From:

Service To:

The results will display on the right. Click the desired row to view further details.

Find Claims

Enter Claim Search Criteria

**Enter a claim number or date range below to find and view claim details, including claim status, amount paid and copies of your Explanation Of Benefits (EOB).*

Claim Nbr:

Claim Status:

Service From:

Service To:

Claim Nbr	Member Name	Service Date	Provider	Claim Status	Charge Amt	Payment
922909E07855	LESS, PENNY	9/10/2009	LIVE LONG N PROSPER HOSPITAL	FINALIZED/PAID	\$12,812.60	\$4,570.72
920909E00013	LESS, PENNY	8/28/2009	WE ZAP EM RADIOLOGY INC	FINALIZED/PAID	\$210.00	\$6.54
940909E03784	LESS, PENNY	8/28/2009	LIVE LONG N PROSPER HOSPITAL	FINALIZED/PAID	\$2,581.50	\$598.91
910909E07719	LESS, PENNY	8/24/2009	LIVE LONG N PROSPER HOSPITAL	FINALIZED/PAID	\$583.50	\$0.00
913809E05512	LESS, PENNY	8/24/2009	WE ZAP EM RADIOLOGY INC	FINALIZED/PAID	\$25.00	\$0.00
903609E03353	LESS, PENNY	5/26/2009	WE ZAP EM RADIOLOGY INC	FINALIZED/PAID	\$25.00	\$0.00
920609E00577	LESS, PENNY	5/26/2009	LIVE LONG N PROSPER HOSPITAL	FINALIZED/PAID	\$508.75	\$0.00
920609E08975	LESS, PENNY	5/26/2009	WE ZAP EM RADIOLOGY IIC	FINALIZED/PAID	\$25.00	\$0.00

My Claims Cont'd.

Click the desired tab to view claim information.

Claim Details Tab

Claim Details | **EOB** | Claim Service

Claim Information		Member Information	
Claim Nbr:	922909E07855	Claim Status:	FINALIZED/PAID
Service Date:	9/10/2009	Paid Date:	9/24/2009
Charge Amt:	\$12,812.60	Payment:	\$4,570.72
Check Nbr:	23789		
Servicing Provider Information - In Network		Eligibility Information	
Name: LIVE LONG N PROSPER HOSPITAL		Benefit Plan:	ABC CONSTRUCTION INC
		Network Name:	
		Effective Date:	05/01/2009
		Termination Date:	
		COB Status:	PRIMARY COVERAGE

EOB (Explanation of Benefits) Tab

Claim Details | **EOB** | Claim Service

EOB
No EOB Available

Claim Service Tab

Claim Details | EOB | **Claim Service**

Service Line Information

Seq Nbr	Service Date	Proc Code	Modifier	Units	Explain Code	Diag Code	Charge Amt	Co-pay Amt	Coins Amt	Deductible Amt	Other Amt	Payment
01	08/28/2009 - 08/28/2009	72148	26	1	PAPCPD	72210	\$210.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.54

Proc Code

Proc Code	Description
72148	MRI OF LUMBAR SPINE

Modifier

Modifier	Description
26	PROFESSIONAL COMPONENT

Explain Code

Explain Code	Description
PA	PD ALLOWED AMT
PC	PAID ALLOW AMOUNT, DO NOT BILL PATIENT FOR INELIGIBLE AMOUNT
PD	PAID ALLOW AMOUNT, AMOUNT APPLIES TO DEDUCTIBLE

Diag Code

Diag Code	Description
72210	DSPLCMNT LUMBAR DISC W/O MYELPY

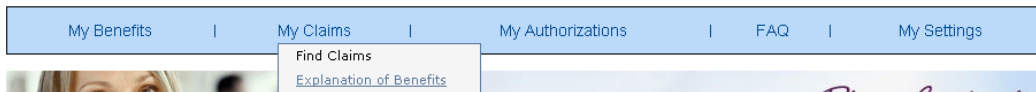
My Claims

Explanation of Benefits

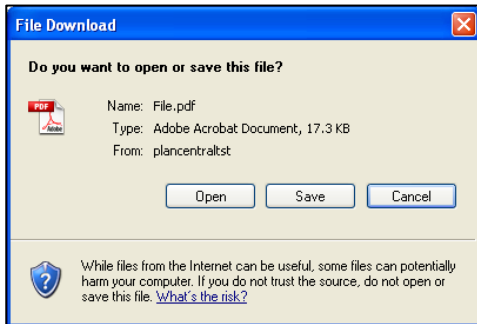
Members receive an Explanation of Benefits, or EOB, after a claim has been received by Apex, indicating the benefits and charges covered or not covered by the Plan. A paper copy of the EOB is mailed to the member; however, members can view the EOB via Plan Central.

Please note: In order to view and/or download an EOB, Adobe Reader software must be installed on your computer. You can download this software for free via the link found on the Explanation of Benefits page.

1. Click the My Claims menu and then select Explanation of Benefits



2. Next, enter search criteria. You may also click Search to view all available EOB's.
3. Select the record you wish to review. The following prompt will be displayed:

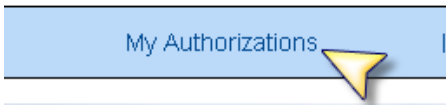


4. Click *Open* to view the EOB in PDF format. The EOB will display in a separate window. (As an alternative, you may click *Save* to save the file to your computer.)

SUMMACARE		EXPLANATION OF BENEFITS FOR CLAIM RUN 12/17/2009							
PO BOX 3620 AKRON, OH 44300-3620		(330) 996-8515 (800) 753-8429		*** THIS IS NOT A BILL ***				_____	
		PLEASE RETAIN FOR YOUR RECORDS				_____			
GERRY ATRICK 183 MAIN STREET ANYTOWN, OH 57493		GROUP: G633011DBS		MEMBER ID: PC981211200					
PAYEE: WE ZAP EM RADIOLOGY INC(Network Provider)									
CLAIM: 911219E04004	Date of Service	Amount Billed	Amount Allowed	Paid by SC	Adjusted/ Denied	Co-Pay	Patient Responsibility Co-Ins Deductible Other		Explanation Code(s)
CAT SCAN OF CHEST	12/04/09	164.00	61.36	61.36	102.64	0.00	0.00	0.00	0.00 PA BT BJ
TOTAL FOR 911219E04004		164.00	61.36	61.36	102.64	0.00	0.00	0.00	0.00
TOTAL FOR WE ZAP EM RADIOLOGY INC		164.00	61.36	61.36	102.64	0.00	0.00	0.00	0.00
TOTAL FOR GERRY ATRICK		164.00	61.36	61.36	102.64	0.00	0.00	0.00	= 0.00
Explanation: BJ - PAY-MEMBER HAS MET REQUIRED YEARLY DEDUCTIBLE MAXIMUM BT - PAY-MEMBER HAS MET REQUIRED OUT-OF-POCKET MAXIMUM PA - PD ALLOWED AMT									
Ind. in-network deductible : 0.00		Fam. in-network deductible : 0.00		For Plan Year 01/01/2009 thru 12/31/2009					
Ind. out-of-network deductible : 0.00		Fam. out-of-network deductible : 0.00		For Plan Year 01/01/2009 thru 12/31/2009					

My Authorizations

If you are receiving care that requires prior authorization, you can view the status of the request by clicking the *My Authorizations* menu.



Viewing Authorizations

Enter search criteria (or leave the fields blank to perform an open-ended search) and then click *Search*.

Enter Authorization Search Criteria

Member Nbr:

First Name:

Last Name:

Prov Last Name:

Date From:

Date To:

Results will be displayed to the right of the search fields. Hovering the mouse over the rows will display basic information about the authorized service(s).

Member Nbr.: PC909623300
From /Admit Date: 01/28/2009
To /Discharge Date: 01/28/2009
Date of Auth: 01/28/2009
Status: See detail for more information

and click row to view full detail.

	Requesting Provider	Service Provider
N	PPO,PPO	WE ZAP EM RADIOLOGY INC
P11309030606	BANKS, ROBIN	PPO,PPO WE ZAP EM RADIOLOGY INC
P62109004894	BANKS, ROBIN	PPO,PPO WE ZAP EM RADIOLOGY INC
P80109051564	BANKS, ROBIN	PPO,PPO WE ZAP EM RADIOLOGY INC

Click on the desired row to view detailed information.

Auth Detail Tab

The Auth Detail tab displays additional details on the authorization, such as the type of service authorized, the location the service in which the service was performed, and the explanation code.

Auth Detail | Auth Info

Auth Service Detail

Auth Nbr	Service Type	Location Code	From/Admit Date	To/Discharge Date	Date of Auth	Proc Code	Explain Code	Mod	Servicing Prov Name
P81809018259	09		08/18/2009	12/31/2009	08/18/2009				E Z MEDICAL SERVICES

Service Type

Service Type	Description
09	Durable Medical Equipment

Auth Info Tab

The Auth Info Tab displays the authorization number and type, as well as the requesting provider information.

The screenshot shows the 'Auth Info' tab with the following data:

Authorization Information	
Authorization Nbr:	P81809018259
Authorization Type:	DME

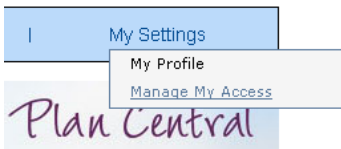
Requesting Provider Information		Member Information		Status: Active			
Name:	PENDENT, CODY	State:	OH	Member Nbr:	PC981211200	Date of Birth:	02/23/1949
Address:	10123 WEST AVE	Zip:	70873	Name:	ATRICK, GERRY	Gender:	F
Address2:		Phone:	3305551748	PCP Name:	PCP NOT REQUIRED	Effective Date:	05/01/2009
City:	ANYTOWN	Fax Number:	3305553948	PCP Phone:		Termination Date:	

Shared Access

Plan Central users can choose to share data regarding claims, authorizations, and deductibles with family members. Because we are committed to protecting our members' privacy, contract holders must grant access to their spouse and dependents. Although you will be able to access Plan Central health information for dependents under the age of 18, your spouse and dependents over the age of 18 must grant your access to his or her information. Likewise, you can choose to grant your spouse and/or dependents access to your information, or keep it private.

Share Your Plan Central Access

To share your Plan Central access, click the *My Settings* menu and choose *Manage My Access*.



From the Share my Access tab, select the type of information which is (claims, authorizations, deductibles) you would like to share with your spouse and/or dependents. In the example below, the contract holder has chosen to share his claims, authorization, and deductible information with his spouse, as indicated by the checkboxes and the spouse's name in the drop-down field. The contract holder can also choose to share dependent information with the spouse, provided the dependent is under 18.

The screenshot shows the 'Manage My Access' page with the following table:

Member Nbr	Name	Relationship	Share Claims	Share Authorizations	Share Deductible Information
PC900554100	LESS, PENNY	CONTRACT HOLDER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PC900554101	DOE, MICHAELJ	SPOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC900554102	DOE, JASMINE	DEPENDENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC900554103	DOE, AMBER	DEPENDENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update Access For: DOE, MICHAELJ

Click *Update* when finished; a confirmation message will be displayed. The spouse will be able to access the contract holder's selected information the next time she logs in to Plan Central.

Shared Access Cont'd.

Contract holders may view Plan Central data for their spouse and/or dependents over the age of 18, but only after the spouse and/or dependents grant access to the contract holder. Therefore, the spouse and/or dependent are required to register for a Plan Central member account and then proceed to the Share My Access screen. Once there, the spouse and/or dependent should refer to the instructions on p. 25

After access has been granted, the contract holder can log back in to Plan Central to view the selected spouse/dependent information.

Viewing Information for Dependents under Age 18

To view claims for your dependent under the age of 18:

1. From the *My Settings* menu, select *Manage My Access*.
2. The *My Access* tab will appear and list the current spouse/dependents on your plan. Select the items you wish to view.

Manage My Access

My Access [Share My Access](#)

Select the information you want us to display on your account for each family member by checking the appropriate boxes below.

If you would like to view information for a spouse or dependent 18 years or older, they must first register and grant access to you under the "share my access" tab.

Member Nbr	Name	Relationship	Share Claims	Share Authorizations	Share Deductible Information
PC900554100	LESS, PENNY	CONTRACT HOLDER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PC900554101	DOE, MICHAEL J	SPOUSE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC900554102	DOE, JASMINE	DEPENDENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PC900554103	DOE, AMBER	DEPENDENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Update](#)

3. Click the Update button. You will receive a message "Update Successful" on the bottom left of the screen notifying you the update has been made.
4. Log out of Plan Central and then log back in using your own login ID and password to view dependent information.
5. You will now be able to view the claims for your dependent.

Find a Doctor or Hospital

The *Find a Doctor or Hospital* tool allows you to search for doctors, hospitals and other medical facilities.

From the *Plan Central Home* page, click *Find a Doctor or Hospital*. The search will be launched in a separate window.



Welcome to Plan Central, Penny Less!

[Plan Central Home](#) | [Log Out](#)

Plan Central provides convenient, secure access to your personal information, including benefit descriptions, claims history and authorization requests.

To learn how to view spouse and dependent information or to share your information with a family member, click on Manage My Access under My Settings.



**Click on a name below to view details for an individual family member, including claim history, deductible requirements and balance and benefit descriptions.*

Select the correct link to search for providers in your network.

The screenshot shows the 'Provider Networks' page on the APEX Benefits Services website. The page title is 'Provider Networks' and it includes a sub-header 'Refer to your ID Card to select the correct link below and search for providers in your network.' Below this, there are two columns of logos for various healthcare providers and networks, including MOST, Beech Street, Cofinity, DIMENSION PLUS+, evolutions, First Health, HEALTH SPAN, InterGroup, MultiPlan, Ohio Health Choice, ONET, MAPSI, PHCS, SAGAMORE, SG Premier, and SUPERIOR HEALTH NETWORK. At the bottom, there is a section for 'Dental Networks' with logos for DENTEMAX and GUARDIAN.

Provider Directory Search

Select and/or enter criteria for your search and then click *Continue*.



SummaCare Provider Directory Search

Additional Information

I would like to search for: *

[Help?](#)

* Required Selection

- Doctors and other healthcare professionals
- Hospitals
- Facilities/Other Services
- Pharmacies
- Healthcare providers outside Ohio

Important Notice!

Important notice regarding hospital-based physicians, such as anesthesiologists, radiologists, pathologists and emergency room physicians. [Hospital-based Physician Notice](#)

Is Your Doctor Certified?

Questions about using this search?

We are here to help!

Call us Monday - Friday
(8:30 a.m. - 5:30 p.m.)
1-800-996-8701
TTY 1-800-750-0750

Or [email](#) us anytime.

Narrow your search by selecting one or more of the following: *

Last Name Group Practice Name

- OR -

Specialty
Urgent Care Medicine
Urogynecology
Urology
Vascular Neurology
Vascular Surgery
Vision Materials Vendor

(To select more than one specialty, point & click while holding down CTRL key)

- OR -

Enter a Zip Code: Enter a City: Enter a County:
Location: - OR - - OR -

& Select a State:

-- No Preference --

[Looking for a healthcare provider outside Ohio?](#)

Find within: 5 miles 10 miles 25 miles 50 miles 100 miles 250 miles

(Mileage selection is considered when a Zip Code or City-State entry is made)

Optional Search:

In addition to English
Language Spoken

Hospital Affiliation

Gender No Preference Female Male

Extended or Weekend
Office Hours No Preference yes

Accepts New Patients No Preference yes

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Commercial PPO
Commercial HMO/POS
Medicare HMO

Network Selection

Select or enter the required network information and then click **Search**.



SummaCare Provider Directory Search

What network would you like to search? (Select ONE option below and click on the search button.)

SC Secure (Medicare) Network
 My plan's network (Please have your member ID card ready)
 A specific network
 All SummaCare networks (visitors)

[Not sure what network to search?](#)

-- Select a network --

-- Select a network --

SC Secure (Medicare)

SC Plus

SC Premier

SC Premier Individual Solutions

SC Premier Tiered

SC Prime

SC Prime Tiered

SC Select

Mercy Choice

Page 2 of 2

The search results will be displayed.

Your Search Criteria

Provider Type: Doctors, Facility/Other Services	City/State: None Specified	Accept new patients: Yes
Network: SC Prime	Zip: 44309	Gender: None Specified
Specialty: Family Medicine (PCP)	Distance: 10 Miles	Language: None Specified
Provider Name: None Specified	County: None Specified	Hospital Affiliations: Summa Akron City Hospital
Group Practice: None Specified	Extended or weekend Hours: None Specified	

The provider information in this online search was last updated on Feb 11, 2011. To ensure you receive your maximum benefits, we recommend you refer to your plan documents for coverage details and confirm with your provider that they are part of the SummaCare network before receiving care.

There were 150 records found.

WARNING! The providers below may not be in your plan's network. If you are a member, to ensure results are applicable to your specific plan, click on the **Modify Search** button above and when asked "What network would you like to search?" select "My plan's network" and enter your **GROUP NUMBER** from your **Membership ID** card. If you are a SummaCare Secure (Medicare) member, select "SummaCare Secure (Medicare) Network" when asked.

<< first 10 < previous 10 | page 1 of 15 | next 10 > last 10 >> Results per Page: 10

Contact Information	Distance	Specialties	Gender	Extended or Weekend office Hours	Accepting New Patients Contact provider to confirm status.	Additional Information
1. Bouchard, Lawrence, MD 676 S Broadway St Ste 105 Akron, OH 44311 (330) 344-4000	0.35 miles	Family Medicine (PCP)	Male	Yes	Yes	Group practice name(s): Partners Physician Grp Medical School: Tufts University School of Medicine Residency: Akron General Medical Center Internship: Akron General Medical Center Hospital Affiliation: Akron Childrens Hospital

Contacting Apex

Click the Contact Us link, which is always available at the bottom of the page.

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The Customer Service phone number will be displayed.

Employers & Benefit Consultants:

If you would like to discuss our products, please call 800-753-6995 or send an email to info@apex-benefits.com.

Members:

To speak to a Customer Service representative, call 800-753-8429 or send an email [here](#).



Providers:

To speak to a Provider Support Services representative, call 800-996-8401.

Logging Out

To exit Plan Central, click the Log Out link. The session will be terminated and the Welcome page will be displayed.



Plan Central Home | [Log Out](#)



You are being signed out of Plan Central...