

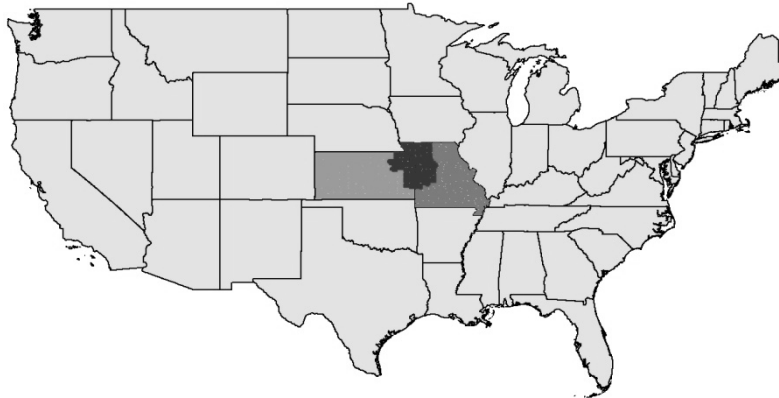


PPO Network Information (www.phpkc.com)

- Preferred Health Professionals (PHP) is the organization that administers your medical PPO network(s).
- PHP contracts with hospitals, physicians, and other healthcare providers to secure network discounts and to give members access to a broad array of providers.
- PHP receives claims directly from in-network providers, reprices the claims, applying the network discount, and forwards the repriced claims to the plan administrator, Benefit Management Inc, for further processing and payment.
- You receive the highest level of benefits when seeking care from network providers.

Your PPO Networks

MPR health plan participants have access to Freedom Network Select, HealthLink and HPK. In addition, PHCS will be available throughout the rest of the country to provide provider access for those who live outside the states of Missouri and Kansas or who are traveling.



■ Freedom Network Select



■ HealthLink



■ HPK



■ PHCS



The above networks logos will be identified on your member ID card.

Customer Service

Preferred Health Professionals' Customer Service Department is available to answer any questions that members may have regarding network providers. In addition, please feel free to call if you:

- Have no access to the internet
- Need help in locating a provider or have questions about providers in your area
- Need assistance in using our Web site
- Don't know who else to call

Our customer service team is available to assist you Monday through Friday, 8 a.m. to 4:30 p.m. Please call 913-685-6300 or 1-800-544-3014.

Online Lookup (www.phpkc.com)

We encourage you to visit PHP online at www.phpkc.com. In addition to a brand new look and feel, the site is more intuitive, easier to navigate and more user-friendly.

Home Page Log-in

Members are free to explore any portion of our Web site, and log-in is unnecessary.

Member Portal

This section of the Web was created specifically for members. It contains valuable information to assist members in:

- Understanding Preferred Health Professionals' role in administering your medical and dental claims
- Locating providers (physicians and facilities) in the PPO networks
- Knowing who to call regarding your specific circumstance or question

Provider Lookup

Quickly and easily find providers in the Freedom Network Select or HPK networks by clicking on the red "Find a Provider" button. Select network under #2.

- Lookup by location—locate providers within a 5 mile to a 100+ mile radius
- Lookup by name—if you know the provider's name or a part of the name
- Directories Online—download or print a complete network directory

To Locate a Provider in the HealthLink or PHCS networks

After selecting "Find a provider"

Select "Other Networks"

You will then need to select one of the following:

- HealthLink
- PHCS

These will take you directly to the HealthLink or PHCS Provider Lookup page of their respective website.

Please be advised that it is the member's responsibility to confirm a provider's network participation, prior to services being rendered, in order to receive in-network benefits.