



Contact Information

Parkview Health has established the Parkview Health Employee Benefit Plan to assist you in payment of expenses for medically necessary care and treatment resulting from an illness, accident, or catastrophic event.

Parkview Health Plan services (HPS) is the claim administrator for the Plan. You should refer to your Parkview Health Benefit Plan, Summary Plan Description, for information about the benefits the plan provides. If you have benefit and claim questions, you will need to contact HPS directly at the telephone numbers listed below.

Who to call if you have questions about

HPS Customer Service: (260) 266-5510

- ID cards – when you will receive or need to replace
- Medical, Dental, and Vision Benefits and Claims
- Mental Health/Chemical Dependency Benefits and Claims
- Parkview Health Signature Care Member Portal

Medical Management: (800) 666-6668

- Pre-authorization of services

MaxorPlus® Customer Service Helpdesk: 1-800-687-0707

- Prescription Drugs coverage questions

You may review Signature Care's Provider Directory online at two different places:

1. Log on to Pulse (Parkview's intranet site/home page). Click on Non-Clinical on the green bar at the top of the page, then navigate to Human Resources. Then Click on the Total Rewards button in the middle of the page. Under the Benefits section, click on Medical, Dental and Vision. Scroll down to the Reference Materials section and click on the link to the Signature Care Provider Directory. The Parkview Health Dental Provider listing as well as the Special Access Provider listing are also available in the Reference Materials section.
2. An interactive Provider Directory is also available at <http://www.ParkviewTotalHealth.com> where you may search for a provider or facility by name or location.

Signature Care may add or delete network providers and dentists from time-to-time. To make sure you always have the most current provider information, we encourage you to use the Provider Directory at Parkview Total Health's website. It is your responsibility to check with your provider at the time of service to make sure they are a Signature Care Network provider.

You may also review your claims history and print Explanation of Benefits (EOB's) using the Parkview Signature Care Member Portal at <https://SignatureCare.Parkview.com/iTransact>.

If you have questions about your healthcare employee premiums, contact your human resources office at the telephone number listed below:

Parkview Corporate Office – (260-266-7076)
Parkview Hospital Randallia – (260) 373-7313
Parkview Behavioral Health – (260) 373-7687
Parkview Regional Medical Center – (260) 266-1051
Parkview Physicians' Group – (260) 266-6267

Parkview Huntington Hospital – (260) 355-3322
Parkview LaGrange Hospital – (260) 463-9006
Parkview Noble Hospital – (260) 347-8520
Parkview Whitley Hospital – (260) 248-9376
Parkview Wabash Hospital – 260-563-3131