

PALIC

- **How do I enroll on the MEC?**

Please click on the [link](#) to enroll.

- **How do I find a network provider?**

The network directory of primary care physicians can be found at this link [PHCS/Multiplan network](#) or you can call 888-342-7427 to find a doctor. Make sure your provider knows that you have **PHCS/Multiplan**.

- **What if my doctor is not in network?**

If your doctor is not in the network, they can be added by following the credentialing process at this [link](#) or the provider can call 800-950-7040.

- **How do I get my ID card?**

Your PALIC IDs cards and policies will be mailed directly to you. You will receive separate policies and ID cards for each plan you have stacked and you should receive them 7 to 10 working days after your approval date.

- **How do I have access to the prescription drug discount benefit?**

You can look up the discounts by pharmacy and download an ID card at [Script Save](#) and enter group code #2242. You can also called them at 800-700-3957.

- **How do I contact Teladoc?**

You can call 1-800-TELADOC. You have unlimited use of this benefit at no cost.

- **Who should I contact if I have a healthcare questions or concern?**

Please contact our Healthcare Navigator service KARIS 360 at 800-556-8452.

- **How do I file a claim?**

You can call 800-552-7879 ext 1331 or simply complete a [claim form](#), and attach the medical bill and submit to PALIC. You can find [claims instructions](#) here. Make sure your provider knows that you have **PHCS/Multiplan**.

- **What is PALIC's Costumer Service number?** A representative can be reached at 800-552-7879 ext 7445.

- **What is the PHCS Multiplan PPO Network number?** It is 888-371-7427.

- **Where can I find the plan provider benefits?**

Please follow these simple steps:

- 1 Go to www.neweralife.com
- 2 Scroll down to Policyholder Portal
- 3 Select New User and Register
- 4 Put in Policy Number and last 4 digits of your Social Security number
- 5 Create a Profile, which includes setting a User ID and Password as well as an Email Address.
- 6 Go to the review screen