Our Purpose

Presbyterian serves to improve the health of the patients, members, and communities we serve.
Who We Are

• Founded in 1908, Presbyterian Healthcare Services has served New Mexicans for more than 100 years

• Presbyterian Health Plan was established in 1986 and has grown to become the largest health plan in New Mexico with more than 400,000 members

• Presbyterian began serving the State of New Mexico in 1996

• New Mexicans serving New Mexicans: Presbyterian is the only locally owned and operated integrated health care delivery system

• New Mexico’s Most Preferred Choice For Care*

  *2012 Research and Polling Brand Preference Study
Integrated Healthcare Delivery System

- Eight hospitals in seven communities
- 36 Clinics in over twenty-five specialties
- 30 Primary Care Clinics
- 8 Urgent Care Clinics
- Employ Over 600 physicians
Our Integrated System

- **Presbyterian Heart Group**
  - Nationally recognized physicians
  - Among the most advanced cardiac care units and rehabilitation programs in New Mexico
  - Only pediatric heart surgery services in the state

- **Presbyterian Women’s Center**
  - Dedicated to improving the health of women of all ages and their families
  - Nearly 7,000 babies born
  - State-of-the-art Neonatal NICU

- **Presbyterian Children’s Medical Center**
  - Only Pediatric Urgent Care
  - Rachel’s Courtyard

- **Presbyterian Cancer Center**
  - Partnership with MD Anderson (one of only three locations outside of Texas)
    - Access to the most advanced radiation treatments in Albuquerque
Extensive Statewide Network

- Over 9,000 Providers in 554 Locations
- 2,200 Primary Care Physicians
- 7,000 Specialists * No Referrals Required
- Over 600 hospitals and other facilities
- Hiring of providers to meet the increased healthcare needs of New Mexicans
- Ongoing facility investments that offer convenient and innovative care to New Mexicans
Nationwide Coverage MultiPlan / PHCS Network

Nationwide Coverage with Presbyterian!

- Over 900,000 National Providers
- Over 4,000 Facilities Nationwide
- Access to Centers of Excellence
- Logos for the MultiPlan / PHCS
- Networks are on the back of your ID card

www.phs.org/sonm
Plan Changes Effective 1/1/14

Changes to the HMO Plan

• Deductible
• Out of Pocket Maximum
• Chiropractic/Acupuncture Limits
**HMO Benefit Changes Effective 1/1/14**

<table>
<thead>
<tr>
<th>Office Visit</th>
<th>Hospital Inpatient</th>
<th>$500</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Preventive Care</td>
<td>Maternity Care</td>
<td>$25</td>
</tr>
<tr>
<td>• PCP/Gyn Care</td>
<td>(Pre &amp; Post-Natal)</td>
<td>(one time co-pay)</td>
</tr>
<tr>
<td>• Specialist (no referral)</td>
<td>Delivery</td>
<td>$500</td>
</tr>
<tr>
<td>Lab Work (non Preventive)</td>
<td>In/Out of Network</td>
<td></td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>Emergency</td>
<td>$175</td>
</tr>
<tr>
<td>MRI-PET-CT Scans</td>
<td>Urgent Care</td>
<td>$50</td>
</tr>
<tr>
<td></td>
<td>Chiropractic/Acupuncture</td>
<td>$40 (combined 25 visit limit)</td>
</tr>
</tbody>
</table>

*Deductible not applicable

**Deductible** $350 / $700 / $1,050  
**Out-of-Pocket Maximum (Contract Year)** $3,500 / $7,000 / $10,500

This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian SONM Summary Plan Description.
Case Management and Disease Management

Case Management for Acute Conditions
- Transplant services
- High-risk Pregnancy management
- Transition of Care

Disease Management for Chronic Conditions
- Diabetes
- Coronary Artery Disease
- Asthma
Helpful Resources

Nurse Advice Line 1-866-221-9679
• Direct access to a Registered Nurse
• 24 hours a day / 365 days a year
• Free, confidential medical advice
• General health information
• Audio health library

Tobacco Quit Line 1-888-840-5445
• Confidential and convenient support
• Enroll to receive up to five coaching sessions
• Free nicotine replacement therapy products, if eligible
- Verify your benefits
- Track your requests
- Pay your bill
- Access the claim center
- Check your copay or get a cost estimate
- View test results and immunizations via MyChart
- Order ID card and print a temporary card
- Access Health Equity and WebMD
What is
The Key to Improving Your Health?
Take Health Risk Assessment – an online risk assessment from WebMD.
- Compare your health status with your peers.
- Create a personalized health improvement program.

Welcome, Keith!

My Health Guide

Recommendations based on your health profile:

Getting Started
- Improve your health with WebMD Health Management Centers
- Take or Update the Cardiovascular Health Assessment
- Take or Update the Prostate Health Assessment
- Stress Management - Topic Overview
- Prostate Cancer

News For You
5-in-1 Pill May Prevent Heart Disease

A pill containing five heart drugs -- three blood-pressure-lowering drugs, a cholesterol-lowering statin drug, and aspirin -- is safe and works as well as any of the medications alone, researchers report.

In Focus - WebMD®

The New Heart Tests: Which Ones Should You Have?
Experts explain the pros and cons of coronary calcium scores, carotid artery ultrasound, and CT heart scans.
See Full Article
Value Added Benefits

Member Only Discounts on gym memberships, weight loss programs and more.

- Hearing Hardware
- Vision
- Massage Therapy
- Chiropractic
- Acupuncture
- Meals on Wheels
- Buy One Get One Free Isotopes Tickets

www.benefitsource.org/presbyterian-health-plan
Presbyterian Customer Service Center

Dedicated Member Service Unit

– Welcome calls and member surveys
– Bilingual services
– Order ID cards
– Check status of claims
– Details on covered benefits

(505) 923-5600 or 1-888-ASK PRES
Email: info@phs.org
New / Enhanced Member Tools

• Treatment Cost Calculator

• MyChart

• Explanation of Benefits - Redesigned

• Website Redesign – Enhance the Member Experience
Presbyterian Highlights

• New Treatment Cost Calculator
• One of the Lowest Premiums and Deductibles - HMO Plan
• Urgent and Emergent Care Nationwide
• Value-Added Benefits
• Multiplan/PHCS Nationwide Network for all PHP members
People helping People. It’s our tradition.