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

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

<table>
<thead>
<tr>
<th>Office Visit</th>
<th>Hospital Inpatient</th>
<th>Maternity Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Care $0*</td>
<td></td>
<td>$25</td>
</tr>
<tr>
<td>PCP/Gyn Care $25*</td>
<td></td>
<td></td>
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<tr>
<td>Specialist (no referral) $40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lab Work (non Preventive) 20%</td>
<td></td>
<td>(Pre &amp; Post-Natal) one time co-pay</td>
</tr>
<tr>
<td>Outpatient Surgery 20%</td>
<td></td>
<td>$500</td>
</tr>
<tr>
<td>MRI-PET-CT Scans 20% up to $200 per test</td>
<td>Emergency $175</td>
<td>Urgent Care $50</td>
</tr>
<tr>
<td>*Deductible not applicable</td>
<td></td>
<td>Chiropractic/Acupuncture $40 (combined 25 visit limit)</td>
</tr>
</tbody>
</table>

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
myPRES

- 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
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.