



Presbyterian Health Plan, Inc.
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2020 Member Resource Guide

New Resources Available July 1!

- Dedicated Member Service Team
- Fitness Pass *Fall 2020*
- Community Health Worker Program
- Disease Management Programs

Additional Member Benefits

Seeking care in New Mexico?



Create a personalized provider directory for providers who are close to work or home, find specific providers (including primary and specialty care providers), narrow the

search to match preferences (such as a male or female provider), and find facilities and pharmacies.

Visit www.phs.org/directory.

Seeking care outside of New Mexico?



You receive in-network benefits outside of New Mexico with nearly 900,000 providers through our partnership with the PHCS/ MultiPlan National Network.

Visit www.multiplan.com/presbyterian.

Assist America



You have the protection of Assist America's global emergency travel assistance services 24 hours a day, 365 days a year. This unique program immediately connects you to services

when experiencing a medical emergency while traveling 100 miles or more away from a permanent residence or in another country.

First, download the *free* Assist America Mobile App, then log in with reference number 01-AAPXI-10071.

For questions, contact Assist America's Operations Center at **1-800-872-1414** (or +1-609-986-1234 outside of the USA).



Albuquerque Public Schools
New Mexico Public Schools Insurance Authority
New Mexico Retiree Health Care Authority
State of New Mexico

phs.org/APS
phs.org/NMPSIA
phs.org/NMRHCA
phs.org/SONM

Presbyterian Health Plan has a long tradition of providing quality health care to public employees and their families across New Mexico.

As a member, you can enjoy several new benefits and services beginning July 1, as well as all the other valuable resources available through your membership.

New Resources Available July 1!

Dedicated Member Service Team



You now have access to a highly trained, dedicated customer service team that can help:

- Navigate you to the most cost-effective level of medical care, whether

it's a virtual visit, outpatient options, or urgent or emergency care.

- Find in-network primary care providers (PCPs) and specialists and schedule appointments.
- Answer questions about your benefits and help coordinate benefits for your personalized needs.
- Assist with follow-up care and claims resolution.

Contact us at (505) 923-5600 or 1-888-ASK-PRES (1-888-275-7737), TTY 711, Monday through Friday from 7 a.m. to 6 p.m.

Fitness Pass coming soon!



This fall, you and your enrolled dependents 18 and over have access to more than 10,000 national, regional and local fitness, recreation and community centers for only **\$12.50 per member per month**. Watch for further details on how to enroll in the coming months.

These facilities include all Defined Fitness, as well as the nationwide Prime Fitness network which includes select YMCA locations, Snap Fitness, Chuze, Curves and more. Discounted rates are also offered for all Sports & Wellness facilities.

Visit any of the three fitness network sites: defined.com, primemember.com or sportsandwellness.com for a list of participating locations.

Community Health Worker Program



Our community health workers work and live in the same communities as you and are specially trained to help you get what you need to stay as healthy as possible. They can help you

find housing, food, utility assistance, transportation and translation services, and they will help you schedule a visit with a healthcare provider. They can also help you better manage other health conditions such as pregnancy, asthma, diabetes, high blood pressure, behavioral health, and substance use problems.

This service is confidential and provided at no additional cost to you. For more information, call (505) 923-8567.

Disease Management Programs



As a member, you have access to several comprehensive disease management programs at no additional cost to you.

If you have diabetes, asthma, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), or coronary artery disease (CAD), our licensed nurses will work collaboratively with your healthcare provider to provide you with coaching and self-management tools. To enroll in one or more of these Healthy Solutions programs, call **1-800-841-9705** or email healthysolutions@phs.org.

Our care coordinators also provide support for managing cancer or low back pain/musculoskeletal conditions. To enroll in one or more of the care coordination programs, call **1-866-672-1242** or email phpreferral@phs.org.

Additional Member Benefits

PresRN Nurse Advice Line



Speak with a registered Presbyterian nurse for medical advice at no cost 24 hours a day, every day, including holidays. Call (505) 923-5570 or 1-866-221-9679.

For details, visit www.phs.org and search for "PresRN."

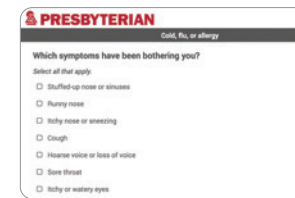
Video Visits



See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical conditions via secure video through a smartphone, tablet or computer webcam. Visits are \$0.

For details, visit www.phs.org/videovisits.

Online Visits



With Online Visits, patients who have previously visited a Presbyterian facility can save a trip to a provider's office. Through our online system, Presbyterian Medical Group providers

diagnose, treat and prescribe medications. Online Visits are available 24/7 at no cost.

For details, visit www.phs.org/onlinevisits.

MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription renewals and schedule office or

telephone visits. You can also view medical records, lab and radiology reports, procedures and test results.

For details, visit www.phs.org/mychart.

myPRES



Get the information you want when you need it. Presbyterian's web-based services offer fast and convenient service any day of the year. To sign in or register, visit www.phs.org/myPRES.

- Look up benefit information securely, view claims status and track deductibles.
- Access your personal health assessment and other health education tools.
- View or request a replacement member ID card.

Talkspace

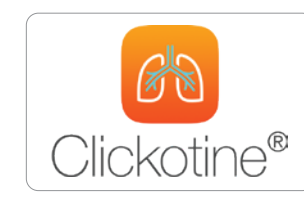


No-cost messaging therapy offers members age 14 and older behavioral health coaching with licensed behavioral therapists via

text, video or audio messaging at a time and place that is convenient for them.

Go to www.talkspace.com/php to access the program.

Clickotine



Clickotine is a no-cost, innovative program that uses clinically driven app technology to help you create and stick to a quit plan and overcome nicotine cravings.

Go to www.clktx.com/join and enter Client ID code: LNV20C.

On to Better Health



This interactive software offers an alternative to traditional mental health and substance abuse care by providing access to tools

and resources that are easy to use, confidential and available 24/7 at no cost.

Go to www.ontobetterhealth.com/php.