



Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.

STATE OF NEW MEXICO  
GROUP BENEFITS HEALTH PLAN  
JANUARY 2021 – DECEMBER 2021

PRESBYTERIAN HEALTH PLAN  
NATIONWIDE HMO



# Presbyterian Nationwide HMO 2021 Benefits Presentation

**Free 24/7 Access to Convenient  
Quick Care Options**

**Provider Network  
New Mexico and National**

**New Programs and Services**





**Free 24/7 Access  
to Convenient  
Quick Care  
Options  
For Everyday  
Ailments**



# Secure Digital Access to Your Information at Your Fingertips



## PRESBYTERIAN HEALTH PLAN SERVICES

Update your communication preferences

Go Paperless Now



**NEW**



Plan Information

VIEW



Financial  
Information

VIEW



Wellness  
Information

VIEW



Options for Care

VIEW



Contact Health  
Plan

VIEW

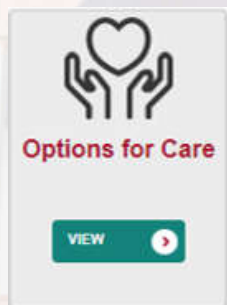


[www.phs.org/sonm](http://www.phs.org/sonm)

# More Access to Care Without Paying More When and Where You Want It

## No Cost Access for Members

- 24/7 PresRN Nurse Advice Line
- 24/7 Video Visits
- 24/7 MyChart
- 24/7 Online Visits with PMG providers



# No-Cost Digital Care Offers Convenience



Video chat or text with a NM licensed and credentialed therapist, 24 hours a day. Engage with a therapist as much as needed at a time and place that is convenient for you.



Get the help that you need to quit smoking and stay quit. Engage through a mobile app to access numerous tools and resources for quitting nicotine.



Access self-help tools 24 hours a day to help cope with common behavioral health matters. Connect with case managers during severe occurrences.



Global emergency travel assistance services 24 hours a day. Connects you to services when experiencing a medical emergency while traveling more than 100 miles from your home or in another country.

Access 24/7 Services through your MyPres account or below resources:  
[www.pres.today](http://www.pres.today) or [www.phs.org/sonm](http://www.phs.org/sonm)





## **Provider Network New Mexico and National**

**Better Health  
Outcomes, Just In  
Case**



# Integration Drives Better Health Outcomes



**Highest Level 3 Recognition**  
for Central NM PMG Primary Care Clinics

MD Anderson  
~~Cancer~~ Network®  
Certified Member

Watson Health™  
**50 TOP**  
CARDIOVASCULAR  
2019





# Albuquerque's Only 24/7 Urgent Care

## Only Pay for What You Use



**URGENT CARE OR ER?**  
**LEAVE THAT**  
**DECISION TO US.**

In-network with most insurance plans.

**PRES** Now

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**24/7**  
Urgent and  
Emergency Care

- Two locations in Albuquerque and two more coming soon
  - San Pedro and Paseo de Norte, Coors and Western Trail
- Santa Fe Medical Center 24hr Urgent Care

# Get Care Where You Need It

## Extensive State and Nationwide Contracted Provider Network

**NEW**

### **New Mexico Provider Network**

- Over 24,000 Primary Care and Specialty Providers
- \* No Referrals Required
- Presbyterian Providers and Hospitals Statewide
- Independent Providers and Hospitals Statewide

[www.phs.org/sonm](http://www.phs.org/sonm)

### **Optum Healthcare Effective 8/1/20**

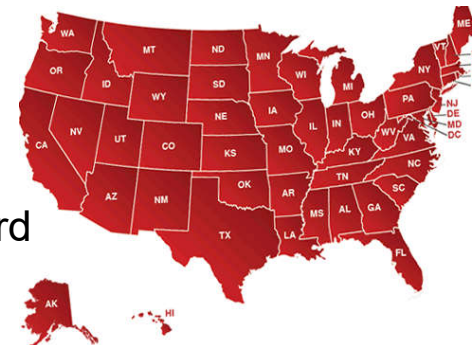
- 97 Primary Care Providers
- 106 Specialists
- Urgent Care Locations

### **Nationwide Provider Network**

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



[www.phs.org/sonm](http://www.phs.org/sonm) or [www.multiplan.com/presbyterian](http://www.multiplan.com/presbyterian)







**New  
Programs  
and Services**





## New Dedicated Member Service Team

**(505) 923-5600, 1-888-ASK-PRES**

**[info@phs.org](mailto:info@phs.org)**

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- Only Local and Integrated Customer Service Team in New Mexico
- Strive for One Call Resolution
- Benefit, Transition of Care, and Billing Questions
- Provider Scheduling Assistance: PCP / Specialist
- Member Navigation / Site of Service Redirection to Lowest Cost Setting
- Referrals to Clinical Programs – Disease / Care Management and Community Health Workers



# Improving Health Outcomes Collaboratively

## Comprehensive Disease Management Program

1-800-841-9705 or [healthysolutions@phs.org](mailto:healthysolutions@phs.org)

Licensed nurses work with your healthcare provider to provide you with coaching and self-management tools to manage chronic conditions such as:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)

## Care Coordination

1-866-672-1242 or [phpreferral@phs.org](mailto:phpreferral@phs.org)

Provides support for managing cancer or low back pain/musculoskeletal conditions and help members manage complex acute medical needs such as transplants, high-risk pregnancies, and transition of care.



# Community Health Workers

## *Closing the gaps.....*

- ✓ Taking up where the healthcare providers leave off:
  - Community services
  - Government programs
  - Extension of medical services and cost assistance
  - Food insecurity
  - Member Advocacy – Doctor Appointments
  - Behavioral Health Services
- ✓ Improving health outcomes

### How to Contact a Community Health Worker

505-923-8567 or 1-866-597-7839  
[chwincomingdocuments@phs.org](mailto:chwincomingdocuments@phs.org)



Your CHW will help you develop an action plan to address the services you want and need.



CHWs can help you for as long as you want, but services usually last 30 to 90 days.





## Keep Moving with a Fitness Pass Membership

### *Only \$12.50 per Eligible Member per Month*

### *Enrollment is Open Year-round*

**Program Begins October 1<sup>st</sup> 2020 for Currently Enrolled Presbyterian Members (Begin Enrolling September)**

**New Presbyterian Members Are Eligible as of January 1, 2021 (Begin Enrolling Last 2 Weeks of December)**

**Enrollment is Effective 1<sup>st</sup> of the Month Following Online Enrollment**

**\*Once Enrolled, You are Committed Through the End of the Calendar Year (unless you terminate your medical plan)**

**\*Must Reenroll Annually in December to Continue the Program the Following Calendar Year**

As a Presbyterian Health Plan member, you and your dependents have access to more than 10,000 fitness, recreation and community centers, including:

- Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe
- Prime Fitness network (nationwide)
- Discounted Membership Fees at all Sports & Wellness facilities



[www.defined.com](http://www.defined.com)



[www.primemember.com](http://www.primemember.com)



[www.sportsandwellness.com](http://www.sportsandwellness.com)

Defined Fitness is one of New Mexico's premier health clubs, offering a wide variety of group exercise classes, supervised child care and state-of-the-art strength training and cardiovascular equipment. All locations feature an aquatic complex with an indoor pool, hot tub, dry sauna and steam room.

The Prime Fitness network provides group exercise classes and amenities such as pools, sport courts, tracks and more. You can visit participating locations nationwide as often as you like, including select CHUZE, YMCAs, Snap Fitness, Curves® and more. When you use Prime Fitness, your fitness travels with you.

Sports & Wellness is where Albuquerque has gone to find fun, friends and fitness for 25+ years. Enjoy a special Presbyterian discount off traditional membership fees and experience five-star service and first-rate amenities at five New Mexico locations and other clubs across the country.



**Keep Moving with a Fitness Pass Membership**  
***Only \$12.50 per Eligible Member per Month***  
***Enrollment is Open Year-round***

**Fitness Pass program enrollment is easy. How to start:**

For quick access and to learn more about Fitness Pass, go to [www.phs.org/wellness](http://www.phs.org/wellness).

Or, from [www.phs.org](http://www.phs.org) you can:



- All enrolled health plan members aged 18 and older are eligible to enroll.
- Your enrollment will last through the current calendar year, and you must reenroll each year.
- Once enrolled, Presbyterian will automatically debit your account or credit card each month.
  - Debit will occur the last week of the month. If you enroll after the 17<sup>th</sup> of the month you will be debited for two months fees the following month but your gym membership will still be effective the 1<sup>st</sup> of the month following enrollment.

**If you choose Presbyterian,  
you can use Presbyterian.**



**One of the Lowest  
Premiums and Out of  
Pocket Costs**

**Free 24/7 Access to  
Convenient Quick Care  
Options for Everyday  
Ailments**



**Provider Network  
New Mexico and  
Nationwide**

**Addition of Optum  
Providers**

**Better Health  
Outcomes, Just In Case**



**New Programs and  
Services**

- **Dedicated Member Service Team**
- **Community Health Workers**
- **Fitness Pass Gym Membership**
- **Wellness Program**