



State of New Mexico  
Group Benefits Health Plan  
January 2022 – December 2022

**Presbyterian Health Plan**  
**Nationwide Point-of-Service Plan**



# Presbyterian Nationwide Point-of-Service Plan

## 2022 Benefits Presentation

**2022 Benefits  
New Tier I and Tier II**

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

**Provider Networks  
New Mexico and National**

**Advocacy  
Care Management**

**Gym Membership Program  
Wellness Services**

# 2022 Covered Benefits - Summary

Benefit	Tier I Presbyterian Preferred Network	Tier II NM and Nationwide Network
Deductible: Individual / Two Party / Family	\$350 / \$700 / \$1,050	\$500 / \$1,000 / \$1,500
Out-of-Pocket Maximum: Individual / Two Party / Family <i>Combined with Express Scripts Member Liability</i>	\$3,750 / \$7,500 / \$11,250	\$4,250 / \$8,500 / \$12,750
Preventive Care*	\$0	\$0
Telehealth Services – PCP, Specialist, UC*	\$0	\$0
PresRN, Video Visits, Online Visits, Talkspace*	\$0	\$0
Behavioral Health and Substance Abuse*	\$0	\$0
Primary Care*	\$25	\$40
PT/ST/OT*	\$25	\$40
Specialty Care*	\$45	\$75
Lab (Non Preventive)*	\$20	\$20
X-Ray (Non Preventive)*	\$100	\$100
Outpatient Surgery*	\$500	\$500
Chiropractic / Acupuncture (combined \$500 annual maximum)*	\$50	\$50
Naprapathy (25 annual visit max)*	\$55	\$55
MRI/PET/CT Scans*	\$250 per test per day	\$250 per test per day
Urgent Care*	\$100	\$100
Durable Medical Equipment	20% coinsurance after deductible	20% coinsurance after deductible
Emergency Care	20% coinsurance after deductible	20% coinsurance after deductible
Hospitalization	20% coinsurance after deductible	20% coinsurance after deductible
Maternity Care*	\$25 (1st Visit Only)	\$40 (1st Visit Only)
Maternity Hospitalization*	\$1,000	\$1,000
*Services not subject to deductible		





**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



Plan Information

VIEW



Financial  
Information

VIEW



Wellness  
Information

VIEW



Options for Care

VIEW



Contact Health  
Plan

VIEW

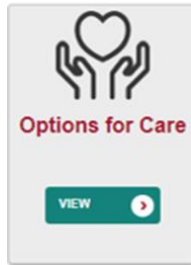


New PHP  
Treatment Cost  
Estimator  
Analysis Tool  
coming Q4

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



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



## No-Cost 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](http://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](http://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](http://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](http://www.phs.org/mychart).

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)

# 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.



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



Clickotine®

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.



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

# Get Care Today

Need help getting care today?

Enter your condition and insurance below to see the recommended venue of care.

Choose Condition

Presbyterian Health Plan

Tap to change insurance



PresRN

Nurse advice line, 24/7

Cost:  
\$0

Wait time  
⌛



Online Visits

Online medical interview & response

Cost:  
\$0 - \$

Wait time  
⌛



Video Visits

On-demand visits through MeMD, 24/7

Cost:  
\$0 - \$

Wait time  
⌛



Urgent Care

Appointment and walk-in

Cost:  
\$\$

Wait time  
⌛⌛



PRESNow 24/7 \*

Walk-in urgent or emergency care

Cost:  
\$\$ - \$\$\$\$

Wait time  
⌛⌛⌛



Hospital Emergency Care \*

Walk-in critical care

Cost:  
\$\$\$\$

Wait time  
⌛⌛⌛⌛

All of our sites care for adults and children.

[www.pres.today](http://www.pres.today)

Now Offering PMG Urgent Care Video Appointments: 7am – 7pm, 7 Days a Week

Statewide Access “All Ages” Urgent Care

- Peds Urgent Care

• Open & direct scheduling, video & in-person

• PMG providers with full access to Epic medical record





## **Provider Network Tier I and Tier II**

**Better Health  
Outcomes, Just In  
Case**



# New Interactive Provider Directory

## Find a Provider

Sort by A-Z / Distance

1 of 10 Results

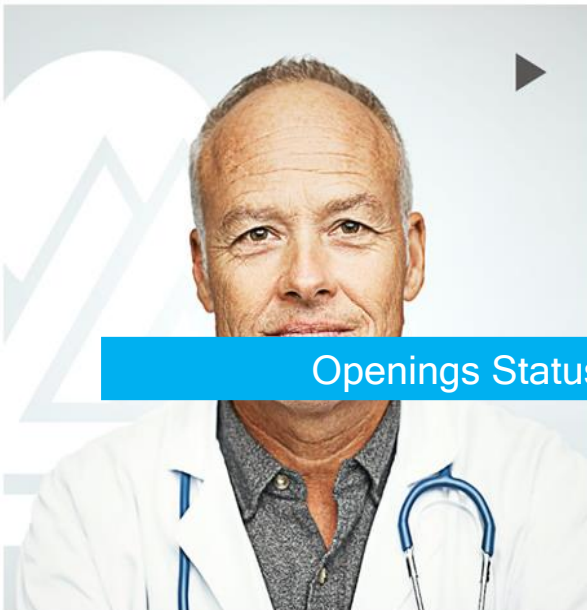
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Openings Status

Firstname Lastname M.D.

Appointment Types

Pediatric and Adult Congenital Cardiology  
Secondary Name of Specialty of Provider

★★★★★ 0.0

**Presbyterian Medical Group**  
Accepting New Patients

0.0 miles  
999-999-9999

Available Openings

In-person Visit

Virtual Visits

Next Available Appointment:

**9999 Streetname**  
**Cityname XX 12345**

Weekday, Month 00, 0000

Select an available time below.

9:00  
AM

10:30  
AM

11:00  
AM

More



Firstname Lastname M.D.

Pediatric and Adult Congenital Cardiology  
Secondary Name of Specialty of Provider

★★★★★ 0.0

Common Medical Group

In-person Visit

Virtual Visits

Next Available Appointment:

**9999 Streetname**  
**Cityname XX 12345**



Download, Print & Share

My Providers



Assistance



# Tier 1 Provider Network – Subset of Current Network

## Statewide Value Based Preferred Network

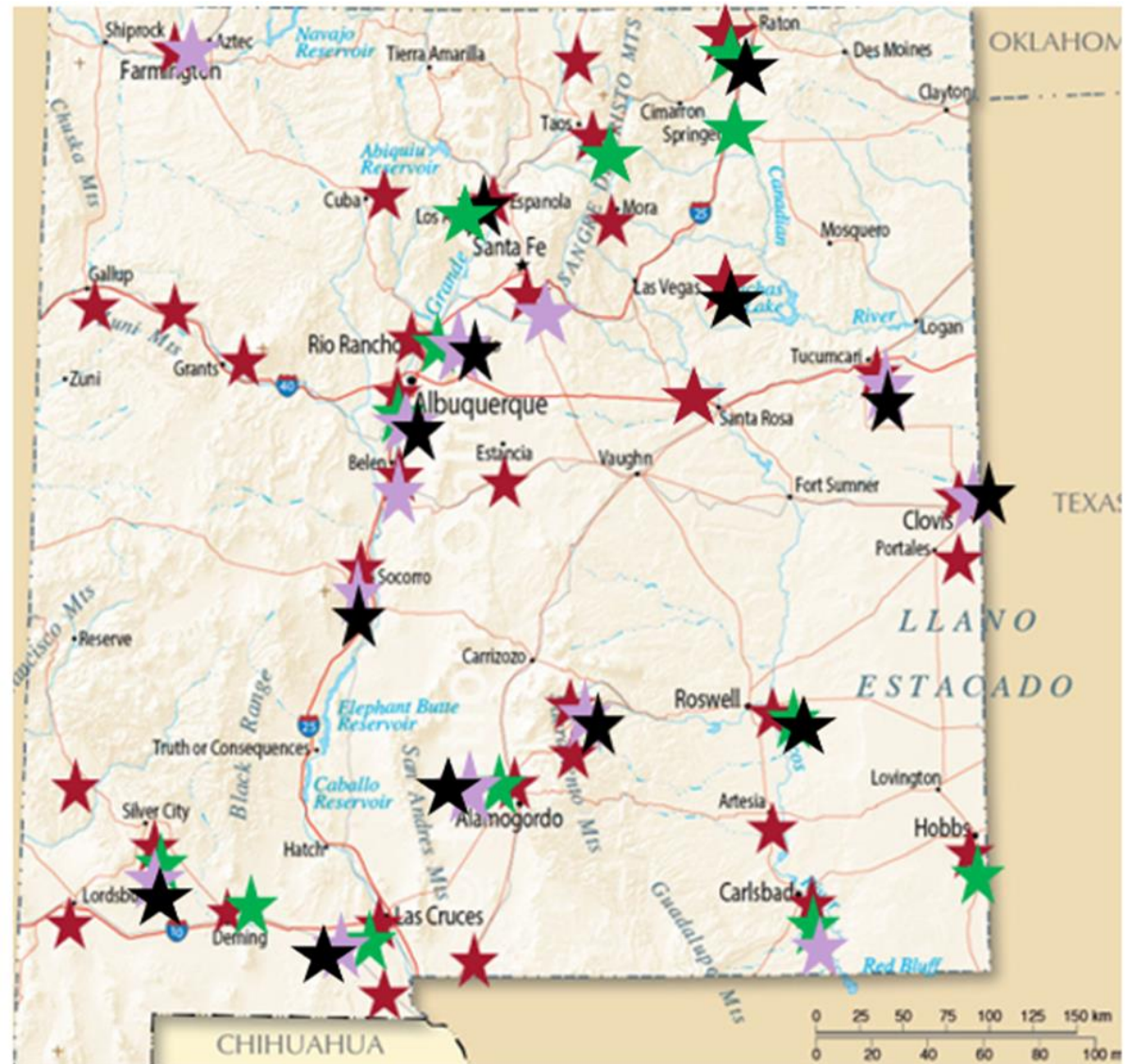
- Focus on Improving Clinical Quality Outcomes and Lowering Costs
- Lower Out-of-Pocket Cost for Specific Benefits
  - Deductible (only applicable to Hospitalization, Emergency Room, Ambulance and Durable Medical Equipment)
  - Out-of-Pocket Maximum
  - Primary and Specialty Care Copays
- All Other Copays Identical for Tier I and Tier II Providers
- Telehealth (PCP, Specialist, UC) and Behavioral Health Services Covered at 100%
- Tier I Provider Network: [www.phs.org/sonm](http://www.phs.org/sonm)





# Tier 1 Statewide Coverage by Provider Type

- Primary Care and Specialty – Red / Green
- Ambulatory Surgical Centers, Diagnostic Services, Labs, Radiology and Imaging – Purple
- Hospitals – Black
- Tier I Provider Network:  
[www.phs.org/sonm](http://www.phs.org/sonm)



# Tier I - 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














**24/7**  
Urgent and  
Emergency Care

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

# Tier I - Site of Service: Where You Get Care Matters

## Lower-cost Care Locations

Service	Providers Service Area by Region	Lower-cost Care Provider
 <b>Joint Procedures</b> <ul style="list-style-type: none"> <li>• Foot</li> <li>• Ankle</li> <li>• Knee</li> <li>• Shoulder</li> <li>• Hand</li> <li>• Wrist</li> <li>• Elbow</li> <li>• Hip Procedures</li> <li>• Joint Injections</li> </ul>	Central	NM Surgery Center/Orthopaedics 
	Northeast	
	Northwest	Four Corners ASC 
	Southeast	Southern NM Surgery Center 
	Southwest	Las Cruces Surgery Center 
		Southern NM Surgery Center 
 <b>Lab Work</b> <ul style="list-style-type: none"> <li>• Blood</li> <li>• Urine</li> <li>• Other Bodily Fluid</li> <li>• Body Tissue</li> </ul>	Central	TriCore  Quest 
	Northeast	TriCore  El Centro Family Health 
	Northwest	TriCore  Mesa Family Practice  Pinon Family Practice 
	Southeast	TriCore  Quest  Silver Health Care 
	Southwest	TriCore  Quest  Ben Archer Health Center 

Service	Providers Service Area by Region	Lower-cost Care Provider
 <b>Diagnostic Imaging</b> <ul style="list-style-type: none"> <li>• Computerized Tomography Scan</li> <li>• Magnetic Resonance Imaging</li> <li>• Mammography</li> <li>• Positron Emission Tomography Scan</li> <li>• General Radiology</li> </ul>	Central	Radiology Associates of Albuquerque 
	Northeast	X-Ray Associates 
	Northwest	
	Southeast	Covenant Diagnostic Lubbock, TX  Spine and Orthopedic Center of New Mexico 
	Southwest	Imaging Center of Las Cruces 
 <b>Colon Screening</b> <ul style="list-style-type: none"> <li>• Colonoscopy</li> <li>• Endoscopy</li> </ul>	Central	Presbyterian Outpatient Gastroenterology Lab  Optum Digestive Disease Clinic and Endoscopy Center 
	Northeast	Endoscopy of Santa Fe 
	Northwest	Four Corners ASC 
	Southeast	Clovis Surgery Center 
	Southwest	Lohman Endoscopy Center 

### Savings Opportunities

	Hospital Facility Average Claim Cost	Potential Savings at Lower-Cost Location	Potential Claim Savings at Lower-Cost Location
Orthopedic (Joint) Procedures	\$5,357	40%	\$2,143
Colon Screening	\$1,417	65%	\$921
Diagnostic Imaging	\$1,320	50%	\$660
Lab Work	\$261	65%	\$170

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



# Access All Current Providers: Tier I and Tier II Combined Extensive State and Nationwide Contracted Provider Network

## New Mexico Provider Network Tier I and Tier II

- 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)

Tier I and Tier II  
Covered at 100%  
Preventive Services  
Telehealth (PCP, Specialist, UC)  
Behavioral health

## Nationwide Provider Network Tier II

- 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)







**Advocacy**

**Care  
Management**

**Wellness Program**

**Fitness Pass Gym  
Program**





## Dedicated Member Service Team

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

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

**SONM Custom Website: [www.phs.org/sonm](http://www.phs.org/sonm)**

- 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: Telehealth or In-person PCP or 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

505-923-8567

✓ **Taking up where the healthcare providers leave off:**

- Community services
- Government programs
- Extension of medical services and cost assistance
- Food insecurity
- Behavioral Health Services



# Wellness Programs



## 2021-2022 Wellness Offerings



### Good Measures Nutrition Coaching

Connect with a  
Registered Dietitian.  
Track nutrients, sleep  
and blood pressure



### Health Coaching

Set goals and make life-  
style changes with one  
on one coaching.



### Wellness Webinars

Informative interactive  
sessions on advancing  
your wellness journey



### Wellness at Work®

Personal Health Assessment  
tool,  
and other health resources.



### Stay Informed

Home mailings with  
information about  
current programming

Login to: myPres  
Select Wellness at Work  
[www.phs.org](http://www.phs.org)



Wellness  
Information

VIEW





# Keep Moving with a Fitness Pass Membership

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

### *Enrollment is Open Year-round*

**Presbyterian Members Are Eligible To Enroll with January 1, 2022 Effective Date**

**(Enroll in December prior to 12/20 to Ensure Gyms Have Eligibility Prior to 1/1/22)**

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

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

**Access as many gyms simultaneously as you would like there is no limit to the number of gyms you can utilize**

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*

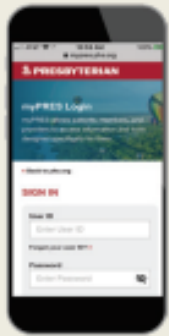
*Enrollment is Open Year-round*

### 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:

Log in or register  
for MyPRES



Select  
MyHealthPlan



MyHealthPlan

Select  
Wellness Information



Select  
Fitness Pass

Fitness Pass

- All enrolled health plan members aged 18 and older are eligible to enroll. Subscriber (policy holder) must enroll for dependents to enroll.
- Your enrollment will last through the current calendar year and can not be changed or cancelled voluntarily, 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.



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

**For Everyday  
Ailments**



**Provider Network  
New Mexico and  
Nationwide**

**Tier I and Tier II**

**Better Health  
Outcomes, Just In Case**



**Advocacy,  
Care Management  
and Fitness Pass**

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