

NEED TO LICENSE



 **PRESBYTERIAN**
Health Plan, Inc.

2021 Summary of Benefits for State of New Mexico Employees

Take a look at Presbyterian Health Plan for your 2021 health benefits. We offer the lowest out-of-pocket plan with a full range of benefits, and we're still the only HMO choice with nationwide coverage.

Ready to enroll?

Ask your human resources department about Presbyterian health plans during open enrollment. For questions about Presbyterian's plan benefits, contact the Presbyterian State of New Mexico employee dedicated Customer Service line 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.

**Now in-network
for SONM
members!**

Optum, a medical group with 8 locations in Albuquerque and Rio Rancho offering 97 primary care providers, 106 specialists and an urgent care.

phs.org/sonm

Who We Are

- Founded in New Mexico in 1908, Presbyterian Healthcare Services is a locally owned, not-for-profit healthcare system of nine hospitals, a medical group, and a health plan.
- Presbyterian's health system serves one in three New Mexico residents in our clinics, hospitals and as members of our health plan.
- Owned by Presbyterian Healthcare Services, Presbyterian Health Plan, Inc. was formed in 1985 and now has more than 600,000 enrolled in Medicare Advantage, Medicaid, and Commercial/Individual plans.

Presbyterian by the Numbers

112 years
of serving
New Mexicans



9 hospitals in
7 communities



Nearly **900**
providers in
Presbyterian
Medical Group



Nearly
900,000
individual
customers
(and counting)



More than
13,000 em-
ployees –
New Mexico's
largest private
employer



600,000
Presbyterian
Health Plan
members, which
includes nearly
42,000 Medicare
Advantage
members



New Resources Available to You!

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.

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).

Wellness at Work



Through this online tool you can access all your wellness programming and create a personalized health improvement plan. It

features a powerful Personal Health Assessment (PHA) tool to help identify personal health risks and provide recommendations for improving those risks. To participate, visit **www.phs.org** and register or login to myPRES.

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



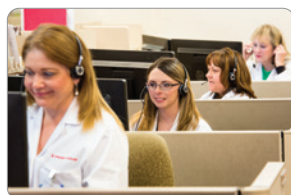
As a member, you have access to several comprehensive disease management programs at no additional cost to you.

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**.

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 and search for "PresRN."

Video Visits

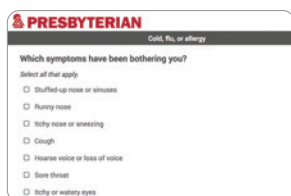


See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical conditions via secure video through a smartphone, tablet or

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

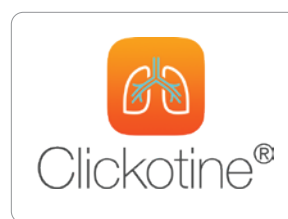


No-cost messaging therapy offers members age 14 and older behavioral health coaching with licensed behavioral therapists via

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.



Keep moving with a Fitness Pass membership.

Only \$12.50 per eligible member per month.
Enrollment is open year-round.



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)
- A discount on Sports & Wellness gym fees



www.defined.com



www.primemember.com



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.

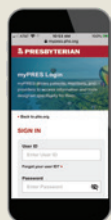
Sports & Wellness is where Albuquerque has gone to find fun, friends and fitness for 25+ years. Enjoy a special Presbyterian Health Plan member rate and experience five-star service and first-rate amenities at five New Mexico locations.

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.

Or, from www.phs.org you can:

Log in or register
for MyPRES



Select
MyHealthPlan



MyHealthPlan

Select
Wellness Information



Select
Fitness Pass

Fitness Pass

Enrollment must be completed by the health plan subscriber.

- All enrolled health plan members aged 18 and older are eligible to enroll.
- Once enrolled, Presbyterian will automatically debit your account or credit card each month.
- Your enrollment will last through the current calendar year, and you must reenroll each year.

Keep moving with a Fitness Pass Membership

Your journey to a healthier you is as easy as a few clicks!

1. Visit **www.phs.org**.
2. Sign in using your myPRES credentials. Need a myPRES account? Sign up at **www.phs.org/myPRES**.
3. Select the eligible family members that would like to enroll. Remember, only enrolled members aged 18 and older are eligible for the Fitness Pass.
4. Fill out the banking information. Presbyterian accepts checking/debit accounts and most major credit cards.
5. Print/save a copy of your confirmation page. If you have any questions, please call our customer service center using the number on the back of your Member ID card and reference the confirmation number.
6. We will send your eligibility information beginning the first of the following month.
7. Visit the gym of your choice. At Defined Fitness and Sports & Wellness, you will be issued an ID card directly by the gym after you present your Presbyterian Member ID card. If you want to use Prime Fitness, visit **www.primemember.com** to obtain a Prime ID Card before visiting a gym in that network.

Some things to keep in mind about your Fitness Pass membership

- You can use as many gyms simultaneously as you would like; there is no limit to the number of gyms you can utilize.
- Upon enrollment, your fitness pass eligibility will start on the first of the following month.
- Initial enrollment is open all year, although if you enroll you are committed through the calendar year.
- Eligible dependents must be at least 18 years of age to participate.
- Dependents living outside of New Mexico can still participate and have access to the nationwide Prime Fitness Network.
- You must be active on your Presbyterian Health Plan policy to remain eligible for the Fitness Pass.
- Fitness Pass accounts cannot be changed or cancelled voluntarily.
- If your account is cancelled for non-payment, you cannot re-enroll until the following year.
- All gym memberships through the Fitness Pass are basic memberships; upgrades may be purchased directly through the fitness center.

Wherever you go, we'll be there.

Presbyterian offers you the value that comes with our integrated system of physicians, hospitals, and a health plan – all working together to keep you healthy and provide new and innovative service.

Care in New Mexico

With access to more than 24,000 providers statewide and in bordering communities, Presbyterian gives you more freedom to manage your own healthcare. To find the most current list of providers and create your very own personal Provider Directory based on criteria you choose, visit www.phs.org/directory.

Care Outside New Mexico

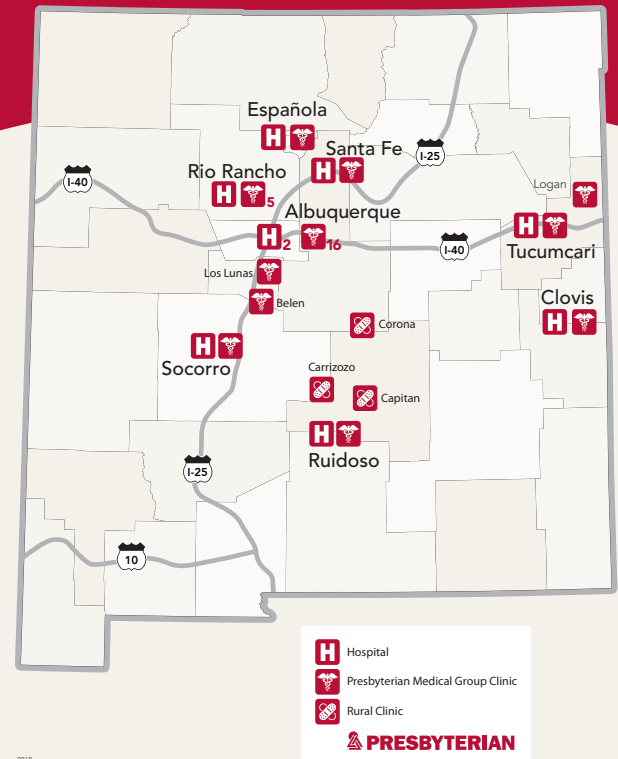
In addition to our robust provider network, members also receive in-network benefits outside of New Mexico with nearly 900,000 providers through our partnership with a national network. Visit www.multiplan.com/presbyterian.

Investing in Growing Communities

Presbyterian has served the communities of northern New Mexico for more than 60 years. In 2015, we opened our first Santa Fe facility on St. Michael's Drive, and in 2018, we opened the Presbyterian Health Park in Santa Fe, featuring a medical center with 30+ patient beds, specialty medical services, surgery suites and an urgent care and emergency department.

PRESBYTERIAN HEALTHCARE SERVICES

New Mexico's Largest Provider of Care



Summary of Benefits

The following are the highlights of the HMO plan administered by Presbyterian Health Plan, Inc. for State of New Mexico employees statewide. These benefits are effective 1/1/21 through 12/31/21. The specific terms of coverage, limitations and exclusions are detailed in Sections 2, 4, and 5 of the Summary Plan Description.

BENEFITS	NATIONWIDE HMO PLAN	
	Benefit Highlights	In-network and out-of-state MP/PHCS Provider Care
	Copayments/Co-insurance vary depending on service; see below	
	Member deductible (Calendar Year)	
	Single	\$350
	2-Party	\$700
	Family	\$1,050
	Out-of-Pocket Maximum (Calendar Year) Includes medical and Rx cost sharing	
	Single	\$3,750
	2-Party	\$7,500
	Family	\$11,250
	Lifetime maximum	Unlimited (Certain services are subject to Calendar Year and/or lifetime maximums or are limited per condition.)
Physician Services	Office visit	
	Primary/Gynecology care	\$25 office visit Copayment ⁵
	Specialty care	\$45 office visit Copayment ⁵
	On-campus student health center	\$25 Copayment per visit ⁵
	Preventive services	
	Routine physicals	No Copayment ⁵
	Well child care including vision and hearing screening (through age 26)	No Copayment ⁵
	Immunizations	No Copayment ⁵
	Adult wellness	No Copayment ⁵
	Health education programs	Fees Vary (based on service)
	Women's Preventive Services	No Copayment
	Contraceptive Methods	
	• Intrauterine Devices (IUD)	
	• Hormone Contraceptive Injections	
	• Inserted Contraceptive Devices	
	• Implanted Contraceptive Devices	
	Breastfeeding support, supplies and counseling (for one year after delivery)	

BENEFITS	NATIONWIDE HMO PLAN	
	Benefit Highlights	In-network and out-of-state MP/PHCS Provider Care
Physician Services (continued)	Laboratory	20%
	X-ray	20%
	Allergy testing and treatment	\$45 office visit Copayment ⁵
	Allergy injections by a nurse	No Copayment ⁵
	Allergy extract preparation	No Copayment
Hospital Services	Hospitalization (includes room and board, Inpatient Physician care – Physician visits, surgeon, and anesthesiologist) ³	\$600 Copayment per Admission
	Inpatient rehabilitation services ³	\$600 Copayment per Admission
	Laboratory	20%
	X-ray	20%
	MRI/PET Scans/CT Scans ³	20% Co-insurance up to a maximum of \$200 per test per day
	Hospital Observation Services (no Admission)	\$250 Copayment
	Surgery – Outpatient (no Hospital Admission) – Facility claim only	20% Co-insurance
Maternity Services	Physician/midwife services (delivery, prenatal/postnatal care) Note: Copayment does not include laboratory or x-ray services.	\$25 Copayment – initial visit only, all other visits no Copayment
	Genetic testing and counseling ³	Copayment based on place of service
	Hospital Admission ³	\$500 Copayment per pregnancy
	Routine nursery care for newborns	No Copayment
Emergency Services	Emergency room visit ²	\$275 Copayment
	Urgent Care center	\$55 Copayment
	Ambulance ¹ Ground transportation Air ambulance	\$30 Copayment per trip \$100 Copayment per trip
Mental Health	Outpatient services ⁵	\$25 office visit Copayment
	Inpatient services ³	\$500 Copayment per Admission
	Partial Hospitalization ³	\$250 Copayment per Admission
	Residential Treatment Center ³ (limited to 60 days/ Calendar Year; must be Medically Necessary.)	\$500 Copayment per Admission
Substance Abuse	Outpatient services ^{3,5}	\$25 office visit Copayment
	Acute Inpatient Hospital services ³	\$500 Copayment per Admission
	Partial Hospitalization ³	\$250 Copayment per Admission
	Intensive Outpatient (non-Step Down) ^{3,5}	\$25 Copayment per visit
	Residential Treatment Center ³ (limited to 60 days/ Calendar Year; must be Medically Necessary.)	\$500 Copayment per Admission

BENEFITS	NATIONWIDE HMO PLAN	
	Benefit Highlights	In-network and out-of-state MP/PHCS Provider Care
Autism Spectrum Disorder (Habilitative)	PCP ^{3, 5}	\$25 office visit Copayment
	Specialist ^{3, 5}	\$45 office visit Copayment
	Outpatient Physical Therapy ^{3, 5}	\$45 office visit Copayment
	Outpatient Speech Therapy ^{3, 5}	\$45 office visit Copayment
	Applied Behavioral Analysis (ABA) ⁵	\$45 office visit Copayment
Other Services	Biofeedback (for specified medical conditions only)	\$45 office visit Copayment ⁵
	Cardiac or pulmonary rehabilitation	\$45 office visit Copayment ⁵
	Chemotherapy and/or radiation therapy	No Copayment in Physician's office
	Chiropractic (Combined annual limit of 25 visits) ⁴	\$50 office visit Copayment ⁵
	Acupuncture (Combined annual limit of 25 visits) ⁴	\$50 office visit Copayment ⁵
	Naprapathic Services (Annual limit of 25 visits) ⁴	\$55 office visit Copayment ⁵
	Dental services (for specified medical conditions only) Inpatient ³ Outpatient	\$600 Copayment per Admission \$45 office visit Copayment ⁵
	Dialysis	No Copayment
	Durable Medical Equipment, orthotics, prosthetics and appliances ³	23%
	Injectable drugs received in the office ³ If billed in conjunction with an office visit	Included in office visit Copayment based on the location of the services (PCP, Specialist, etc.)
	If provided by a nurse and no office visit is billed	No Copayment
	Home health care ^{3, 5}	\$45 Physician Copayment; no Copayment for nursing services
	Hearing Aids (to include repair, replacement, and associated testing)	Plan pays 100% up to a maximum of \$2,500 per hearing impaired ear every 36 months ⁵
	Hospice ³ Bereavement counseling (limited to 3 sessions during the Hospice benefit period) Respite care (lifetime maximum of 2 sessions of up to 10 days for each Hospice benefit period)	No Copayment ⁵
	Infertility related services (only limited services covered)	Copayment based on services
	Physical, occupational and speech therapy	\$25 office visit Copayment ⁵

BENEFITS	NATIONWIDE HMO PLAN	
	Benefit Highlights	In-network and out-of-state MP/PHCS Provider Care
Other Services (continued)	Skilled nursing facility (Admission Copayment waived if readmitted within 15 days) ³	\$600 Copayment per Admission
	Sleep disorder studies Inpatient ³ Home/Sleep lab (2 nights)	\$600 Copayment per Admission 20% Co-insurance
	Smoking cessation	50% Co-insurance
	Surgical services Inpatient Outpatient In-Office PCP Specialist	Covered as part of Hospital Admission 20% Co-insurance (Facility claim only) Included in PCP office visit Copayment ⁵ \$45 office visit Copayment ⁵
	Reconstructive Surgery ³ Inpatient Outpatient	\$600 Copayment per Admission 20% Co-insurance (Facility claim only)
	Weight loss programs (Morbid Obesity treatment only) Inpatient ³ Outpatient	\$600 Copayment per Admission \$45 office visit Copayment ⁵
Transplants³ (No Lifetime Maximum)	Coverage for human organ transplants (refer to Sections 4 and 5 for details on transplant coverage)	Copayments based on place of service
Prescription Drugs	Administered by Express Scripts. Call Express Scripts at 1-800-743-1720.	

¹ Ambulance copayment is waived if transportation is medically necessary and results in a hospital admission.

² The \$275 emergency care is waived if a hospital admission results. Then, the hospital admission copay applies. Copay is for the ER visit only; other services are subject to deductible and coinsurance.

³ Prior authorization may be required.

⁴ This benefit includes an annual maximum payment, annual visit limitation, lifetime visit limitation and/or lifetime maximum payment.

⁵ Not subject to the deductible.

The State of New Mexico provides group health care coverage through the Health Maintenance Organization Plan (HMO) administered by Presbyterian Health Plan, Inc.

State of New Mexico employee dedicated Customer Service line

Available Monday through Friday from 7 a.m. to 6 p.m.

(505) 923-5600

1-888-ASK-PRES (1-888-275-7737)

TTY 711

phs.org/sonm

