Who We Are

THE CONSUMER’S CHOICE

• Considered Best Healthcare Organization in New Mexico, Best Health Plan and Best Doctors for more than a decade.
  Source: Independent Consumer Research

• New Mexicans serving New Mexicans: Presbyterian is the only locally owned and operated integrated health care delivery system.

• Presbyterian is the only Nationwide HMO Option
More than 750,000 unique customers today

**Presbyterian’s Integrated System**

- **Hospitals**: 8 hospitals in 7 New Mexico communities
- **Health Plan**: Presbyterian Health Plan
  - 450,000 members statewide
  - Commercial, Medicare, Medicaid
- **Medical Group**: Presbyterian Medical Group
  - Multi-specialty group
  - More than 700 providers
  - 73 clinics in 34 facilities
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 and RR
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.
New Additions

- Completed inpatient expansion at our newest hospital, Presbyterian Rust Medical Center in Rio Rancho, in fall 2015
- Opened comprehensive cancer center in Rio Rancho in early 2016
- PMG Golf Course and Paradise – Opening Fall 2016
- Adding one to two primary care sites each year in the Albuquerque metropolitan area
- Opened new clinic in Santa Fe in 2015 – UC 7 Days a week
- Building an innovative healthcare campus in Santa Fe with inpatient and outpatient services (scheduled to open in 2018)
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
Nationwide HMO Benefits Effective 1/1/17

**Deductible $350/ $675 / $1,000**

Out-of-Pocket (OOP) Maximum (Calendar Year) $3,500 / $7,000 / $10,500

*(pharmacy combined with medical expenses to meet medical OOP)*

<table>
<thead>
<tr>
<th>Office Visit</th>
<th>Hospital Inpatient (Delivery)</th>
<th>$500</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Preventive Care</td>
<td>Maternity Care</td>
<td>$25</td>
</tr>
<tr>
<td></td>
<td>(1st visit)</td>
<td></td>
</tr>
<tr>
<td>• PCP/Gyn Care</td>
<td>In/Out of Network</td>
<td></td>
</tr>
<tr>
<td>• Specialist (no referral)</td>
<td>Emergency</td>
<td>$225</td>
</tr>
<tr>
<td></td>
<td>Urgent Care</td>
<td>$50</td>
</tr>
<tr>
<td>Lab Work (non Preventive)</td>
<td>Chiro / Acup</td>
<td>$45*</td>
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<tr>
<td></td>
<td>(combined 25 visit limit)</td>
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</tr>
<tr>
<td>Outpatient Surgery</td>
<td>Naprapathy</td>
<td>$50*</td>
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<tr>
<td></td>
<td>($500 annual limit)</td>
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</tr>
<tr>
<td>MRI-PET-CT Scans</td>
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</tbody>
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*Deductible not applicable*

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.
Transition of Care for New Members

- Had a surgical procedure & undergoing follow-up care/therapy
- Have an upcoming surgical procedure
- Have serious medical condition that requires ongoing care
- Undergoing dialysis treatment
- In the 2\textsuperscript{nd} or 3\textsuperscript{rd} trimester of pregnancy
- Complex medical care

Case Management: For Acute Conditions
- Transplant services
- High-risk pregnancy management
- Transition of Care

Disease Management: For Chronic Conditions
- Diabetes
- Coronary Artery Disease
- Asthma
- Dialysis
Customized Website:  www.phs.org/sonm
### for **PATIENTS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MyChart</strong></td>
<td>View your electronic health records, pay a doctor bill, and more.</td>
<td><a href="#">ACCESS MyChart</a></td>
</tr>
<tr>
<td><strong>MyChart App</strong></td>
<td>Manage your health care from your smartphone with the MyChart mobile app.</td>
<td><a href="#">Download on the App Store</a>, <a href="#">Get it on Google Play</a></td>
</tr>
<tr>
<td><strong>Pay Ambulance Bill</strong></td>
<td>It’s easier than ever to pay your ambulance bill online with a credit card.</td>
<td><a href="#">PAY NOW</a></td>
</tr>
</tbody>
</table>

### for Presbyterian **HEALTH PLAN MEMBERS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MyHealthPlan</strong></td>
<td>Instantly view claims, find a doctor or hospital, look up benefits, and more.</td>
<td><a href="#">ACCESS MyHealthPlan</a></td>
</tr>
<tr>
<td><strong>MyIDCard</strong></td>
<td>View, email, print or fax your member ID card.</td>
<td><a href="#">VIEW MyIDCard</a></td>
</tr>
<tr>
<td><strong>MyPharmacy</strong></td>
<td>Quickly and easily find a pharmacy, get mail order prescriptions, and more.</td>
<td><a href="#">ACCESS MyPharmacy</a></td>
</tr>
<tr>
<td><strong>Video Visits</strong></td>
<td>See a doctor for your non-emergency medical needs — 24/7, 365 days a year.</td>
<td><a href="#">ACCESS VIDEO VISITS</a></td>
</tr>
<tr>
<td><strong>NEW Wellness at Work</strong></td>
<td>Personal health assessment.</td>
<td><a href="#">ACCESS YOUR PHA</a></td>
</tr>
<tr>
<td><strong>Treatment Cost Calculator</strong></td>
<td>Estimate procedure costs and plan for medical expenses.</td>
<td><a href="#">START NOW</a></td>
</tr>
</tbody>
</table>
Be a part of your care team.  
Sign up for MyChart.

Presbyterian Medical Group patients have secure online access to their Presbyterian electronic health records with an activated MyChart account.

With MyChart, patients can:

• Send and receive messages with their care team.
• Schedule primary care appointments and confirm upcoming appointments.
• View test results.
• Request prescription renewals.
• Receive health reminders.
• Pay doctor and hospital bills, sign up for paperless billings and view prior statements.
• And, much more
PresRN – Nurse Advice Line

• Staffed with experienced health plan Registered Nurses available 24/7/365

• The Nursing team has access to member care plans and can contact the care coordinator or case manager if appropriate.

• The Nurses have access to the member’s Electronic Health Record (MyChart), giving them the ability to view past tests and records and ensuring all nursing advice is tracked appropriately.

• Automatic messages are sent to a member’s PCP or specialist and care coordinator (if applicable).

1-866-221-9679
Video Visits

• The doctor is always ‘in’ — 24/7 online, 365 days a year
• $0 Copay
• How it works:
  – Schedule a Video Visit via myPRES on any compatible computer, smart phone, or tablet
  – Get treatment for common health issues like earaches, cold/flu symptoms, and allergies
  – Prescriptions are e-prescribed to the pharmacy of your choice
  – Doctor’s note for school or work sent via email

pns.org/videovisits
Presbyterian Customer Service Center

Integrated Dedicated Customer Service Experience:

Traditional Customer Service
  • Claims, benefits, questions

Advocate Services
  • Locating a PCP
  • Primary Care Scheduling
  • Patient Financial Services
  • Emergency Department Patient Navigation

(505) 923-5600 or 1-888-ASK PRES
Email: info@phs.org
Value Added Benefits

Member Only Discounts on gym memberships, weight loss programs and more.

- Hearing Hardware
- Vision
- Massage Therapy
- Chiropractic
- Acupuncture
- Buy One Get One Free Isotopes Tickets

www.benefitsource.org/presbyterian-health-plan
Presbyterian Highlights

• Only Nationwide HMO Option
  – MultiPlan/PHCS Nationwide Network

• One of the Lowest Premium and Out-of-Pocket Expense Options

• Video Visits / PresRN / MyChart

• Urgent and Emergent Care Nationwide

• Value-Added Benefits

• Expanding Access for New Mexicans
People helping People. It’s our tradition.