

Oct. 5, 2021

Subject: Clarifying Effective Date of Upcoming October Updates to the Medical Policy Manual and Prior Authorization Guide

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) mailed a letter on Sept. 22 that included two effective dates regarding the updates being made to Presbyterian's Medical Policy Manual and Prior Authorization Guide: Oct. 18 and Oct. 22. We would like to take this time to clarify and correct this information

The correct effective date is Oct. 22, which aligns with the Sept. 22 date of the letter and Presbyterian's commitment to give providers a 30-day advance notice of upcoming changes to the Medical Policy Manual and Prior Authorization Guide. The incorrect effective date is Oct. 18. We regret this error and apologize for any confusion or inconvenience this miscommunication caused.

If you have any questions or concerns, please use the information on the back of this page to contact your Provider Network Operations relationship executive. As always, thank you for partnering with us to improve the health of the patients, members and communities we serve.

Provider Network Management



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5141

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113