2022 BENEFIT GUIDE

A QUICK AND EASY GUIDE TO
YOUR HEALTH PLAN INFORMATION.

TRUSTED CARE
CENTENNIAL CARE PLAN
• NM •
LOCAL CARE

PRESBYTERIAN
Centennial Care

CENTENNIALCARE

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This guide is a brief summary, not a comprehensive description of benefits, limitations and exclusions. For complete information, please refer to your Member Handbook.

Such services are funded in part with the State of New Mexico.

Welcome

Dear Member,

Welcome to Presbyterian Centennial Care! In this guide, you will find some useful information about your coverage and benefits, and other helpful tips about your health plan.*

You should have received a copy of your Member Handbook. If not, you can:

- Sign in to myPRES at **www.phs.org/myPRES**, and then select MyHealthPlan.
- Call our local Presbyterian Customer Service Center at the phone number listed on the back of your attached ID card.
- Email us at **info@phs.org**.

We look forward to serving you!

Sincerely,
Your Presbyterian Centennial Care Team

**This guide is a brief summary of your plan. For a full description of your benefits, limitations, and exclusions, please refer to your Presbyterian Centennial Care Member Handbook.*

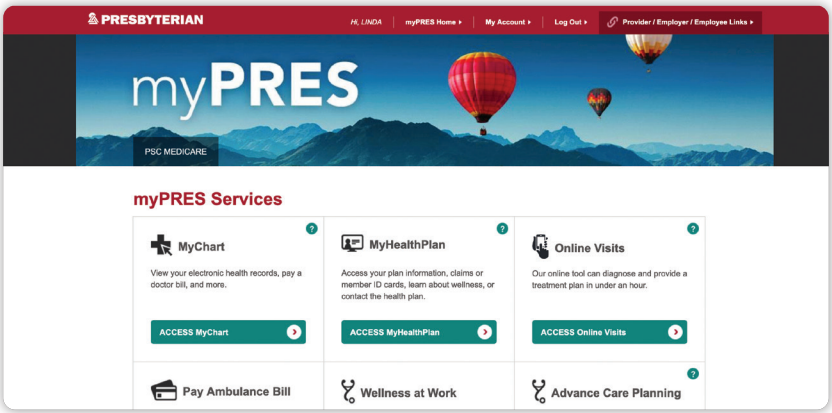
Access your plan online

myPRES provides you with secure, 24-hour access to important, personalized health plan information. Through myPRES, you can access MyHealthPlan, MyChart, and other valuable information about your health plan.

You can register at **www.phs.org/myPRES**. You will need your Presbyterian member ID number, located on the attached ID card.

To access MyHealthPlan, sign in to myPRES and select *Access MyHealthPlan*. You can then:

- View your mobile ID card or order ID replacements
- See your plan documents
- Find doctors and see all your options for getting care
- Access wellness tools and resources



myPRES is also home to MyChart, a direct communication tool for members seen by Presbyterian Medical Group (PMG) providers.

- View test and lab results
- Request an appointment
- Send messages to your care team
- Review summaries of recent visits

How to contact us

Presbyterian Customer Service Center

We know that you need information about your healthcare that makes sense to you. Our friendly staff is located in Albuquerque and is here to answer your questions in English, Spanish, Navajo/Diné and other languages.

Our hours are Monday through Friday, 8 a.m. to 6 p.m. You can reach us at the following numbers:

Presbyterian Customer Service Center: (505) 923-5200 or 1-888-977-2333 (toll-free)

TTY users: 711

Navajo/Diné members: (505) 923-5157 or 1-888-806-8793 (toll-free)

Email: **info@phs.org**

Other Important Numbers:

PresRN – a local nurse advice hotline open 24 hours a day, seven days a week: toll-free at 1-888-730-2300 (more information is available on page 14)

Transportation partner (for non-emergency medical transportation) – 1-855-774-7737 (toll-free)

New Mexico Crisis and Access Line (for a behavioral health crisis): toll-free at 1-855-662-7474 (1-855-NMCRISIS)

Presbyterian Health Plan's Confidential Fraud and Abuse Hotline – (505) 923-5959 or toll-free 1-800-239-3147

Tell us how we are doing. We are always looking for ways to make it easier for you to learn about your health plan. Email us your suggestions: **feedback@phs.org**.

Covered benefits: Did you know?

Presbyterian Centennial Care provides a full range of **covered benefits** and services. These include behavioral, physical, and long-term care services and supports. Certain covered benefits and medications may require prior authorization. Some benefits are covered only for members that meet nursing facility level-of-care criteria.

Some benefits may be limited by the Medicaid program guidelines. If you have a question about your Presbyterian Centennial Care benefits, please see your Member Handbook or contact our local Presbyterian Customer Service Center.

Behavioral Health

There may be times when you need help with **behavioral health care**, such as emotional, mental health or alcohol- or drug-related services. Presbyterian Centennial Care includes behavioral health services that allow you to get the treatment you need. We are here to support your recovery.

You do not need a referral from your primary care provider (PCP) to get behavioral health services. You can go directly to a behavioral health provider for help. We urge you to tell your PCP if you are using these services. This will help your PCP to better care for you. If you have a question about your behavioral health benefits, please see your Member Handbook or contact our Presbyterian Customer Service Center.

Covered benefits: Did you know?

Transportation Benefits

Presbyterian Centennial Care offers non-emergency transportation to covered medical and behavioral health appointments if you do not have a ride. Our transportation partner has different types of transportation available. The type you qualify for is based on your medical need, your pickup location and where you are going.

How to Get Transportation

We work with our partner to help schedule your rides to and from your appointments. Our partner is available 24 hours a day, seven days a week. You can call at any time to schedule a ride, to check a reservation, or for discharge-related requests. A 48-hour advance notice is required to schedule a ride, with the exception of urgent requests. All you have to do is call 48 hours in advance at **(505) 923-6300** or toll-free at **1-855-774-7737 (TTY 711)**.

You can also use your smartphone to schedule a ride. To register for this service, please visit your app store to select the **Itineris Passenger App** for free.

Live in a tribal community?

We have Native American transportation providers who know your community and can give you rides to your medical and behavioral health appointments to and from tribal communities.

Our partner will work with you to find a ride in your area.

Covered benefits: Did you know?

Dental Services

Presbyterian Centennial Care helps you take care of your teeth and gums. Make an appointment soon for routine dental exams. Starting routine dental exams early will mean better lifelong dental health for you and your children.

We cover some dental services for members of all ages. If you have a question about your Presbyterian Centennial Care dental benefits, please see your Member Handbook or contact our Presbyterian Customer Service Center.

Vision Services

Presbyterian Centennial Care helps you take care of your eyes. It's important to have your eyes checked regularly (often). A routine eye exam can find serious health problems. Plus, eye exams for children can find problems that can affect the way they learn and develop.

We cover certain vision care services needed to diagnose and treat eye diseases and to correct vision. Medicaid has specific guidelines for when eyeglasses and contact lenses are covered. If you have questions about your vision benefits, please see your Member Handbook or contact our Presbyterian Customer Service Center.

Covered benefits: Did you know?

Long-Term Care Services and Supports

Presbyterian Centennial Care includes long-term services and supports that may be provided in your home or in an institution such as a nursing facility. To receive long-term services and supports, you must meet certain criteria. These services must be **medically necessary (needed)** before you can get them. If you meet the criteria, you may be eligible to receive Community Benefit or nursing facility services.

Community Benefit services are those that help you stay in your home or a community setting safely. They are long-term services and supports provided in your home or community. If you are eligible for Community Benefit services, you have the option to select the way you get these services. You can get them through Agency-Based Community Benefits (ABCB) or Self-Directed Community Benefits (SDCB). Presbyterian Centennial Care manages support broker services for our SDCB Centennial Care members. This means that you can choose a support broker who works for Presbyterian Centennial Care.

You must get an in-home assessment by a care coordinator to get long-term services and supports. The assessment will identify your needs and the services that will support you in the community. If you meet the criteria, you will receive approval for one year. You will need to be re-assessed every year.

Covered benefits: Did you know?

Care Coordination

Care coordination services are available to every member. The level of care coordination depends on how much assistance you need. Care coordination is how we coordinate your healthcare needs, whether you are in the hospital or at home. It is for members with chronic long-term, complex or behavioral health needs. Care coordination works with you, your family or support system and your providers. It is one way that we work to keep you out of the hospital or emergency room unless you really need it.

We want to make sure you have all the help you need to stay in your home and live as independently as possible. If you are in a hospital, skilled nursing facility or rehabilitation center, a care coordinator will work with the staff to help make your discharge successful.

Some members need extra help managing their healthcare. Many members with complex healthcare needs have long-term health problems:

- They need more services or more complex services than most members.
- They have many physical, behavioral and/or social health needs that limit their ability to function.

Care coordinators will help you find services in your area. They also work with pharmacists to make sure that you are using the right medicine. Our care coordinators use medical, behavioral, social and community resources to help members manage their own health. Community resources include using community health workers and community health representatives.

Supporting your mental well-being

Below are additional behavioral tools and resources you can use.

- **On to Better Health** – Online access to guided therapy tools and self-help resources. To access this program, go to **www.ontobetterhealth.com/php**.
- For a behavioral health crisis, **the New Mexico Crisis and Access Line is available to anyone (with or without insurance)** 24 hours a day, seven days a week. Call **1-855-662-7474 (1-855-NMCRISIS)**.

Your primary care provider (PCP)

Your PCP is the person who will help you with all of your healthcare needs or help coordinate other services. When you are sick or need a checkup, call your PCP's office.

- Your PCP may be a doctor, physician assistant or nurse practitioner.
- You and your PCP should work as a team to take care of your health.
- It is important to find a PCP you feel comfortable talking to.

Choosing your PCP

Your PCP must be in the Presbyterian Centennial Care network. When you choose a PCP, call our Presbyterian Customer Service Center and tell us the name of your PCP. PCPs that are in the Presbyterian Centennial Care network are listed in the Presbyterian Centennial Care Provider Directory. You may ask your friends and family if they have a PCP they like. Then check to see if the PCP is in the directory.

The directory includes the names, locations and phone numbers of our network providers. It also has information about the languages they speak and if they are accepting new patients. If the PCP you want is on the list and is taking new patients, you can choose him or her. If you are pregnant, you may choose an obstetrician (OB) as your PCP.

If you do not choose a PCP within 15 days of enrolling with Presbyterian Centennial Care, we will choose one for you. You may change your PCP at any time.

If you want more information or help choosing a PCP, please call our Presbyterian Customer Service Center.

What level of care do you need?

If you have a serious medical problem, go to the emergency room (ER). They have the doctors, nurses and tools needed to treat you. Emergency care may save your life.

But sometimes you may have a minor illness or an injury that's not an emergency. Maybe it's after office hours, or you can't see your regular provider right away. That's when you should go to an urgent care center.

Of course, it's not always easy to know what kind of care you need. If you're not sure, remember to use the 1-2-3 tips on the next page.

What level of care do you need?

1-2-3 tips

1. Call PresRN toll-free at **1-888-730-2300** (TTY users, call 711), 24 hours a day, seven days a week. A local registered nurse can help you decide where to get the right treatment.

2. For other problems, call your PCP. Your PCP may have you go to their office or send you to an urgent care center for treatment. If you call your PCP after hours, your PCP will leave a number for you to call.

3. If you need emergency care, call 911 right away.

Here's a clip-out guide to put on your refrigerator.

Go to the **emergency room (ER)** for:

- Broken bone
- Cut-off arm, leg, fingers or toes
- Hard time breathing
- Injured eye
- Loss of consciousness (fainting)
- Poisoning
- Severe burns
- Uncontrollable feelings of wanting to hurt yourself or others
- Uncontrolled bleeding
- Very bad chest pain or other pain

Call your **PCP's office** or go to an **urgent care center** for:

- Accidents and falls
- Bleeding/cuts – not bleeding a lot but requiring stitches
- Breathing difficulties (i.e. mild to moderate asthma)
- Diagnostic services, including X-rays and laboratory tests
- Eye irritation and redness
- Fever or flu
- Minor broken bones and fractures (i.e. fingers, toes)
- Moderate back problems
- Severe sore throat or cough
- Skin rashes and infections
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea or dehydration

PresRN: Call a nurse anytime

Presbyterian Centennial Care members have access to PresRN, a local nurse advice line you can call 24 hours a day, seven days a week, as well as holidays. There is no charge to call our experienced registered nurses (RNs) for answers to your questions and health concerns. As always, if you are having a medical emergency, please call 911.

PresRN is an easy way to speak with a local Presbyterian Health Plan registered nurse if you are not feeling well and don't know what to do.

One of our qualified nurses will listen to your health concerns and give you the answers that you need to care for you and your family. Whether your situation requires a trip to the emergency room (ER), a visit with your healthcare provider, a Video Visit through MeMD, or self-care at home, you will know what to do.

Our nurses are happy to answer general health questions when you are healthy, too. Please visit **www.phs.org** for more information or call **(505) 923-5677** or toll-free at **1-888-730-2300**.

PresRN works with your Presbyterian Centennial Care care team

PresRN is part of your local Presbyterian Centennial Care care team. We let your care team (doctor, care coordinator and/or health coach) know of your health concerns so that you will have continued care and follow-up.

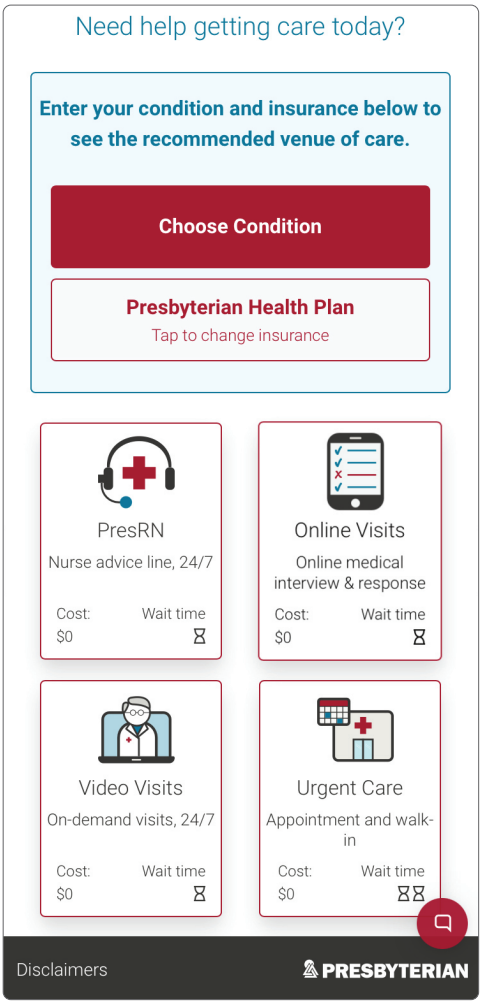
PresRN is another way that Presbyterian Centennial Care makes your healthcare experience an exceptional one.

Get care today

The simple things treated faster

If you need care today, use our Get Care Today tool to self-navigate to same-day service. You can receive care on the phone, online, via video and in person. To see which option is best for you, go to **www.phs.org** and select ***Get Care Today***. Enter your condition to get a recommendation on how or where to receive care.

For a Video Visit, all you need is a device with a camera and mobile data or Wi-Fi access.



What is my provider network?

As part of your Presbyterian Centennial Care plan, you have access to a large range of in-network providers:

- More than 19,000 providers in more than 500 locations in New Mexico and the borders of Colorado and Texas.
- Presbyterian's health system includes nine hospitals statewide and Presbyterian Medical Group (PMG) primary, specialty and urgent care clinics.
- Lovelace Health System and the University of New Mexico Health Sciences Center (UNMHSC) and Medical Group.

How do I find providers in my network?

You can find in-network doctors and facilities by visiting **www.phs.org** and selecting the "Find a Doctor" icon at the top of the page.

How can I get help finding a provider?

Call our Presbyterian Customer Service Center and ask for the Member Advocate team. This team helps take the time and hassle out of finding the right provider at the right time for you and your loved ones.

What if I have a complaint?

We are committed to providing you with high-quality care and service. If you're not satisfied, we want to know. There are two types of complaints you can file if you are not satisfied with the coverage of your services or with your care:

Grievance	Appeal
An official notice of your dissatisfaction with your health plan or your care.	A formal request for review of a decision or action that Presbyterian Health Plan has made that affects your healthcare, such as a denial or limitation of a service.
If you need help filing a grievance, please call the Presbyterian Customer Service Center.	You must file your appeal **within 60 calendar days** of the date that you received notice of Presbyterian Health Plan's decision.
Most grievances take up to **30 calendar days** to resolve.	Most appeals take up to **30 calendar days** to resolve. If you believe your health will be in danger if you wait that long, you may ask for a quick decision on your appeal.

You can file a grievance or an appeal in one of three ways:

Email: **gappeals@phs.org**

Submit online: **www.phs.org/appeals**

Write: Presbyterian Centennial Care
Appeals Coordinator
P.O. Box 27489
Albuquerque, NM 87125-7489

What if I have a complaint?

Centennial Care Ombudsman Program can also help you!

An ombudsman is someone who helps you understand your rights and responsibilities. The ombudsman can help you understand the Presbyterian Centennial Care system, including the prior authorization process, referrals and available resources. They also can look into problems and help to try and solve them. They do this without taking anyone's side.

Centennial Care Ombudsman:

Phone: (505) 923-5780

Fax: (505) 923-8159

Email: **ombudsman@phs.org**

Important information

Notice of Nondiscrimination and Accessibility

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dę́ę́', t'áá jiik'eh, éí ná hółǫ́, kojį' hódíílnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

For more information, visit **https://www.phs.org/pages/nondiscrimination.aspx**.

Notes

Notes

PRESBYTERIAN Health Plan, Inc.

P.O. Box 27489
Albuquerque, NM 87125-7489

Please check your ID card to be sure the information is correct. If anything on the card needs to be changed, please call the Presbyterian Customer Service Center at the number located on the back of your ID card. We will be happy to help you.

Welcome to Presbyterian Centennial Care! Look inside to learn more about your plan.

You may also access your ID card via myPRES. This will allow you to view, fax or email your ID card to yourself or your provider straight from your computer or smartphone.