

Jan. 27, 2022

Subject: The 2022 Practitioner and Provider Manuals Are Available

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to ensuring providers have the most up-to-date and accurate information to best serve our members. We would like to take this opportunity to share important information regarding the 2022 Practitioner and Provider Manuals, which are an extension of a provider's contract with Presbyterian.

Presbyterian has two provider manuals that are updated quarterly and more frequently as needed:

- The Universal Practitioner and Provider Manual, which covers Presbyterian's programs, policies and guidelines for Commercial Marketplace, Medicare and Medicaid products
- The Presbyterian Centennial Care Practitioner and Provider Manual, which provides detailed information specific to Presbyterian's Centennial Care programs and requirements

Important Updates Made to the 2022 Practitioner and Provider Manuals

In the 2022 manuals, providers will find updates about the following:

- Affordable Care Act grace period for Health Insurance Marketplace members (Universal Practitioner and Provider Manual only)
- Section 508 Compliance
- How to submit laboratory specimens and refer members to TriCore Reference Laboratories, Quest Diagnostic Laboratories, Laboratory Corporation of America and other in-network laboratory providers

2022 Provider Manual Information

In the manuals, providers can find the following information and more:

- How to submit medical and behavioral health prior authorization requests
- How to submit drug prior authorization requests and exception requests based on medical necessity
- How to access prior authorization criteria and medical policies at www.phs.org or by telephone or fax

- How to access utilization management staff (pharmacy, medical and behavioral health) to discuss prior authorization requests and utilization management issues
- How to obtain or request utilization management criteria
- How to access Presbyterian formularies and updates, including restrictions and preferences (e.g., quantity limits, step therapy and prior authorization criteria)
- How to access Clinical Practice Guidelines at www.phs.org
- Affirmative statement concerning utilization management decision-making and incentives
- A list of members' rights and responsibilities

The manuals are readily available online at **www.phs.org/ProviderManual**. Provider may also request a printed copy of both manuals at no cost by contacting their Provider Network Operations relationship executive using the information below. Thank you for partnering with us to improve the health of the patients, members and communities we serve.

Healthy regards,

Presbyterian Provider Network Operations

Provider Network Operations



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



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