

## How you can get important health plan information

Presbyterian Health Plan (PHP) wants to give you everything you need to make your healthcare experience as easy as possible for you. These helpful tools and resources are available to you on [www.phs.org](http://www.phs.org), in your member handbook or by calling the Presbyterian Customer Service Center.

### Benefits and Services



- What is and what is not covered.
- Restrictions for services outside PHP's system or service area.
- When an authorization or referral is needed.
- **Copayments** and other charges you may be responsible for.
- **How to get**
  - Language and TTY assistance for questions including referrals, authorizations and other Utilization Management services.
  - Information about doctors, specialists and facilities (for example, hospitals) who are in-network.
  - Primary care services.
  - Specialty care and behavioral healthcare services and hospital services.
  - Care after normal business hours.
  - Emergency care, including PHP's policy on when to directly access emergency care or use 911 services.
  - Care and coverage out-of-network.
- **How to:**
  - Submit a claim for covered services.
  - Submit a complaint.
  - Start an appeal.
- **Other**
  - Available independent, external review of Utilization Management final decisions (if available).
  - How new care, drug and medical devices become covered benefits.
  - Utilization Management services.
  - Provider care referral incentives practices (Affirmative Statement about incentives).

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. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor. SHOOH: Diné bee yáníitii'gogo, saad bee aná'awo' bee áka'anída'awo'it'áá jiiik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'í'ígíí éí t'áá jiiik'eh hóló. Kohjí' 1-855-592-7737 (TTY: 711) hodíilnih doodago nika'análwo'í bich'í' hanidziih.

For more information, visit <https://www.phs.org/nondiscrimination>.

## Member Tools and Resources:



- **Health and Wellness Information**
  - How to create an Advance Directive.
  - How to access Care Coordination services.
- **Drug Formulary** (Online by Drug Class and Name), if applicable:
  - Prescription drug management procedures used. For example, exceptions, limits and substitutions.
  - How to get information about pharmacies in-network.
- **Dental and Vision Benefit Summary**
  - Payment Authorization Forms.
- **Find a Doctor**

Go to [www.phs.org](http://www.phs.org) and click **Doctors & Services** at the top of the page. Here you can find information about providers, specialists, facilities and hospitals that are in-network.
- **Other important information** is located at the bottom of each web page, such as:
  - Member rights and responsibilities.
  - PHP's privacy practices.
  - And more.
- If you would like to participate in our Quality Improvement Program, please contact the Presbyterian Customer Service Center at the number on the back of your member ID card or email [PHPQuality@phs.org](mailto:PHPQuality@phs.org).

## You can access these tools and resources in many ways:



- **Online**
  1. Go to [www.phs.org](http://www.phs.org).
    - In the **Tools & Resources** tab, select **Member Tools & Resources**.
    - Select **Health Plan Forms & Documents**.
    - Select your **plan type, year, plan name, and language**.
- **Through myPRES**
  1. Go to [www.phs.org/mypres](http://www.phs.org/mypres).
  2. Log in to your account.
- **Contact your Human Resources department**
- **You can request a hard copy of your documents**

Call the Presbyterian Customer Service Center at the number on the back of your member ID card. TTY users may call 711.

## Look out for your chance to tell us how we're doing!

In the coming months, you may receive a survey from Qualtrics asking you to rate your health plan. We encourage you to participate in the survey as your feedback helps us better serve you. We appreciate your engagement and membership!