

Individual and Family Plans

Member Resource Guide



Provider Directory

Create a personalized provider directory for providers who are close to work or home, find specific providers (including primary and specialty care providers), narrow the search to match preferences (such as a male or female provider), and find facilities and pharmacies.

- The **"Individual and Family or Group HMO/POS"** network name is for residents of any New Mexico county enrolled on **Gold 3, Silver 1, Silver 2, Silver 6,** or **Bronze 2 plans.**
- The **"Individual Select HMO"** network name is for residents of Bernalillo, Sandoval, Valencia, Torrance, and Santa Fe counties enrolled on **Gold 1, Gold 2, Gold 4, Gold+ with TytoHome, Silver 3, Silver 5,** or **Bronze 1 plans.**

Visit www.phs.org/directory to create your personalized provider directory.

Gym/Fitness Center Membership



You and your enrolled dependents (ages 18 and up) have free access to more than 10,000 national, regional and local fitness, recreation and community centers. These facilities include all Defined

Fitness locations in Albuquerque, Rio Rancho and Farmington, as well as the nationwide Prime® Fitness network, which includes select YMCA locations, Snap Fitness, Chuze, Curves and more. Discounted rates are also available from Sports and Wellness. For a list of participating locations, visit www.phs.org/gymmembership.

Gold+ with TytoHome Plan



Presbyterian Health Plan is offering a Gold+ Plan with a Tyto Home Medical Exam kit (value of \$299). This device allows you to go beyond video visits and provides clinicians with clinical-level,

real-time remote exam data to deliver top-quality diagnoses and treatment with maximum convenience, visit www.phs.org/iplan to learn more.

Telehealth



Any telehealth service (video, telephone or online visit) with an in-network provider is \$0, including Primary Care, Specialist, Urgent Care or Behavioral Health visits. To learn more, visit www.phs.org and select "Get Care."

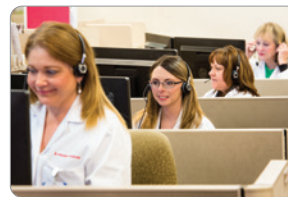
Vision



Presbyterian Health Plan is pleased to provide you with vision coverage options for your entire family. Choose the level of benefits that's right for you. Vision for Children and Vision Basic are included with

your medical plan. For more information, call 1-800-999-5431.

PresRN Nurse Advice Line



Speak with a registered Presbyterian nurse for medical advice at no cost 24 hours a day, every day, including holidays. Call (505) 923-5570 or 1-866-221-9679. For details, visit www.phs.org and search for "PresRN."

Employee Assistance Program (EAP)



Confidential support for complex personal challenges. Learning how to cope with stress at work and at home can improve overall well-being. Members and families

living in the same household can get up to six complimentary assistance visits per issue. Services are short-term, confidential counseling sessions conducted by local licensed providers. To schedule an appointment with an EAP counselor, please call 1-866-254-3555 or (505) 254-3555.

Talkspace



Messaging therapy offers members age 14 and older behavioral health coaching with licensed behavioral therapists via text, video or

audio messaging at a time and place that is convenient for them. Go to www.talkspace.com/php to access the program.

On to Better Health



This interactive software offers an alternative to traditional mental health and substance use care by providing access to tools and resources that are

easy to use, confidential and available 24/7. Go to www.ontobetterhealth.com/php.

Clickotine



Clickotine is an innovative program that uses clinically-driven app technology to help you create and stick to a quit plan and overcome nicotine cravings. Go to www.clktx.com/join

and enter Client ID code: 731C73

Assist America



You have the protection of Assist America's global emergency travel assistance services 24 hours a day, 365 days a year. This unique program immediately connects you to services when

experiencing a medical emergency while traveling 100 miles or more away from a permanent residence or in another country. First, download the FREE Assist America Mobile App, then log in with reference number 01-AAPXI-10071. For questions, contact Assist America's Operations Center at 1-800-872-1414 (or +1-609-986-1234 outside of the USA).

TruHearing



With copayments as low as \$699 per aid, this benefit makes addressing hearing loss more affordable. Call TruHearing to learn more and schedule an appointment at

1-833-731-4167 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m.

HealthEquity Health Savings Account (HSA)

Save money with these tax-advantaged accounts. Through our partnership with HealthEquity, you can elect a qualified High Deductible Health Plan (HDHP) with a Health Savings Account (HSA) at no additional cost. Call 1-866-346-5800 or visit www.healthequity.com.

myPRES

Get the information you want when you need it. Presbyterian's web-based services offer fast and convenient service any day of the year. To sign in or register, visit www.phs.org/myPRES.

- Look up benefit information securely, view a claim's status, and track deductibles.
- Estimate out-of-pocket costs for common medical treatments and procedures with a Treatment Cost Estimator.
- View or request a replacement member ID card.

MyChart

Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription renewals and schedule office or telephone visits. You can also view medical records, lab and radiology reports, procedures and test results. For details, visit www.phs.org/mychart.

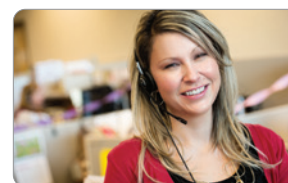
Wellness at Work

This online tool helps you create personalized health improvement plans and features a powerful Personal Health Assessment (PHA) tool to help identify personal health risks and provide recommendations for improving those risks. To participate, register or login to myPRES at www.phs.org/mypres.

Mail-Order Pharmacy Service

Provided by OptumRx®, our mail-order pharmacy benefit allows you to order up to a 90-day supply of maintenance prescriptions (as prescribed by a physician) and have them conveniently delivered to a specified address. To register, call OptumRx at 1-866-528-5829 or visit www.optumrx.com.

Local customer service



Our friendly representatives, located in Albuquerque, are standing by to answer your benefit questions Monday through Friday from 7 a.m. to 6 p.m. Contact our

Presbyterian Customer Service Center by phone at (505) 923-7528 or toll-free 1-855-923-7528 (TTY 711) or send an email to info@phs.org.