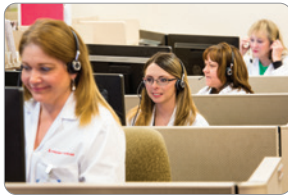


Member Resources

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."

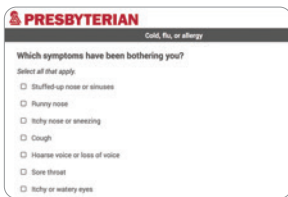
\$0 Video Visits



See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical conditions via secure

video through a smartphone, tablet or computer webcam. Visits are \$0. (Costs may apply for High Deductible Health Plan members). For details, visit www.phs.org/videovisits.

Online Visits



With Online Visits, patients who have previously visited a Presbyterian facility can save a trip to a provider's office. Through our online

system, Presbyterian Medical Group providers diagnose, treat and prescribe medications. Online Visits are available 24/7. For details, visit www.phs.org/onlinevisits.

PresNow

PRESNow

24/7

Urgent and
Emergency Care

Albuquerque residents have a new choice for medical care, all under one roof. Patients don't have to guess if it's an emergency because

medical staff decide the level of care needed. Both Urgent and Emergency Care are open 24 hours a day. Visit PRESNow247.org to learn more.

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 claims status, and track deductibles.
- 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.

Seeking care in New Mexico?

We know how important it is to find the care that you and your family need. We contract with over 17,000 providers statewide, including more than 950 Presbyterian Medical Group providers. Create a personalized in-network provider directory online at www.phs.org/directory.

Estimate Your Cost of Care

Now you can better evaluate the cost of certain tests and procedures with our new Treatment Cost Estimator. This tool will provide estimates for many of your covered services and help you find more convenient, lower-cost locations to obtain care. Your provider or Presbyterian's Customer Service Center can also refer you to lower-cost locations for certain care needs. Visit www.phs.org/tools-resources/member/your-care-your-choice for details.

Fitness/Gym Membership



You and your enrolled dependents (ages 18 and up) have free access to thousands* of national, regional and local fitness, recreation and community centers. These facilities include all Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe, 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 & Wellness. For a list of participating locations, visit www.phs.org/gymmembership.

*Source: www.tivityhealth.com/brands/prime-fitness

Employee Assistance Program (EAP)



This program provides 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 three complimentary assistance visits per situation. 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.

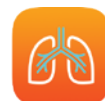
On to Better Health



This interactive software offers an alternative to traditional mental health and substance use

disorder 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®

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 Try.Clickotine.com and enter Client ID code: 731C73

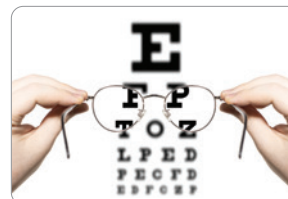
Assist America



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-AA-PXI-10071. For questions, contact Assist America's Operations Center at 1-800-872-1414 (or +1-609-986-1234 outside of the USA).

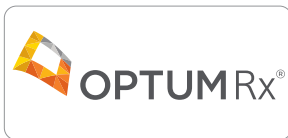
Vision Coverage



Presbyterian provides you with vision coverage options for the entire family. Vision Basic and Vision for Children are included with your

medical plan. Three optional plans are available for a monthly premium.

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.

TruHearing

With copayments as low as \$699 per hearing 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.

Value-Added Program

Members are automatically enrolled in the BenefitSource Value-Added program, which provides supplemental

vision and hearing programs, complementary and alternative medicine, wellness, and assisted living services. For more information, contact BenefitSource at 1-888-862-8659 or visit www.benefitsource.org/presbyterian.

Dental Coverage*

Presbyterian and BenefitSource have also partnered to offer you two PPO dental coverage options, each offering

you lower out-of-pocket costs when obtaining dental care within the network. You are also covered when obtaining dental care from non-participating providers. For more information, contact BenefitSource at 1-888-862-8659 or visit www.benefitsource.org.

* Dental Plans are underwritten by Companion Life insurance Company

This policy has some exclusions and limitations. For costs and complete details of the coverage, call or write, your insurance agent or the company.

Seeking care outside of New Mexico?



PPO members receive in-network benefits outside of New Mexico with nearly 900,000* providers through our partnership with the

PHCS/MultiPlan National Network. Refer to your Summary of Benefits and Coverage (SBC) to see if your plan qualifies. If your plan does qualify, visit www.multiplan.com/presbyterian to search for providers in the national network. (For PPO members only.)

*Source: www.multiplan.us/markets/commercial

HealthEquity



Through our partnership with HealthEquity, employers can elect to offer a qualified High Deductible Health Plan (HDHP) with a Health

Savings Account (HSA) at no additional cost. HealthEquity also offers Health Reimbursement Account (HRA) and Flexible Spending Account (FSA) options to members at a reduced cost. Call 1-866-346-5800 or visit www.healthequity.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) 923-5678 or toll-free 1-800-356-2219 (TTY 711), or send an email to info@phs.org.