

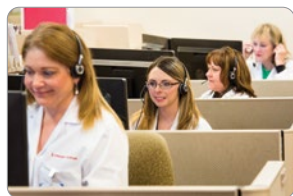
# 2024 Small Group Member Resource Guide



Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.



## 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](http://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](http://www.phs.org/videovisits).

## PresNow

**PRES**Now

**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](http://PRESNow247.org) to learn more.



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](http://www.phs.org/myPRES).

- Look up benefit information securely, view claims status, and track deductibles.
- View or request a replacement member ID card.
- Use Get Care to schedule appointments, including telehealth visits.

All these great features are now also available on your mobile device via an app that can be downloaded for Apple and Android devices. Simply search for myPRES in the App Store for Apple or the Google Play Store for Android devices.

## 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](http://www.phs.org/mychart).

## 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](http://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](http://www.phs.org/gymmembership).

\*Source: [www.tivityhealth.com/brands/prime-fitness](http://www.tivityhealth.com/brands/prime-fitness)

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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 six 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](http://www.talkspace.com/php) to access the program.

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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](http://www.ontobetterhealth.com/php).

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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. To get

started, simply download the Clickotine® app in the App Store or Google Play and activate your personalized program by entering the code LNV20C. Find out more at [Clickotine.com](http://Clickotine.com).

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## Assist America

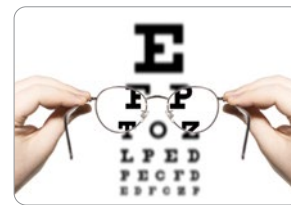


You have the protection of Assist America's global emergency travel assistance services 24 hours a day, 365 days a year. This unique program immediately

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).

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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](http://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.

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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](http://www.benefitsource.org/presbyterian).

*Disclaimer: Value added products and services are not insurance benefits and may be discontinued at any time.*

## 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](http://www.benefitsource.org).

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## 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](http://www.phs.org/directory). The Engage Network is a smaller network. please review the list of providers before selecting an Engage plan by visiting [www.phs.org/engagesmallgroup](http://www.phs.org/engagesmallgroup).

## Seeking care outside of New Mexico?

PPO members only receive in-network benefits outside of New Mexico through our partnership with our national network. Refer to your Summary of Benefits and Coverage (SBC) to see if your plan qualifies.

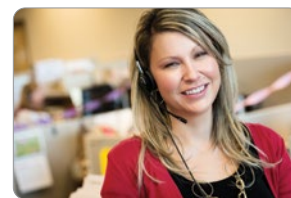
## HealthEquity



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](http://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](mailto:info@phs.org).

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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 usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yániłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

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