

How you can get important health plan information

Presbyterian Turquoise Care wants to give you what you need to make your healthcare experience easy for you. These helpful tools and resources are available for you on www.phs.org, in your Presbyterian Turquoise Care member handbook, or by calling the Presbyterian Customer Service Center at **(505) 923-5200** or **1-888-977-2333 (TTY 711)**.

Benefits and Services



- What is and what is not covered.
- What care is covered outside Presbyterian Turquoise Care's network area.
- When an authorization or referral is needed.
- **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) that are in-network.
 - Primary care services.
 - Specialty care and behavioral healthcare services and hospital services.
 - Care after normal business hours.
 - Emergency care, and learn when to use emergency care and 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.
 - Utilization Management services.
 - How new care, drug and medical devices become covered benefits.
 - 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 yánifti' gogo, saad bee aná'awo' bee áka'anída'awo'ít' áá jik'eh ná hólq. Bee ahit hane'go bee nida'anishí t'áá ákodaat'éhigíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'í'ígíí éí t'áá jik'eh hólq. Kohji' 1-855-592-7737 (TTY: 711) hodiilnih doodago nika'análwo'í bich'í' hanidziil. For more information, visit <https://www.phs.org/nondiscrimination>.

Other 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 and click **DOCTORS & SERVICES** at the top of the page.

 - Here you can learn 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.
 - Presbyterian Turquoise Care's privacy practices.
 - And more.
- If you would like to take part 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.

You can access these tools and resources in many ways:



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

Call the Presbyterian Customer Service Center Monday through Friday, 8 a.m. to 6 p.m. at (505) 923-5200 or 1-888-977-2333. TTY users may call 711.

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