

Jan. 23, 2025

Subject: The 2025 Practitioner and Provider Manuals Are Available Online and by Request

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) have updated the Practitioner and Provider Manuals for 2025. To ensure that you have the most up-to-date and accurate information, please view the updated manuals online at www.phs.org/providermanuals.

Note that Presbyterian has two provider manuals that are updated quarterly and more frequently as needed:

- The Universal Practitioner and Provider Manual, which covers Presbyterian's programs, policies and guidelines for Commercial Marketplace, Medicare and Medicaid products
- The Presbyterian Turquoise Care Practitioner and Provider Manual, which provides detailed information specific to Presbyterian's Turquoise Care programs and requirements

Important Updates Made to the 2025 Practitioner and Provider Manuals

In the 2025 manuals, providers will find updates about the following and more:

- The Turquoise Care Community Benefit
- Stanson Health, the new manager for advanced imaging authorizations
- The Poly-Pharmacy Program, a program designed to reduce medication-related harm

2025 Provider Manual Information

Providers can find the following information in the provider manuals and more:

- How to submit medical and behavioral health prior authorization requests
- How to submit drug prior authorization requests and exception requests based on medical necessity
- How to access prior authorization criteria and medical policies at www.phs.org or by telephone or fax
- How to access Health Services staff (pharmacy, medical and behavioral health) to discuss prior authorization requests and utilization management issues

- How to obtain or request utilization management criteria
- How to access Presbyterian formularies and updates, including restrictions and preferences (e.g., quantity limits, step therapy and prior authorization criteria)
- How to access Clinical Practice Guidelines at www.phs.org/clinicalpracticeguidelines
- Affirmative statement concerning utilization management decision-making and incentives
- A list of members' rights and responsibilities

Reminder: The Practitioner and Provider Manuals are an extension of a provider's contract with Presbyterian.

If you have any questions about the provider manuals, please contact your Provider Network Operations relationship team. As always, thank you for partnering with us to improve the health of the patients, members and communities we serve.

Healthy regards,

Presbyterian Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113