

March 11, 2025

Subject: Observation Stays of 48 Hours or Less No Longer Require an Authorization

Dear Provider:

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) would like to inform acute inpatient care facilities of an important change. **Effective April 1, observation stays of 48 hours or less at acute inpatient care facilities will no longer require an authorization.** This change covers all product lines both in and out of network.

It is anticipated that waiving authorization in these instances will result in faster reviews of observation stays up to 48 hours in duration — and faster approvals for longer observation stays.

If you have any questions or require further information in the meantime, please don't hesitate to contact your Provider Network Operations relationship team at www.phs.org/ContactGuide.

As always, thank you for partnering with us to improve the health and wellness of the patients, members and communities we serve.

Healthy regards,
Provider Network Operations

Provider Network Operations



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



Phone: (505) 923-5757



Physical Address: 9251 San Mateo Blvd. NE
Albuquerque, NM 87113



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