

NETWORK CONNECTION

SEPTEMBER 2025



AGE RANGE EXPANDED FOR BREAST CANCER SCREENINGS

The Healthcare Effectiveness Data and Information Set (HEDIS) is constantly evolving to ensure measures are relevant and represent clinical best practices. For Measurement Year 2025, the National Committee for Quality Assurance (NCQA) changed the age range for the HEDIS Breast Cancer Screening measure to align with updated U.S. Preventive Services Task Force (USPSTF) guidelines.

What's Changed?

Effective immediately, Measurement Year 2025 includes:

- Expanded age range for Breast Cancer Screening from 50-74 to 40-74
- Stratified age groups to allow separate rates for women ages 40-49 and 50-74, along with a total rate

Providers should recommend that women at average risk of breast cancer begin getting screening mammograms at age 40. The American College of Obstetricians and Gynecologists recommends a screening at least once every two years.

For more details, read this message from the USPSTF: uspreventiveservicestaskforce.org/uspstf/recommendation/breast-cancer-screening.

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Presbyterian exists to ensure all of the patients, members and communities we serve can achieve their best health.

 **PRESBYTERIAN**



2025 PROVIDER EDUCATION EVENTS

Upcoming Trainings

Providers and office staff are invited to attend a variety of trainings throughout the year:

For more information about training opportunities, please visit Presbyterian's provider training page at phs.org/providertraining.

Behavioral Health Provider Education Webinars



Thursday, Sept. 11, 5 to 7 p.m.

Friday, Sept. 12, 10 a.m. to Noon



Register: phs.swoogo.com/2025PEC

All contracted behavioral health providers and staff are invited to attend. Providers are required to attend one Provider Education Conference & Webinar Series training each year.

Physical Health Provider Education Webinars



Thursday, Sept. 11, 9 to 11 a.m.

Friday, Sept. 12, Noon to 2 p.m.



Register: phs.swoogo.com/2025PEC

All contracted physical health, long-term care, and Indian Health Services and Tribal 638 providers are required to attend one Provider Education Conference & Webinar Series training each year.

Behavioral Health Critical Incident Reporting



Monday, Nov. 3, 9 to 10:30 a.m.



Register: phs.swoogo.com/bhcir25

Behavioral health providers are required to participate in annual Critical Incident Reporting training. For questions, contact criticalincident@phs.org.

Behavioral Health Town Halls



Monday, Nov. 17, 1 to 3 p.m.



Join Online: phs.swoogo.com/bhtownhalls25

Behavioral health providers are invited to attend quarterly town halls designed to present information to all areas of a practice, including administrative, billing, quality and clinical.

Presbyterian Dual Plus Provider Training



Available year-round on demand



Access Training: phppn.org

All contracted providers who render services to Presbyterian Dual Plus (HMO D-SNP) members are required to complete this training. Office staff cannot complete the training on behalf of the provider.

Children in State Custody (CISC) Extended Provider Network Training



Available year-round on demand



Register: phs.org/providertraining

Presbyterian is working to build a robust enhanced provider network to treat CISC members. To join this network, providers are required to complete a series of CISC trainings and attest to their completion.

Cultural Sensitivity Training



Available year-round on demand



Register: thinkculturalhealth.hhs.gov

Contracted providers and staff are encouraged to participate in Cultural Sensitivity training and may earn up to nine hours of free Continuing Education Units (CEUs).



PRESBYTERIAN WELLNESS PROGRAMS & TOOLS

Presbyterian supports you and your patients by offering programs to help members develop healthy habits.

Path for Wellness Programs

Looking for evidence-based, effective weight management solutions for your patients? Presbyterian's Path for Wellness programs use behavior-change science to support Turquoise Care members in making lifestyle modifications to improve their overall health. Programs offered in partnership with Good Measures include:

- **Healthy Weight:** Flexible one-on-one health coaching by phone/app messaging, webinars and other online content
- **Diabetes Prevention:** Online/phone group sessions led by trained lifestyle coaches throughout a year-long program

Patients can sign up at phs.org/PreventionProgram, or by calling 1-855-249-8587. Patient referrals may be submitted at goodmeasures.com/physicians.

NeuroFlow: A Digital Wellness Tool

Help your patients take charge of their overall health and well-being with NeuroFlow, a digital health tool available online and via app. Neuroflow gives members access to tailored resources including:

- Health information supporting physical/mental health, maternal/perinatal health, smoking cessation and more
- Individualized wellness journeys including recommended screenings, support resources and more
- Daily tools, activity trackers and in-app validated assessments

Patients can sign up directly at neuroflow.app.link/PHP123 or via the QR code below:



For assistance, email NeuroFlow at support@neuroflow.com or call 1-855-296-7711.





PERINATAL 'FOOD IS MEDICINE' BENEFIT

Presbyterian wants to help you support the unique nutritional requirements of your patients who experience diabetes during and after pregnancy through the Food is Medicine benefit.

Medically tailored meals and grocery boxes designed by a registered dietician can be added to your intervention tool kit. Meals arrive at your patient's door fully prepared and ready to heat and serve. Medically tailored grocery boxes are another available option offering unprepared or lightly processed produce, lean proteins and whole grains meant for preparation at home.

With their Food is Medicine benefit, Presbyterian Turquoise Care members who are pregnant or postpartum and have a diabetes diagnosis (pre-existing type 1 or type 2 diabetes or new gestational diabetes) receive:

- Two meals per day or a weekly grocery box for up to 11 months (not to exceed two months postpartum)
- Choice of meals from a diverse, diabetic-friendly menu that incorporates local ingredients
- Meal delivery directly to their home
- Assistance in connecting with the New Mexico Women, Infants and Children (WIC) Program or the Supplemental Nutrition Assistance Program (SNAP) if needed for further household food needs

Help your patients make the best dietary choices during pregnancy by referring them to Food is Medicine. For questions about this benefit or the referral process, please contact foodismedicine@phs.org.



PROVIDER SATISFACTION CORNER



PresRN AVAILABLE TO PRESBYTERIAN MEMBERS

PresRN, Presbyterian's nurse advice line, is an easy way for members to speak with a Presbyterian nurse if they are feeling under the weather and have questions about their health. Features of the service include:

- 24/7, 365 access
- An entirely local nursing staff
- No cost, no limit benefit
- Nationally recognized triage protocols embedded in Epic
- Immediate triage reports to Presbyterian Medical Group providers via Epic
- Immediate eFax triage reports to contracted providers
- Referral to case management, care coordination, disease management and behavioral health services

Members can call the local or toll-free phone number associated with their plan. A Presbyterian nurse stands ready to listen to their health concerns and give them the answers they need to care for themselves and their family. Members are directed to the appropriate level of care whether the situation requires a trip to the emergency room or self-care at home.

PresRN is part of the Presbyterian Healthcare team and uses the Epic Nurse Triage system to ensure that all nursing advice is available to other Presbyterian clinicians. PresRN nurses notify the member's doctor, care coordinator and/or health coach of the member's health concerns so they have the appropriate continuity of care and follow-up. The PresRN team also works on outbound calling initiatives for population health teams.

More information about PresRN for you or your patients may be found at phs.org/tools-resources/member/pres-rn.



EXPANDED VISION NETWORK

Presbyterian is pleased to announce an upcoming expansion of our ophthalmology network that will improve access for Medicare Advantage members beginning in Q4 of 2025.

This expansion reflects our ongoing commitment to enhancing vision care across New Mexico, ensuring patients and referring providers benefit from broader choice and improved continuity of care.

What This Means for You:

- **More Provider Options for Members:** A wider selection of ophthalmology specialists to meet diverse vision care needs
- **Greater Flexibility for Referring Providers:** More choices to support seamless referrals and patient satisfaction

New and Existing Ophthalmology Providers:

- Eye Associates of New Mexico
- Eye Institute of Albuquerque
- Family Eye Care and Children's Eye Center of New Mexico
- Juliette Eye Institute
- Pacific Cataract and Laser Institute
- Retina Consultants of New Mexico
- Southwest Eyecare
- Southwest Retina

For more information, please view the Presbyterian Health Plan Provider Directory at phs.org/tools-resources/member/php-directory.



Turquoise Care Members

Phone: (505) 923-5677 or 1-888-730-2300



Medicare Members

Phone: (505) 923-5573 or 1-800-887-9917



All Other Presbyterian Members

Phone: (505) 923-5570 or 1-866-221-9679



NCQA AFFIRMATIVE STATEMENT ABOUT INCENTIVES

For more than 100 years, Presbyterian has maintained high-level services to ensure members receive the most appropriate care at the right time and in the best setting. One of the utilization management (UM) processes used to help members receive appropriate care is known as prior authorization, also referred to as benefit certification, concurrent review or post-service review.

UM decision making is based solely on the appropriateness of care and service and the existence of coverage. Presbyterian does not specifically reward providers or other individuals for issuing denials of coverage. Furthermore, financial incentives for UM decision makers do not encourage decisions that result in underutilization.

For more information about Presbyterian's prior authorization processes, you may refer to the Presbyterian Provider Authorization page at: phs.org/providers/authorizations.



MEMBER RIGHTS AND RESPONSIBILITIES

All Presbyterian members or their legal guardians have rights and responsibilities, and Presbyterian expects its network of providers to respect and support them. Presbyterian has written policies and procedures regarding members' rights and responsibilities, as well as the implementation of such rights, which are listed at phs.org/member-rights.

The list comprises the rights and responsibilities as dictated by the New Mexico Health Care Authority (HCA) and NCQA. It also includes information specific to different product lines.



REGULATORY REMINDERS



PROVIDER MANUAL HIGHLIGHTS

Presbyterian is highlighting the following topics and citations from the Practitioner and Provider Manual to ensure providers can quickly access the information they need. This manual is an extension of the provider's contract with Presbyterian and may be accessed at phs.org/providermanuals.

Topics	Citations in the Universal Practitioner and Provider Manual and Other Sources
Advance Directives	Pages 13-16; 20-13 to 20-14
Appeals and Grievances for Members and Providers	Pages 21-1 to 21-8
Clinical Operations and Continuity of Care Overview	Page 7-14
Clinical Practice Guidelines	Page 5-3 Note: Access Presbyterian's Clinical Practice Guidelines here: phs.org/providers/resources/reference-guides/clinical-practice-guidelines
Coverage Requirements and After-Hours Care	Page 3-4
Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program Information and Tools	Pages 12-3 to 12-4; 13-10; 19-7 to 19-8; E-7
Electronic Visit Verification	Pages 11-13 to 11-14
Medical Policies	Pages 7-12 to 7-13; 18-8 Note: Access Presbyterian's Medical Policy Manual at: phs.org/providers/resources/medical-policy-manual/manual View a list of updated policies at: onbaseext.phs.org/PEL/DisplayDocument?ContentID=PEL_00957317
Medical Record Documentation Standards	Pages 13-13 to 13-18
Preventive Health Guidelines	Pages 5-1 to 5-2 Note: Access Presbyterian's Preventive Health Guidelines at: phs.org/providers/resources/reference-guides/medical-pharmacy-behavioral phs.org/tools-resources/member/health-wellness-information
Required Discharge Plan	Pages 11-12 to 11-13
Rights and Responsibilities for Members	Pages 20-5 to 20-10
Rights and Responsibilities for Providers	Pages 3-1 to 3-3; 4-1 to 4-2; 15-3; 17-3 to 17-4
Updating the Provider Directory	Pages 2-2 to 2-3; 18-4 to 18-5

REGULATORY REMINDERS



VERIFY PROVIDER DIRECTORY INFORMATION EVERY 90 DAYS

In accordance with the No Surprises Act, as of Jan. 1, 2022, all providers are required to verify their directory information with Presbyterian every 90 days. The next deadline is Sept. 28. There are no exemptions from this federal requirement.

Physical Health Providers: Log in to the provider portal at mypres.phs.org to make updates. Physical health providers can also request delegate access at phs.org/directoryupdate. For questions, contact providerdemo@phs.org.

Behavioral Health Providers: Log in to the behavioral health portal at magellanprovider.com. For questions or assistance, contact PHPTCBH@magellanhealth.com.

Please note that all currently rostered physical health medical groups and behavioral health organizations should continue to follow the current roster process.

CONTACT US



CONTACT GUIDE:
phs.org/ContactGuide



PHONE:
(505) 923-5757



SHARE YOUR FEEDBACK:
phs.qualtrics.com/jfe/form/SV_3Jl9H4yZ81DZtA2



SIGN UP FOR PRESBYTERIAN EMAILS:
phs.org/enews