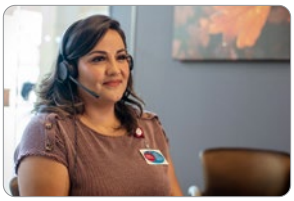
Individual and Family Plans

MEMBER RESOURCE GUIDE

Customer Service

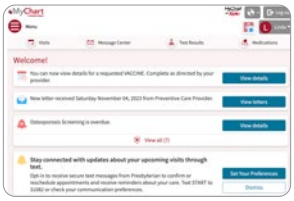


Our friendly representatives, located in Albuquerque, are standing by to answer your benefit questions Monday through Friday from 7 a.m. to 6 p.m. Contact our Presbyterian Customer Service Center by calling (505) 923-7528 or 1-855-923-7528 (TTY 711) or emailing info@phs.org.

Mail-Order Pharmacy Service

Provided by Costco Pharmacy, our mail-order pharmacy benefit allows you to order up to a 90-day supply of maintenance prescriptions (as prescribed by a provider) and have them conveniently delivered to a specified address. Please register at rx.costco.com. If you already have a Costco Pharmacy account, there is no need to re-register.

MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription renewals, schedule in office or telephone visits or schedule online virtual visits. You can also view medical records, lab and radiology reports, procedures and test results. For details, visit www.phs.org/mychart.

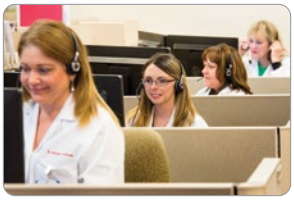
myPRES

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.

Please use your primary personal email address when registering to ensure you receive important information and notifications.

- Look up benefit information securely, view a claim's status and track deductibles.
- Estimate out-of-pocket costs for common medical treatments and procedures with a Treatment Cost Estimator.
- View or request a replacement member ID card.
- Use myPRES to schedule appointments, including telehealth visits

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 and search for "PresRN."

Provider Directory

Create a personalized provider directory for providers who are close to work or home, find specific providers (including primary and specialty care providers), narrow the search to match preferences (such as gender specific provider), and find facilities and pharmacies. Visit www.phs.org/directory to create your personalized provider directory.

- The **Individual and Family** or **Group HMO/POS** is the network for members enrolled in **PHP Clear Cost Gold, PHP Clear Cost Silver, Gold $4,000, Gold Essentials for ICHRA, Silver Qualified HDHP/HSA, Silver $5,000 and Silver $7,000**
- The Individual Select HMO is the network for members enrolled in a Limited Service Area (LSA) plan: **PHP Clear Cost Gold LSA, PHP Clear Cost Silver LSA, Gold Select $3,400 LSA, Gold Essentials for ICHRA Select LSA, Silver Select $5,000 LSA, Silver Select $7,000 LSA and Silver Virtual Plus Select LSA**

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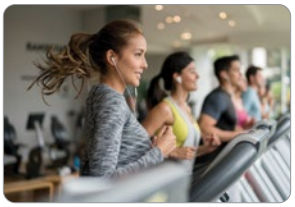
Virtual Care

Any telehealth service with an in-network provider is $0, including Primary Care, Specialist, Urgent Care or Behavioral Health visits.
To learn more, visit phs.org/virtual-pres.

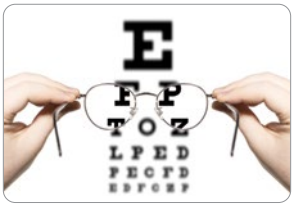
Free Gym/Fitness Center Membership



You and your enrolled dependents (18 and over) can enjoy no-cost* access to more than 10,000 national, regional, and local fitness, recreation and community centers. These facilities include all Defined Fitness locations in Albuquerque, Rio Rancho, and Farmington, 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 and Wellness.
For a list of participating locations, visit www.phs.org/gymmembership.

**PHP Clear Cost Plan members can access our Fitness Pass Program for only $29.50 per member per month. To enroll in the Fitness Pass program, go to www.phs.org/wellness.*

Vision



Presbyterian Health Plan is pleased to provide you with Vision for Children (up to age 19) coverage. Vision for Children coverage is included in your medical plan.
For more information, call 1-800-999-5431.

The benefit information provided is a brief summary, not a comprehensive description of benefits, limitations and/or exclusions. For more information, contact us 1-866-869-7737 or refer to the Subscriber Agreement and/or Summary of Benefits Coverage, which can be found online at www.phs.org/formsanddocuments.

Value-added products and services

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

Employee Assistance Program (EAP)

The Solutions Group

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 issue. Services are short-term, confidential counseling sessions conducted by local licensed providers. To schedule an appointment with an EAP counselor, please call (505) 254-3555 or 1-866-254-3555.

HealthEquity Health Savings Account (HSA)

HealthEquity®

When you enroll on the **Silver Qualified HDHP/HSA Plan w/ Gym** plan you can save money with these tax-advantaged accounts. Through our partnership with HealthEquity, you can open a Health Savings Account (HSA) at no additional cost. Call 1-866-346-5800 or visit www.healthequity.com.

Wellness at Work

WELLNESS AT WORK

Wellness at Work is an online tool for members. It is your personal well-being portal that provides access to a health check assessment, well-being journeys, challenges, healthy habit tracking, tobacco cessation (Powered by EX Program by Truth Initiative) and other resources such as healthy recipes and sleep guides. To participate, visit www.phs.org and register or log onto myPRES.

Learn more about Presbyterian's Nondiscrimination Notice and Interpreter Services at www.phs.org/nondiscrimination.