



Member Resource Guide

**2026 SMALL GROUP PLANS**

**WE'RE DETERMINED TO  
KEEP YOU HEALTHY.**

 **PRESBYTERIAN**

Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.

# MEMBER RESOURCES

## 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](http://www.phs.org) and search for "PresRN."

## Virtual Care



See a provider anytime, day or night. This option offers a new way to see a medical provider for nonemergency medical conditions via secure video through a smartphone,

tablet or computer webcam. Visits are \$0. (Costs may apply for High Deductible Health Plan members). For details, visit [www.phs.org/virtualpres](http://www.phs.org/virtualpres).

## PresNow

**PRES** Now

**24/7**

Urgent and  
Emergency Care

Albuquerque residents have a new choice for medical care, all under one roof. Patients don't have to guess if it's an emergency because medical staff decide the level of care needed. Both Urgent

and Emergency Care are open 24 hours a day. Visit [PRESNow247.org](http://PRESNow247.org) to learn more.

## 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](http://www.phs.org/myPRES).

- Look up benefit information securely, view claims status, and track deductibles.
- View or request a replacement member ID card.
- Use myPRES to schedule appointments, including telehealth visits.

All these great features are now also available on your mobile device via a smartphone web application, also known as an "app," that can be downloaded for Apple and Android devices. Simply search for myPRES in the App Store for Apple or the Google Play Store for Android devices.

## 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](http://www.phs.org/mychart).

## Estimate Your Cost of Care

Now you can better evaluate the cost of certain tests and procedures with our new Treatment Cost Estimator. This tool will provide estimates for many of your covered services and help you find convenient locations to obtain care that may lower costs. Visit <https://www.phs.org/tools-resources/member/applicable-rates> for details.

## Fitness/Gym Membership



You and your enrolled dependents (ages 18 and older) have no-cost access to thousands\* of national, regional and local fitness, recreation and community centers. These facilities include all Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe, 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 & Wellness. For a list of participating locations, visit [www.phs.org/gymmembership](http://www.phs.org/gymmembership).

\*Source: [www.tivityhealth.com/brands/prime-fitness](http://www.tivityhealth.com/brands/prime-fitness)

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

## Employee Assistance Program (EAP)



The  
Solutions  
Group

This program provides 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 situation. 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.

## Talkspace



Messaging therapy offers members age 14 and older behavioral health coaching with licensed behavioral therapists via text, video or

audio messaging at a time and place that is convenient for them. Go to [www.talkspace.com/php](http://www.talkspace.com/php) to access the program.

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## On to Better Health



This interactive software offers an alternative to traditional mental health and substance use disorder by providing access to tools and

resources that are easy to use, confidential and available 24/7. Go to [www.ontobetterhealth.com/php](http://www.ontobetterhealth.com/php).

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## Wellness at Work



Wellness at Work is an online tool for employer group 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](http://www.phs.org) and register or login onto myPRES.

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## Assist America

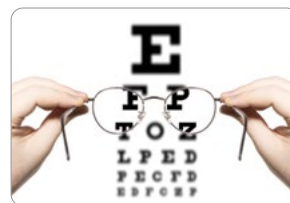


You have the protection of Assist America's global emergency travel assistance services 24 hours a day, 365 days a year. This unique program immediately connects you to services

when experiencing a medical emergency while traveling 100 miles or more away from a permanent residence or in another country. First, download the free Assist America Mobile App, then log in with reference number 01-AA-PXI-10071. For questions, contact Assist America's Operations Center at 1-800-872-1414 (or +1-609-986-1234 outside of the USA).

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## Vision Coverage



Presbyterian provides you with vision coverage options for the entire family. Vision Basic and Vision for Children are included with your medical plan. Three optional plans are available for a monthly premium.

## 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](http://rx.costco.com) If you already have a Costco Pharmacy account, there is no need to re-register.

## Trialta



Whether you're caring for an aging parent at home, a spouse with a health problem, or a child with unique support needs, Trialta is here for you!

Trialta is a no-cost online platform with education, resources and support too help make care giving easier and more fulfilling. Trialta is available to members who provide care for someone at home and individuals who provide care for a Presbyterian member at home. Sign up at [presbyterian.trialta.com](http://presbyterian.trialta.com).

## TruHearing



With copayments as low as \$699 per hearing aid, this benefit makes addressing hearing loss more affordable. Call TruHearing to learn more

and schedule an appointment at 1-833-731-4167 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m.

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

## Value-Added Program



Members are automatically enrolled in the BenefitSource Value-Added program, which provides supplemental vision and hearing programs,

complementary and alternative medicine, wellness and discounts for services such as light housekeeping, general custodial care and companionship. For more information, contact BenefitSource at 1-888-862-8659 or visit [www.benefitsource.org/presbyterian](http://www.benefitsource.org/presbyterian).

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## Dental Coverage



Presbyterian and BenefitSource have also partnered to offer you two PPO dental coverage options, each offering you lower Out-

of-Pocket costs when obtaining dental care within the network. You are also covered when obtaining dental care from non-participating providers. For more information, contact BenefitSource at 1-888-862-8659 or visit [www.benefitsource.org](http://www.benefitsource.org).

## Seeking care in New Mexico?

We know how important it is to find the care that you and your family need. We contract with over

17,000 providers statewide, including more than 950 Presbyterian Medical Group providers. Create a personalized in-network provider directory online at [www.phs.org/directory](http://www.phs.org/directory). The Engage Network includes a smaller selection of providers, so please review the provider list carefully at [www.phs.org/engagesmallgroup](http://www.phs.org/engagesmallgroup) before choosing an Engage plan.

## Seeking care outside of New Mexico?



PPO members only receive In-Network benefits outside of New Mexico through our partnership with Aetna. Refer to your Summary of Benefits and Coverage (SBC) to see if your plan qualifies. View provider directory at [aetna.com/asa](http://aetna.com/asa).

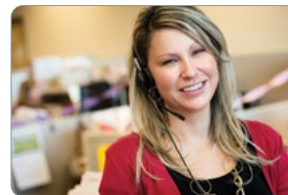
## HealthEquity



Through our partnership with HealthEquity, employers can elect to offer a qualified High Deductible Health Plan (HDHP) with a Health Savings Account (HSA) at no

additional cost. HealthEquity also offers Health Reimbursement Account (HRA) and Flexible Spending Account (FSA) options to members at a reduced cost. Call 1-866-346-5800 or visit [www.healthequity.com](http://www.healthequity.com).

## Local 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) 923-5678 or 1-800-356-2219 (TTY 711), or emailing [info@phs.org](mailto:info@phs.org).

*This policy has some exclusions and limitations. For costs and complete details of the coverage, call or write your insurance agent or contact our Presbyterian Customer Service Center by calling (505) 923-5678 or 1-800-356-2219 (TTY 711), or emailing [info@phs.org](mailto:info@phs.org).*

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 yániit'i'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'i'ígíí éi t'áá jik'eh hóló. Kohjí' 1-855-592-7737 (TTY: 711) hodílnih doodago nika'análwo'í bich'í' hanidziih.

For more information, visit <https://www.phs.org/nondiscrimination>.

MPC102589