

Dec. 16, 2025

Subject: Prior Authorization Determination Letters Now Available Electronically

Dear Provider:

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to enhancing efficiency and ensuring timely communication with our provider community. To support this commitment, we are pleased to announce that **prior authorization determination letters will now be available electronically** through the Presbyterian Prior Authorization Portal.

Effective Jan. 5, 2026, determination letters will no longer be mailed. Instead, requesting providers will be able to securely access all prior authorization determinations directly within the Presbyterian Prior Authorization Portal, which can be found here: prescoverage.phs.org/mpa. After this date, providers will need to check the portal to access determination letters and request updates.

Presbyterian encourages all providers to use the Prior Authorization Portal for submission of requests and tracking of reviews as they move through the final determination process. We appreciate your partnership as we continue to streamline processes and improve the provider and member experience.

If you have any questions or need assistance with portal access, please contact your Provider Network Operations relationship team.

Provider Network Operations



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



Phone: (505) 923-5757

Contact Guide: www.phs.org/ContactGuide



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