



Member Resource Guide

2026 LARGE GROUP PLANS

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



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



## 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 Presbyterian Customer Service Center by phone at (505) 923-5678 or toll-free 1-800-356-2219 (TTY 711), or send an email to [info@phs.org](mailto:info@phs.org).

## myPRES



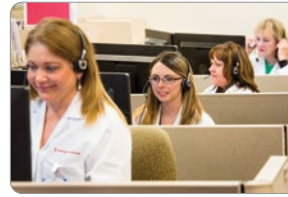
Get the information you want when you need it. Presbyterian's web-based services offer fast and convenient service

any day of the year. To sign in or register, visit [www.phs.org/myPRES](http://www.phs.org/myPRES). Please use your primary personal email address when registering to ensure you receive important information and notifications.

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

All these great features are 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.

## PresRN Nurse Advice Line

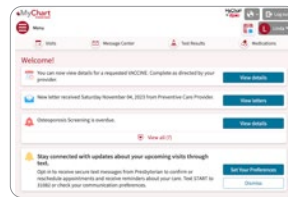


Speak with a registered Presbyterian nurse for medical advice at no cost 24 hours a day, every day, including holidays.

Call (505) 923-5570 or 1-866-221-9679.

For details, visit [www.phs.org](http://www.phs.org) and search for "PresRN."

## MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their

care team, request prescription renewals and schedule office or telephone 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).

## Virtual Care



See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical

conditions via secure video through a smartphone, tablet or computer webcam. Visits are no-cost. (Costs may apply for High Deductible Health Plan members).

For details, visit [www.phs.org/virtual-pres](http://www.phs.org/virtual-pres).

## Employee Assistance Program (EAP)



The  
Solutions  
Group

The EAP offers 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 1-866-254-3555 or (505) 254-3555.

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

## Wellness at Work



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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## 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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## Seeking care in New Mexico?

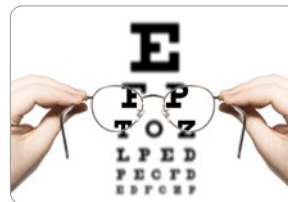


Create a personalized provider directory for providers who are close to work or home, find specific providers

(including primary and specialty care providers), narrow the search to match preferences (such as a male or female provider), and find facilities and pharmacies.

Visit [www.phs.org/directory](http://www.phs.org/directory).

## Vision Coverage



If your employer includes it in your benefit package, Presbyterian provides vision coverage options

for the entire family for an additional monthly premium.

## 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.

## On to Better Health



This interactive software offers an alternative to traditional mental health and substance use care 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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## 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).

## 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 physician) 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.

## 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).

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

## 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 <https://benefitsource.org/presbyterian-plans>.

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

## Dental Options



Presbyterian has partnered with BenefitSource to offer three PPO dental coverage options, each offering you lower out-of-pocket costs when obtaining in-network dental care. 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).

## 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).

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## Trualta



Whether you're caring for an aging parent at home, a spouse with a health problem, or a

child with unique support needs, Trualta is here for you!

Trualta is a no-cost online platform with education, resources and support to help make care giving easier and more fulfilling. Trualta 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.trualta.com](https://presbyterian.trualta.com).

## Fitness/Gym Membership\*



You and your enrolled dependents (ages 18 and up) have free 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, Santa Fe 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 & Wellness.

For a list of participating locations, visit [www.phs.org/gymmembership](http://www.phs.org/gymmembership).

\*This benefit is available if your employer includes it in your benefit package.

*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 yáníłti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiik'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'j' ahoot'i'ígíí éí t'áá jiik'eh hóló. Kohj' 1-855-592-7737 (TTY: 711) hodíłnih doodago nika'análwo'í bich'j' hanidziłh.

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

