

Feb. 16, 2026

Subject: Long-Term Care Determination Letters Now Available Electronically

Dear Provider:

As part of our commitment to efficiency and timely communication, Presbyterian Health Plan, Inc. (Presbyterian) is pleased to announce that **long-term care determination letters will now be available electronically** through the Presbyterian Prior Authorization Portal beginning on **Feb. 21, 2026**.

Starting on that date, determination letters will no longer be mailed. Providers can access all determination letters securely in the portal at prescoverage.phs.org/mpa.

Presbyterian encourages all providers to use the Prior Authorization Portal to track long-term services and supports 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 at www.phs.org/contactguide.

Provider Network Operations



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



Phone: (505) 923-5757 or 1-888-923-5757 (toll-free)

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113