

Member Resource Guide

2027 SMALL GROUP PLANS

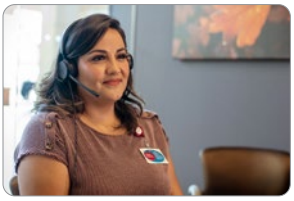
WE'RE DETERMINED TO KEEP YOU HEALTHY.

PRESBYTERIAN

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

MPC092614

Local customer service



Our representatives, located in Albuquerque, are standing by to answer your benefit questions Monday through Friday from 8 a.m. to 5 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**.

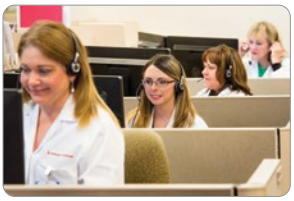
myPRES



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 **phs.org/myPRES**. Please use your primary personal email address when registering to ensure you receive important information and notifications.

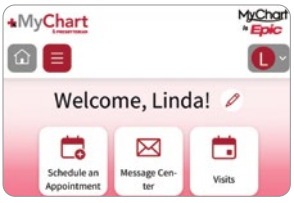
- Look up benefit information securely, view a claim's status and track deductibles.
- Estimate out-of-pocket costs for common medical treatments and procedures with a Treatment Cost Estimator.
- View or request a replacement member ID card.
- Use myPRES to schedule appointments, including telehealth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

PresRN Nurse Advice Line



Speak with a Presbyterian registered nurse for medical advice at no cost, 24 hours a day, every day, including holidays by calling **(505) 923-5570** or **1-866-221-9679**. For more information, visit **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 in-office, telephone or virtual visits. You can also view medical records, lab and radiology reports, procedures and test results. For details, visit **phs.org/mychart**.

Seeking care in New Mexico?

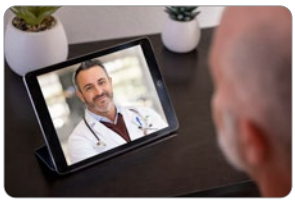


Create a personalized provider directory for providers who are close to work or home, find specific providers (including primary and specialty care providers), narrow the search to match preferences (such as a male or female provider), and find facilities and pharmacies. Visit **phs.org/directory**. The Engage Network includes a smaller selection of providers, so please review the provider list carefully at **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**.

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 **phs.org/virtualpres**.

PresNow

Albuquerque's only 24/7 emergency and urgent care under one roof. Patients don't have to guess if it's an emergency because medical staff decide the level of care needed. Visit **PRESNow247.org** to learn more.

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.

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 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**.

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

Wellness at Work

WELLNESS AT WORK

Through this online program, you can access all your wellness tools and create a personalized health improvement plan. It features a Personal Health Assessment (PHA) tool to help identify personal health risks and provide recommendations for improving those risks. To participate, visit **phs.org** and register or log onto myPRES.

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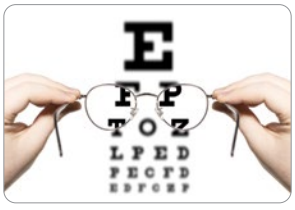
Talkspace

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** to access the program.

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Vision Coverage



Presbyterian offers vision coverage options for the entire family for an additional monthly premium. Vision for Children is included with your medical plan. For costs and complete details of coverage or for more information, please call us Monday through Friday from 8 a.m. to 5 p.m. at **(505) 923-5807**.

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 **phs.org/tools-resources/member/applicable-rates** for details.

Sword

sword

Sword is an AI physical therapy solution for back, joint and muscle pain. Members will be invited to participate and register by visiting phs.org and registering for a myPRES account and logging into the Sword tool as soon as they enroll on a plan with Presbyterian. For details, visit **sword.health/thrive/presbyterian/go**.

Assist America

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

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.

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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**.

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

Dental Coverage



Presbyterian and BenefitSource have also partnered to offer you six 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**.

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**.

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Trualta

Trualta is a caregiver support platform, available 24/7 at no cost, that provides access to education and online community resources. Trualta offers one-on-one personalized coaching, online support groups and chat rooms, and practical education that is available in both English and Spanish. For details, visit **phs.org/tools-resources/member/caregiver-support**.

Fitness/Gym Membership

You and your enrolled dependents (ages 18 and older) 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, 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 Genesis Health Clubs. For a list of participating locations, visit **phs.org/gymmembership**.

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*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**.*

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 ahił hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'į' ahoot'i'ígíí éí t'áá jiik'eh hóló. Kohjį' 1-855-592-7737 (TTY: 711) hodíilnih doodago nika'análwo'í bich'į' hanidziih. For more information, visit **https://www.phs.org/nondiscrimination**.