

NETWORK Connection



Prioritizing Dental Care for New Mexico Youth

The National Committee for Quality Assurance (NCQA) recommends an annual dental visit for patients as young as 6 months old, or at the appearance of the first tooth. According to the American Dental Association, baby teeth are at risk for decay as soon as they appear. The focus of Turquoise Care Healthcare Effectiveness Data and Information Set (HEDIS) priority measures is to keep members healthy, and annual dental visits for ages 0-21 help realize that goal.

When completing a well-child visit, providers can mention the importance of annual dental check-ups and encourage attendance. If patients have barriers to attending or scheduling a dental appointment, Presbyterian can help. Transportation for Turquoise Care members to non-emergent health services can be arranged by calling (505) 923-6300 at least 48 hours in advance. Members can also call the customer service phone number on their Presbyterian ID card for help finding or scheduling dental services.

Following these guidelines helps New Mexico's children grow up healthy! ■

Presbyterian exists to ensure all of the patients, members and communities we serve can achieve their best health.

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Virtual Dermatology Offers Accessible and Affordable Care

Virtual dermatologists with Presbyterian's VirtualPRES program are available to support patients throughout New Mexico with a telehealth visit, no transportation needed. With strong dermatology and telehealth experience, VirtualPRES dermatologists are an accessible, cost-effective option for patients with skincare concerns.

Why send your patients to virtual dermatology?

Accessible:

- Online video appointments available Monday-Friday, typically within 2 weeks
- When necessary, quick access to in-person procedures for injections, excisions, biopsies, cryotherapy, skin tag removal and other dermatological needs

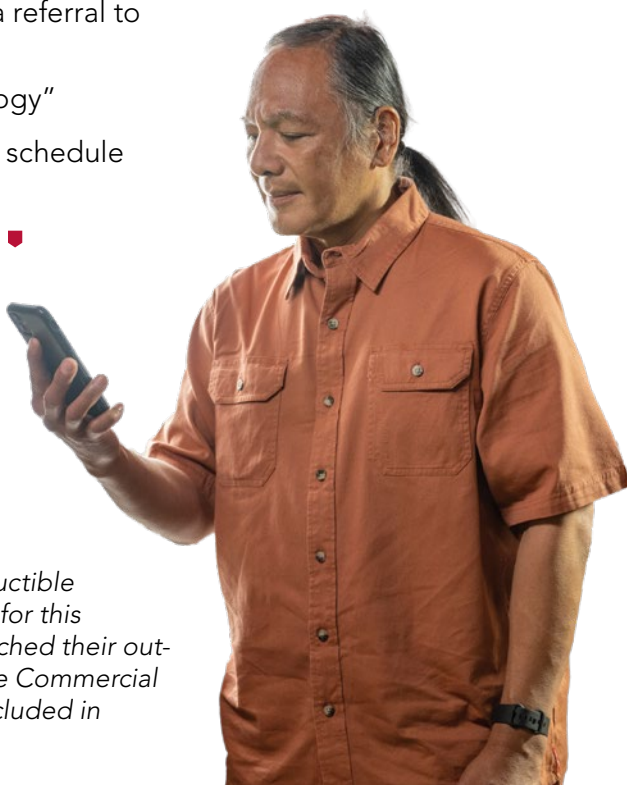
Cost Effective:*

- No charge for Presbyterian Turquoise Care and Medicare Advantage patients
- No copay for most Presbyterian Commercial plans

Convenient:

- Providers can send a referral to "PMG Paradise Vtelemed Dermatology"
- Patients can directly schedule appointments at phs.org/virtualpres 📱

** Members on a High Deductible health plan do not qualify for this benefit until they have reached their out-of-pocket maximum. Some Commercial employer plans are not included in this benefit.*



Frequently Asked Questions

Who can meet with a virtual dermatologist?

Available for all ages. Patients under 18 years of age must have a parent or legal guardian present for the video visit.

What dermatology conditions can be seen virtually?

Assessment and treatment for most skin, hair and nail conditions.

What dermatology conditions cannot be seen virtually?

Patients in need of a full body exam; treatment where severe rashes are resistant to typical treatment; or patients diagnosed with Stevens-Johnson syndrome, erythema multiforme, toxic epidermal necrolysis or notalgia paresthetica.

Where can I find more information?

To learn more and view a full list of conditions that can be seen virtually, visit phs.org/virtualpres.

Provider Education 2025



For more information about training opportunities, please visit Presbyterian's provider training page at phs.org/providertraining.

UPCOMING TRAININGS Providers and office staff are invited to attend a variety of trainings throughout the year.

Behavioral Health Provider Education Webinars



Thursday, Sept. 11, 5 to 7 p.m.
Friday, Sept. 12, 10 a.m. to Noon



Register: phs.swoogo.com/2025PEC

All contracted behavioral health providers and staff are invited to attend. Providers are required to attend one Provider Education Conference & Webinar Series training each year.

Physical Health Provider Education Webinars



Thursday, Sept. 11, 9 to 11 a.m.
Friday, Sept. 12, Noon to 2 p.m.



Register: phs.swoogo.com/2025PEC

All contracted physical health, long-term care, and Indian Health Services and Tribal 638 providers are required to attend one Provider Education Conference & Webinar Series training each year.

Behavioral Health Critical Incident Reporting



Tuesday, Aug. 19, 1 to 2:30 p.m.



Register: phs.swoogo.com/bhcir25

Behavioral health providers are required to participate in annual Critical Incident Reporting training. For questions, contact us at criticalincident@phs.org.

Behavioral Health Town Halls



Monday, Aug. 18, 1 to 3 p.m.



Join Online: phs.swoogo.com/bhtownhalls25

Behavioral health providers are invited to attend quarterly town halls designed to present information to all areas of a practice, including administrative, billing, quality and clinical.

Presbyterian Dual Plus Provider Training



Available year-round on demand



Access Training: phppn.org

All contracted providers who render services to Presbyterian Dual Plus (HMO D-SNP) members are required to complete this training. Office staff cannot complete the training on behalf of the provider.

Children in State Custody (CISC) Extended Provider Network Training



Available year-round on demand



Register: www.phs.org/providertraining

Presbyterian is working to build a robust enhanced provider network to treat CISC members. To join this network, providers are required to complete a series of CISC trainings and attest to their completion.

Cultural Sensitivity Training



Available year-round on demand



Register: thinkculturalhealth.hhs.gov

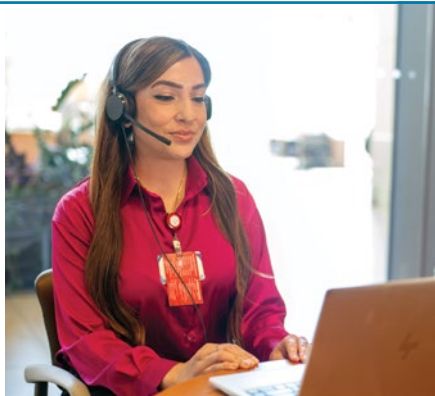
Contracted providers and staff are encouraged to participate in Cultural Sensitivity training and may earn up to nine hours of free Continuing Education Units (CEUs).

TAKE NOTE

Provider Network Operations: A Resource for You

The Presbyterian Provider Network Operations (PNO) department is determined to support you in providing the best care possible and improving patient health across our network.

As a health plan, we see firsthand the importance of intentional collaboration and open communication with providers in ensuring positive patient outcomes. Our relationship teams are always available to provide



their expertise and service through relationship management, training and education.

Providers are encouraged to familiarize themselves with PNO by reaching out to your dedicated representatives. Contact information for your assigned relationship team is available at phs.org/ContactGuide. The contact guide also contains other essential points of contact at Presbyterian such as administrative personnel, department email addresses, help lines and more. ■

Presbyterian Wellness Programs and Tools

Presbyterian supports you and your patients by offering programs to help members develop healthy habits.

Path to Wellness Programs

If your patients are looking to feel better and lose weight, consider referring them to Presbyterian's Path to Wellness. This is a partnership with Good Measures led by interactive dietitians and coaches. Programs include:

- **Healthy Weight Program:** Offers flexibility and personalized support through coaching via phone, app, webinars and more
- **Diabetes Prevention Program:** Offers online or phone group sessions led by CDC-trained coaches following a 12-month schedule

Path to Wellness is available to Turquoise Care members at no cost. Participants have reported benefits such as:

- Losing weight enjoyably and sustainably
- Learning how to navigate food menus
- Fitting healthy eating into schedule and budget
- Overcoming barriers to physical activity
- Managing stress and improving sleep

Patients can sign up at phs.org/PreventionProgram, or by calling 1-855-249-8587. Patient referrals may be submitted at goodmeasures.com/physicians.

NeuroFlow

NeuroFlow is a population health engagement tool that can help patients improve their health through self-guided exercises and support services. Easy to use and available online or by app to eligible members, NeuroFlow includes:

- Customized health information to support physical and mental health, maternal and perinatal health, and smoking cessation
- Personalized wellness journeys that include recommended screenings, support resources and more
- Daily tools, activity trackers and in-app validated assessments

Patients can sign up directly at neuroflow.app.link/PHP123.

For assistance, email NeuroFlow at support@neuroflow.com or call 1-855-296-7711.

Prescription Mail-Order Transition to Costco Pharmacy

Starting Aug. 1, Presbyterian will be switching our preferred mail-order prescription service from Optum Home Delivery to Costco Pharmacy. Any members who use mail-order prescription services for non-specialty medications will need to sign up with Costco Pharmacy to continue receiving their medications in the mail.



This vendor change only impacts mail-order prescriptions for non-specialty medications.

Presbyterian's other prescription services will continue as usual.

Please note that a Costco membership is not required to utilize Costco Pharmacy services. As such, Presbyterian members can sign up online for Costco Mail Order prescription delivery without needing a regular Costco membership.

For members who want mail-order medications and have a payment method on file with Costco, providers can start sending prescriptions immediately as follows:

- Electronically to Costco Pharmacy
Mail Order #1348, ZIP code 47130
- By fax to 1-877-258-9584

If members are not registered with Costco Mail Order, they will need to complete a profile before a prescription can be accepted.

Members have been sent letters and other notifications about this vendor change, but please expect that some patients may need additional guidance. They can always call the number on the back of their Presbyterian member ID card for assistance or go to rx.costco.com to get more information.

If you have any questions about this change, please contact your relationship team or the pharmacy services team as found in the Provider Services Contact Guide at phs.org/ContactGuide. ■

PROVIDER SATISFACTION **CORNER**

Enhanced Rates for Behavioral Health Evidence-Based Practices

The New Mexico Health Care Authority (HCA) has implemented enhanced Medicaid rates for qualified behavioral health providers for the following evidence-based practices (EBPs):

- Multisystemic Therapy (MST)
- Functional Family Therapy (FFT)
- Dialectical Behavior Therapy (DBT)
- Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
- Eye Movement Desensitization and Reprocessing (EMDR)

To see if you qualify to apply for these specialized Medicaid rates, go to centerofinnovationnm.org/nm-ebp and follow the guidelines and instructions.

If your application to the Center of Innovation is approved, notify your Presbyterian contract specialist of your newly awarded EBP qualifications from HCA. Once confirmed, your contract specialist will guide you through the steps needed to start billing the applicable EBP codes with enhanced rates.

The Medicaid behavioral health fee schedule can be accessed at hsd.state.nm.us/providers/fee-for-service. Your assigned contract specialist may be found on page 10 of the Provider Services Contact Guide at phs.org/ContactGuide. ■

2024 Quality Improvement Program Summary

Presbyterian is committed to the improvement of care and services through its Quality Improvement (QI) program, which is designed to improve member health outcomes, support the provider-member relationship, and improve satisfaction for members and providers. The QI program provides information about quality processes, initiatives, activities, goals and outcomes related to member care, including services and safety of clinical care.

At the end of each year, Presbyterian evaluates the QI program to measure our performance. Through this evaluation, we identify opportunities for improvement and make recommendations for programmatic changes. Below are some of our 2024 results.

Quality Program Accomplishments from 2024

- Presbyterian deployed NeuroFlow, a new digital well-being tool. As a part of the implementation, Presbyterian constructed tailored healthcare journeys for at-risk populations; specifically, perinatal women, women of childbearing age, adults with behavioral health needs and aging adults
- We submitted our triennial health plan accreditation survey in August 2024 and received updated accreditation status in October, scoring above 99% for all product lines and 100% on the Long-Term Services and Supports Distinction
- Presbyterian fulfilled the requirements due by Oct. 1, 2024, to meet NCQA Health Equity Accreditation standards with a look-back period of six months. We were on schedule to submit the accreditation survey in May 2025
- Presbyterian Pharmacy streamlined access to hepatitis C medications by eliminating prior authorization requirements for Mavyret and sofosbuvir/velpatasvir and removing the specialty pharmacy mandate
- According to the Provider Satisfaction Survey, Presbyterian was ranked first in provider satisfaction among New Mexico health plans

Quality Program Opportunities for 2025

To ensure continuous improvement in 2025, Presbyterian is dedicated to enhancing the integration of population health and quality through innovative practices and evidence-based strategies. Specifically, Presbyterian aims to deliver comprehensive whole-person healthcare to our populations through targeted interventions. With the new Turquoise Care and Children in State Custody contracts underway, we seek to build upon our previous successes and address areas requiring further improvement by adhering to new contract and accreditation requirements.

Would you like to learn more or take a more active role in the Quality Improvement program? Please contact us at PHPQuality@phs.org. 🍷



Guidance for Use of Modifier -25

Modifiers are applicable to Current Procedural Terminology (CPT) codes. Per the American Medical Association (AMA), a modifier provides the means to indicate that a service or procedure that has been performed has been altered by some specific circumstance but **not** changed in the definition or code.

Per the AMA, modifier -25 is utilized when a significant, separately identifiable evaluation and management (E/M) service is performed by the same qualified healthcare professional on the same day of the procedure or service.

A significant, separately identifiable E/M service is defined or substantiated by documentation that satisfies the relevant criteria for the respective E/M service reported.

Please see the right column for guidance on billing with modifier -25.

The Presbyterian Program Integrity Department performs random claims validation audits on claims submissions to verify that services billed were rendered and accurate.

For additional training resources, please refer to the Presbyterian Practitioner and Provider Manuals at phs.org/providermanual. ■

Key Points for Reporting Modifier -25

- Modifier -25 should only be used with E/M codes
- Modifier -25 is not restricted to a specific level of E/M service
- The E/M service provided must meet the criteria applicable to that service; i.e., medically appropriate history and/or examination, and medical decision making (MDM) or total time on the date of the encounter within code parameters
- CPT coding guidelines do not require different diagnoses for the E/M service and the additional procedure or service performed to be reported
- Modifier -25 should not be used to report an E/M service that results in a decision to perform surgery; modifier -57 should be reported in that instance
- Modifier -25 should only be used when the E/M service is significantly and separately identifiable from the procedure or other service performed on the same date
- The significant and separately identifiable E/M service(s) provided must be properly documented in the medical record

More information on reporting modifier -25 can be found at: ama-assn.org/system/files/reporting-CPT-modifier-25.pdf



Reminder: Verify Provider Directory Information Every 90 Days

In accordance with the No Surprises Act, as of Jan. 1, 2022, all providers are required to verify their directory information with Presbyterian every 90 days. The next deadline is Sept. 28. There are no exemptions from this federal requirement.

Physical health providers must log in to the provider portal to make updates. Physical health providers can also request delegate access at phs.org/directoryupdate.

Behavioral health providers must log in to the behavioral health portal at magellanprovider.com. For questions or assistance, contact Belinda Wiggins at bwiggins2@phs.org.

Please note that all currently rostered physical health medical groups and behavioral health organizations should continue to follow the current roster process.

REGULATORY **REMINDERS**

Preventive and Clinical Healthcare Guidelines

Preventive Healthcare Guidelines

Aligned with the Affordable Care Act, Presbyterian's preventive healthcare guidelines are based on U.S. Preventive Services Task Force (USPSTF) guidelines, grades A and B. These guidelines help primary care providers and members decide together whether a preventive service is appropriate based on the member's healthcare needs.

Presbyterian also aligns its guidelines for specialty populations and services with multiple governing agencies:

Vaccine schedules for adults and children:

Centers for Disease Control and Prevention (CDC):
cdc.gov/vaccines

Advisory Committee on Immunization Practices (ACIP):
cdc.gov/acip-recs/hcp/vaccine-specific

Well-child exams, screenings and guidelines:

American Academy of Pediatrics (AAP) and Bright Futures (BF): aap.org/en/practice-management/care-delivery-approaches/periodicity-schedule

Women's health guidelines:

Health Resources and Services Administration (HRSA):
hrsa.gov/womens-guidelines

Providers can review Presbyterian's preventive health guidelines at: phs.org/preventivehealthguidelines

Clinical Practice Guidelines

Presbyterian's clinical practice guidelines are informed by a population health assessment that identifies high-prevalence conditions among our members. These guidelines assist providers in making informed decisions about healthcare services for specific clinical situations. All guidelines are adopted from nationally recognized organizations and are approved annually by the Population Health and Clinical Quality Committee.

Providers can review Presbyterian's current physical and behavioral health clinical practice guidelines online:

Physical health guidelines:

phs.org/clinicalpracticeguidelines

Behavioral health guidelines: phs.org/providers/resources/reference-guides/medical-pharmacy-behavioral

Providers may request a printed copy of the preventive healthcare guidelines and clinical practice by contacting their Provider Network Operations relationship team. ■

Let's **Connect**



CONTACT GUIDE:
phs.org/ContactGuide



PHONE:
(505) 923-5757



SHARE YOUR FEEDBACK:
phs.qualtrics.com/jfe/form/SV_3JI9H4yZ81DZtA2



SIGN UP FOR PRESBYTERIAN EMAILS:
phs.org/enews