

Nov. 27, 2018

**Subject:** Important Information Regarding Nursing Facility and Hospice Claims with a Patient Liability Amount

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing you with the most up-to-date and accurate information in order to best serve our patients and members. We would like to take this opportunity to discuss inpatient nursing facility and hospice claims for any dual-eligible members when a patient liability amount (medical care credit) is applicable.

Effective Jan. 1, 2019, Presbyterian will use Medicare's allowable amounts for any dual-eligible members when a patient liability amount applies to a nursing facility or hospice claim. When Presbyterian processes the claim, the allowable amount will reflect Medicare's allowable amount, not Medicaid's. In addition, the allowable amounts displayed in our explanation of payment (EOP) will reflect Medicare's allowable amounts.

Thank you for partnering with us to improve the health of the patients, members and communities we serve. If you have any questions, please use the information below to contact your Provider Network Management relationship executive.

#### **Provider Network Management**



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



**Phone:** (505) 923-5141

**Contact Guide:** [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide)



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

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

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Presbyterian exists to improve the health of the patients, members, and communities we serve.

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