

Dec. 20, 2018

Subject: Risk of Claims Denial for Centennial Care Members Who Are Eligible for Medicare

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing quality and affordable healthcare to all of its members. We would like to take this opportunity to discuss important information regarding your Presbyterian Centennial Care patients who are also eligible for Medicare.

We recently discovered that you may have Centennial Care patients who are 65 years or older, which may make them eligible for additional coverage through Medicare. To ensure Presbyterian Centennial Care patients who are also eligible for Medicare continue to receive applicable benefits, please encourage them to apply and enroll in Medicare as soon as possible.

When a Medicare-eligible member fails to enroll with Medicare, Presbyterian will not reimburse for services that would otherwise be covered by Medicare. In such an event, providers will receive a N196 denial code on their claims and may bill the member for the total cost of services provided.

Members can apply and enroll for Medicare A and/or part B in one of the following ways:

- Fill out an application online at <https://www.ssa.gov/benefits/medicare/>
- Call Social Security at 1-800-772-1213 (TTY users 1-800-0778), Monday through Friday, from 7 a.m. to 7 p.m.
- Visit a local Social Security office in person
- Contact Presbyterian Medicare Sales at 1-800-347-4766

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

Provider Network Management



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



Phone: (505) 923-5141

Contact Guide: www.phs.org/ContactGuide



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

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