

Jan. 14, 2019

Subject: 2019 Practitioner and Provider Manuals are available on PHS.org

Presbyterian Health Plan Inc. and Presbyterian Insurance Company Inc. (Presbyterian) are committed to ensuring providers have the most up-to-date and accurate information to best serve our patients and members. We would like to take this opportunity to share important information regarding the 2019 Practitioner and Provider Manuals.

Presbyterian's Universal Practitioner and Provider Manual covers Presbyterian's programs, policies and guidelines for Commercial Marketplace, Medicare and Medicaid products. Presbyterian also publishes a Centennial Care Practitioner and Provider Manual that provides detailed information specific to Presbyterian's Centennial Care programs and requirements. The manuals are an extension of a provider's contract with Presbyterian, and they are updated quarterly and as needed. A key update made to the 2019 manual includes information regarding Centennial Care 2.0.

In the manuals, providers can find the following information and more:

- How to submit medical and behavioral health prior authorization requests
- How to submit drug prior authorization requests and exception requests based on medical necessity
- How to access prior authorization criteria and medical policies at PHS.org or by telephone or fax
- How to access utilization management staff (pharmacy, medical and behavioral health) to discuss prior authorization requests and utilization management issues
- How to obtain or request utilization management criteria
- How to access Presbyterian formularies and updates, including restrictions and preferences (e.g., quantity limits, step therapy and prior authorization criteria)
- How to access clinical practice guidelines at PHS.org
- Affirmative statement concerning utilization management decision-making and incentives
- A list of our member rights and responsibilities

The manuals are readily available online at www.phs.org/ProviderManual. Providers may also request a printed copy of the both manuals at no cost by contacting their Provider Network Management relationship executive using the information below. 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.



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