

Feb. 7, 2019

Subject: Submit All Prior Authorization Requests by Fax or through the myPRES Provider Portal

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to keeping providers updated about changes that may affect their business. We would like to take this opportunity to inform providers that we will no longer accept prior authorization requests via email.

It has come to our attention that prior authorization requests submitted via email may incur a Health Insurance Portability and Accountability act (HIPAA) violation. To ensure that we remain in compliance with HIPAA regulations, we are asking providers to submit all prior authorization requests by fax or through the myPRES provider portal effective March 11, 2019.

To ensure providers are submitting prior authorization requests to the appropriate area, we listed the type of requests and corresponding fax number below:

- For outpatient prior authorization requests, fax to (505) 843-3047
- For University of New Mexico prior authorization requests, fax to (505) 843-3108
- For home healthcare prior authorization requests, fax to (505) 559-1150

Providers can also submit prior authorization requests by logging into the myPRES provider portal and clicking the "Authorization" link. Providers who are new users to the myPRES provider portal must create an account before submitting a prior authorization request.

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

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

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