

Dec. 13, 2019

Subject: Presbyterian Rolls Out Phase 2 of New Claims System

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to keeping providers informed of any changes that may affect the way they do business. We would like to take this opportunity to update our network on the new claims payment system we implemented in January 2019, which initially only included Presbyterian's employee-sponsored group.

Effective Jan. 1, 2020, the new claims payment system will be rolled out to individual Commercial health plan members as well as to small and large Commercial employer group plans. Because many provider claims are already processed using the new system, we expect this transition to be seamless for providers and their practice.

Billing Codes Reminder

To ensure that claims are accurately processed, please be sure to bill the correct taxonomy code and use the appropriate Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS) codes and modifiers when submitting a claim, especially when billing Type of Bill (TOB) 131 on a Universal Billing Form (UB-04). Claims that do not include this code will be denied.

Presbyterian's new claims payment system builds on our best practice approach to claims processing, ensuring accurate and appropriate reimbursement. We will continue to invest in innovative new technologies that improve processes and reduce administrative burden.

If providers have any questions or concerns, or need additional guidance, they may use the information below contact their Provider Network Operations relationship executive.

As always, thank you for partnering with Presbyterian to improve the health of the patients, members and communities we serve.

Provider Network Operations



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



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