

Nov. 24, 2020

Subject: Presbyterian Adds New Prior Authorization Tools to the myPRES Provider Portal

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are pleased to announce new prior authorization (PA) tools on the myPRES Provider Portal. These new PA tools will help streamline the PA process and serve as a one-stop shop for all PA needs.

Starting Dec. 2, 2020, providers will see new tools when they click on the “Authorizations” tab on their myPRES Provider Portal account. From the “Authorizations” tab, providers will see information on how to submit PA requests for the following:

- Advanced imaging, cardiac imaging and spine surgery.
- Behavioral health.
- Pharmacy.
- All other medical authorization requests.

Under “All other medical authorization requests,” providers will click the “Submit an Electronic Authorization Request” button to access the new PA tools. The new PA tools are easy to use and will allow providers to quickly and easily determine if a prior authorization is required. The new tools will also allow providers to do the following:

- Upload clinical documents.
- Verify the status of PA requests.
- Track PA requests.
- View a history of all PA requests.

Please note that these tools only pertain to physical health PAs and requests only. The PA request process for pharmacy and behavioral health will not change.

Presbyterian will monitor and update the PA tools regularly to ensure providers have access to the most up-to-date information. Please note that while we will continue to accept PA requests by fax at (505) 843-3047, we encourage providers to submit all PA requests using the new tools. This is the quickest and most effective way to ensure that a PA request was received.

Presbyterian also developed the myPRES Prior Authorization User Manual to help providers navigate the new tools. Providers can view the myPRES Prior Authorization User Manual at www.phs.org/providermanual.

If providers have any questions, they can contact their Provider Network Operations relationship executive using the contact information below. As always, thank you for partnering with us 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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Contact Guide: www.phs.org/ContactGuide



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