

Dec. 28, 2020

Subject: Required Information on Claims from Independent Labs

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing information that will help reduce claims denials. We would like to take this opportunity to remind independent laboratory providers of Presbyterian's claim submission requirements.

Presbyterian requires that providers complete each section of the claim form appropriately to ensure timely and efficient processing. Recently, we noticed that claims forms from independent laboratory providers did not list referring providers. This information is essential for the successful processing of a claim. We would like to inform independent laboratory providers to list referring providers on all claims. Claims that do not list a referring provider will be denied.

If providers have any questions about submitting claims, they can contact their Provider Network Operations relationship executive using the information below. We want to thank providers for their continued commitment 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.



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