

June 1, 2021

Subject: Payment Issued to Providers in Accordance with Special COVID-19 Letter of Direction #21

Dear Provider,

Presbyterian Health Plan, Inc. (Presbyterian) is committed to informing providers of any changes that may affect their practice. In accordance with the Special COVID-19 Letter of Direction #21 issued by the New Mexico Human Services Department, Presbyterian has enclosed payment to your facility for services provided to Presbyterian Centennial Care members between April 1, 2020, and June 30, 2020.

Providers may reference the Special COVID-19 Letter of Direction #21 at the following link:
www.hsd.state.nm.us/wp-content/uploads/Special-COVID-19-LOD-21-Provider-Rate-Increases-and-Claims-Adjustments-for-EM-and-Non-EM-Codes-for-Dates-of-Service-April-.pdf

For questions, please contact the Presbyterian Customer Service Center at (505) 923-5757 or toll-free at 1-888-923-5757, between 8 a.m. and 5 p.m., Monday through Friday. Providers may also use the information below to contact their Provider Network Operations relationship executive.

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.



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

Enclosure: Provider payment