



2020 NMRHCA SWITCH ENROLLMENT BENEFIT PRESENTATION

January 2020 through December 2020





Your story is our story.

 **PRESBYTERIAN**

 **PRESBYTERIA**



**Quick Care for
Everyday Things**



**More Low or
No-Cost Services**



**Better Care
Just in case**

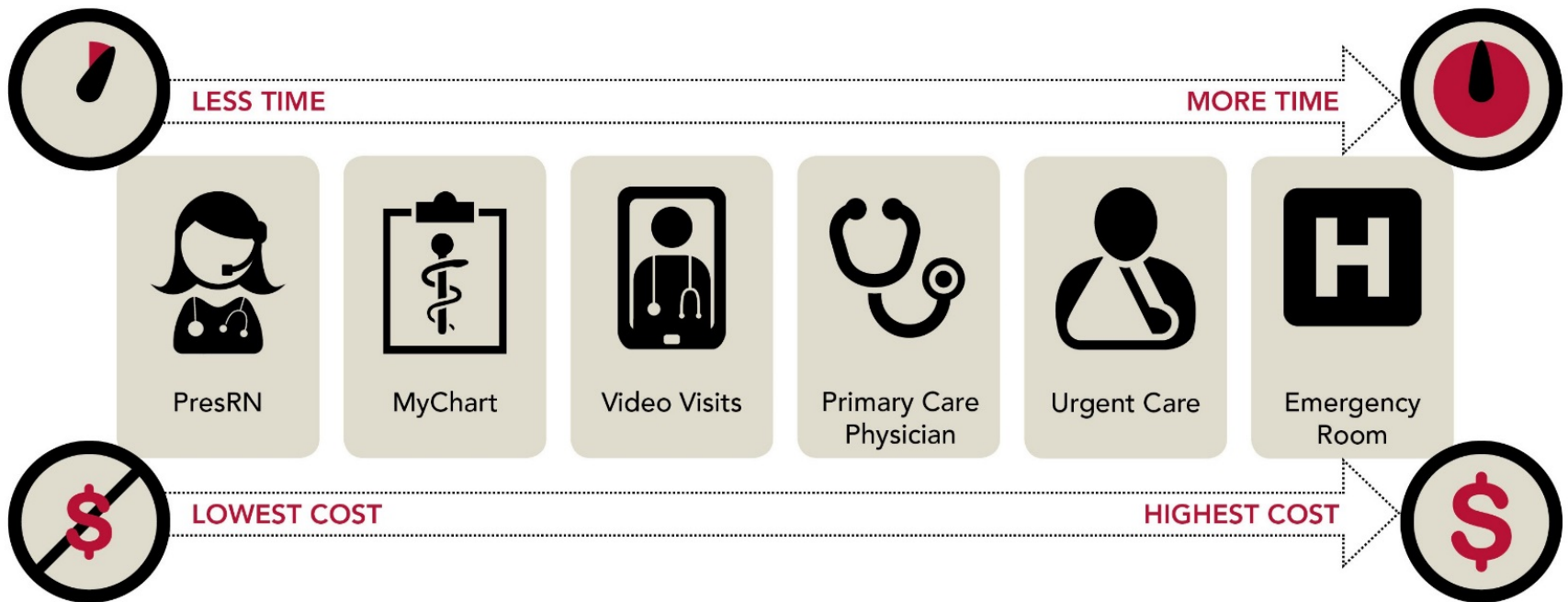


**Quick Care
For Everyday
Ailments**



Access To Care

Appropriate and Affordable Options for Care



MyChart: Be An Active Part of Your Care Team

Presbyterian Health Plan members have secure online access to their Presbyterian electronic health records.

With MyChart, members can:

- Send and receive messages with their care team.
- Schedule primary care appointments, confirm or cancel appointments.
- View lab and test results.
- Request prescription renewals.
- View visit summaries, health summary, care plan, allergies and immunizations.
- Receive health reminders.
- Pay doctor and hospital bills.



MyChart
PRESBYTERIAN

www.phs.org/mychart



Requires a myPRES account.

**No fee for members
to access this service.**

Video Visits

Video Conference with a Healthcare Provider

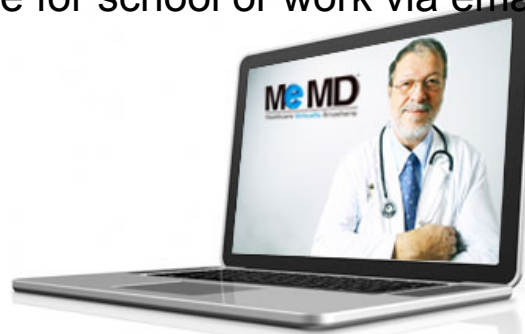
“Skype” with a healthcare provider 24 hours a day, 365 days a year.

With Video Visits, members can:

- Schedule a Video Visit on any computer, tablet or smart phone.
- Use at home, work or when travelling.
- Get diagnosis and treatment for common health issues like earaches, cold/flu symptoms and allergies within 1 hour.
- Receive prescriptions to the pharmacy of your choice.
- Receive a text or email summary of your visit.
- View the details of the Video Visit in MyChart.
- Receive a doctor’s note for school or work via email.



No fee for members to access this service.



24/7 Urgent and Emergent Care - PresNow

- Unnecessary Emergency Care can be 10x more expensive than Urgent Care
- Lack of 24-hour options necessitated ER care after hours and on weekends
- PresNow 24-hour clinics will remove barriers to low-cost care during off-times
- Combination clinics will remove the guesswork of utilizing urgent healthcare

**URGENT CARE
OR ER?
LEAVE THAT
DECISION TO US.**

Introducing Albuquerque's only 24/7 Urgent Care and Emergency Care under one roof. Now you don't have to guess if it's an emergency. Our medical staff will decide the level of care you need. We're open 24 hours a day. Visit PRESNow247.org.

6400 PASEO DEL NORTE NE

In-network with most insurance plans.

PRESNow

24/7

Urgent and
Emergency Care



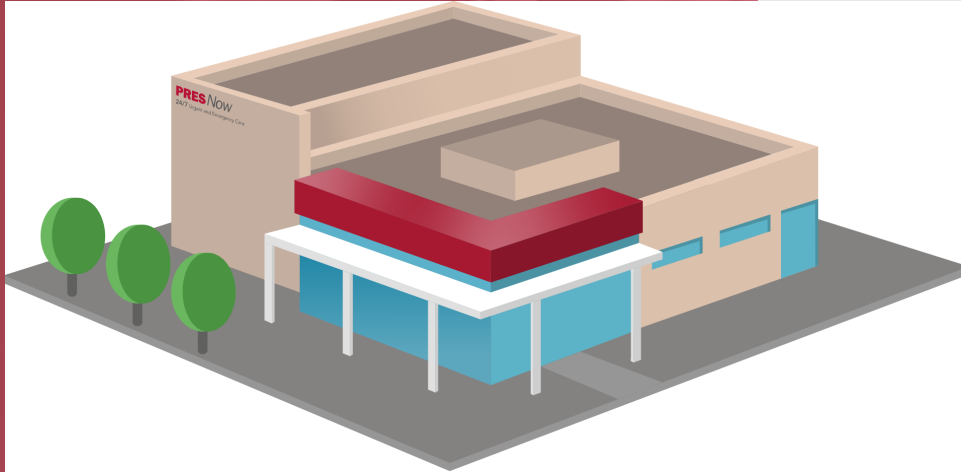
Quick Care

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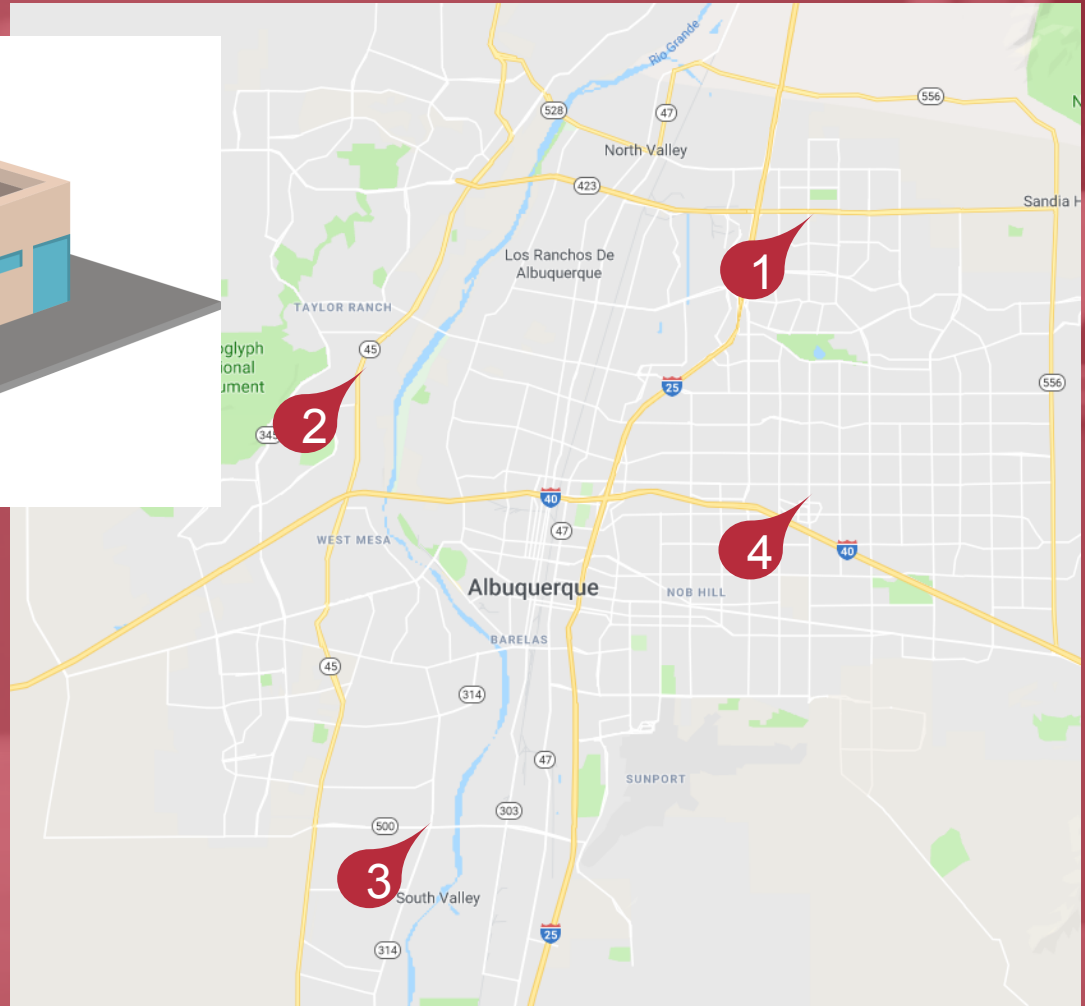
 **PRESBYTERIAN**

24/7 Care and Improved Cost Outcomes



PresNow – 4 Locations

- Paseo and San Pedro
- Coors and Western Skies – October 2019
- Rio Bravo and Isleta – Coming Soon
 - Uptown – Coming Soon



The Plan That Works For You 24 Hours A Day However You Need Us, At No Cost



PresRN
Nurse advice line, 24/7



Online Visits
Online medical interview & response



Video Visits
On-demand visits, 24/7

On To Better Health
Self-help tools and resources at your fingertips



Clickotine[®]

Growing Statewide Network

17,000+ providers in
500 locations

Includes bordering
communities in Texas
and Colorado

Online directory at [phs.org/
directory](https://phs.org/directory)

Robust National Network

Nearly one million national
providers and facilities

Access to Centers of
Excellence facilities.

Great for employees,
dependents living out of state

Always in-network

Visit

www.multiplan.com/presbyterian
for a full listing of providers.

Global Emergency Coverage

In-network emergency
care worldwide

Reimbursement at the
same levels as local
emergency care

Seek care at the closest
facility with peace of
mind



Secure Digital Access to Your Information



PRESBYTERIAN HEALTH PLAN SERVICES

Update your communication preferences

Go Paperless Now



Plan Information

VIEW



Financial Information

VIEW



Wellness Information

VIEW



Options for Care

VIEW



Contact Health Plan

VIEW





Service for New Mexicans by New Mexicans

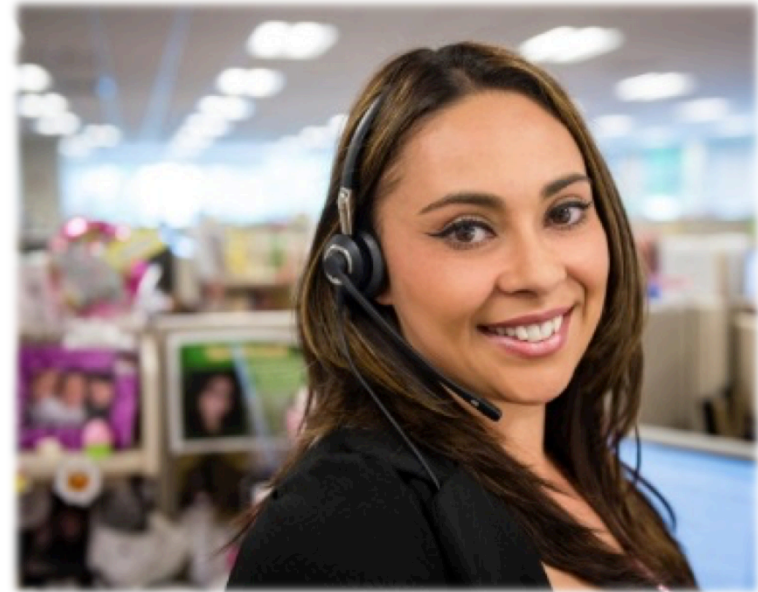


Only Local Customer Service Team in NM

- In-person, walk-in visits available.
- Integrated with the delivery system.
- Claims, benefits, billing, and general questions.
- Patient financial services.

1-888-ASK-PRES

- **Member Advocates** help members locate a PMG provider or facility or one in our nationwide network, as well as schedule their appointments.





**Better Health
Outcomes,
Just In Case**






Better Outcomes Lead to National Recognition



Watson Health™
50 TOP
CARDIOVASCULAR
2019

MD Anderson
~~Cancer Network~~®
Certified Member




*Highest Level 3 Recognition
for Central NM PMG Primary Care Clinics*


Top Scoring Proposal



Your 2020 benefits



Changes for 2020

No longer deductible and coinsurance

Effective January 1, 2020

\$35 copay Value Care

\$30 copay Premier Option

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Value HMO Plan

Benefit	In-Network	Out of Network
Annual Deductible	\$1500/ Individual	N/A
Out of Pocket	\$5500/ Individual	N/A
Office Visit	Primary - \$35 Specialist - \$55	N/A
Preventive Care (including mammograms, pap test, colonoscopy & immunizations)	100% Deductible does not apply	N/A
Lab, X-Ray, and Pathology	100% Deductible does not apply	N/A
Emergency Room	\$175	\$175
Urgent Care	\$40	N/A
All other covered services(including inpatient/ outpatient, rehab and MRI, PET & CT)	30%	N/A

Premier PPO Plan

Benefit	In-Network	Out of Network
Annual Deductible	\$800/ Individual	\$800/ Individual
Out of Pocket	\$4500/ Individual	\$4500/ Individual
Office Visit	Primary - \$30 Specialist - \$45	50%
Preventive Care (including mammograms, pap test, colonoscopy & immunizations)	100% Deductible does not apply	50%
Lab, X-Ray, and Pathology	100% Deductible does not apply	50%
Emergency Room	\$125	\$125
Urgent Care	\$35	50%
All other covered services (including inpatient/outpatient, rehab and MRI, PET & CT)	25%	50%

