



New Mexico Retiree Health Care Authority
Group Benefits Health Plan
January 2022 – December 2022

**Presbyterian Health Plan
Premier and Value Plans**



Presbyterian Premier and Value Plan 2022 Benefits Presentation

**2022 Benefits
Enhancements**

**Free 24/7 Access to Convenient
Quick Care Options**

**Provider Networks
New Mexico and National**

**Advocacy
Care Management**

**Gym Membership Program
Wellness Services**

2022 Covered Benefits - Summary

| Benefit | Value Care HMO Presbyterian | Premier PPO NM and Nationwide Network In Network/Out of Network |
|--|--|---|
| Deductible: Individual | \$1,500 | \$800 |
| Out-of-Pocket Maximum: Individual <i>Combined with Express Scripts Member Liability</i> | \$5,500 | \$4,500 |
| Preventive Care* | \$0 | \$0 |
| Telehealth Services – PCP, Specialist, UC* | \$0 | \$0 |
| PresRN, Video Visits, Online Visits, Talkspace* | \$0 | \$0 |
| Behavioral Health and Substance Abuse* | \$0 | \$0 |
| Primary Care* | \$35 | \$30/50% |
| PT/ST/OT* | \$35 | \$30/50% |
| Specialty Care* | \$55 | \$45/50% |
| Lab (Non Preventive) | \$0 | \$0/50% |
| X-Ray (Non Preventive) | \$0 | \$0/50% |
| Outpatient Surgery | 30% | 25%/50% |
| Chiropractic / Acupuncture (combined \$1,500 annual maximum) | 30% | 25%/50% |
| MRI/PET/CT Scans In Free Standing Imaging Center* | 30% \$125 | 25%/50% \$100 |
| Urgent Care* | \$40 (Deductible waived In Network only) | \$35/50% |
| Durable Medical Equipment | 30% coinsurance after deductible | 25%/50% |
| Emergency Care* | \$175 | \$125 |
| Hospitalization | 30% coinsurance after deductible | 25%/50% |
| Maternity Care* | 30% | 25%/50% |
| Maternity Hospitalization* | 30% | 25%/50% |
| *Services not subject to deductible | | |



Free 24/7 Access
to Convenient
Quick Care
Options

**For Everyday
Ailments**



Secure Digital Access to Your Information at Your Fingertips



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

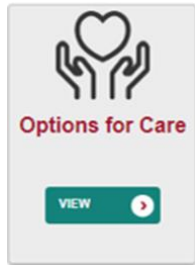
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New PHP
Treatment Cost
Estimator
Analysis Tool
coming Q4

www.phs.org

More Access to Care Without Paying More When and Where You Want It



No-Cost Member Benefits

PresRN Nurse Advice Line



Speak with a registered Presbyterian nurse for medical advice at no cost 24 hours a day, every day, including holidays. Call (505) 923-5570 or 1-866-221-9679.

For details, visit www.phs.org and search for "PresRN."

Video Visits



See a provider anytime, day or night. This option offers a new way to see a medical provider for non-emergency medical conditions via secure video through a smartphone, tablet or

computer webcam. Visits are \$0.

For details, visit www.phs.org/videovisits.

Online Visits



With Online Visits, patients who have previously visited a Presbyterian facility can save a trip to a provider's office. Through our online system, Presbyterian Medical Group providers

diagnose, treat and prescribe medications. Online Visits are available 24/7 at no cost.

For details, visit www.phs.org/onlinevisits.

MyChart



Members with a Presbyterian Medical Group provider can send electronic messages and communicate with their care team, request prescription renewals and schedule office or

telephone visits. You can also view medical records, lab and radiology reports, procedures and test results.

For details, visit www.phs.org/mychart.

Access 24/7 Services through your MyPres account or below resources:

www.pres.today or www.phs.org/sonm

No-Cost Digital Care Offers Convenience



Video chat or text with a NM licensed and credentialed therapist, 24 hours a day. Engage with a therapist as much as needed at a time and place that is convenient for you.



Access self-help tools 24 hours a day to help cope with common behavioral health matters.
Connect with case managers during severe occurrences.



Get the help that you need to quit smoking and stay quit. Engage through a mobile app to access numerous tools and resources for quitting nicotine.



Global emergency travel assistance services 24 hours a day. Connects you to services when experiencing a medical emergency while traveling more than 100 miles from your home or in another country.

Access 24/7 Services through your MyPres account or below resources:

www.phs.org/sonm

Get Care Today

Need help getting care today?

Enter your condition and insurance below to see the recommended venue of care.

Choose Condition

Presbyterian Health Plan

Tap to change insurance



PresRN

Nurse advice line, 24/7

Cost:
\$0

Wait time
⌛



Online Visits

Online medical interview & response

Cost:
\$0 - \$

Wait time
⌛



Video Visits

On-demand visits through MeMD, 24/7

Cost:
\$0 - \$

Wait time
⌛



Urgent Care

Appointment and walk-in

Cost:
\$\$

Wait time
⌛⌛



PRESNow 24/7 *

Walk-in urgent or emergency care

Cost:
\$\$ - \$\$\$\$

Wait time
⌛⌛⌛



Hospital Emergency Care *

Walk-in critical care

Cost:
\$\$\$\$

Wait time
⌛⌛⌛⌛

All of our sites care for adults and children.

www.pres.today

Now Offering PMG Urgent Care Video Appointments: 7am – 7pm, 7 Days a Week

Statewide Access “All Ages” Urgent Care

- Peds Urgent Care

•Open & direct scheduling, video & in-person

•PMG providers with full access to Epic medical record



**Provider Network
Value & Premier
Plans
Better Health
Outcomes, Just In
Case**



New Interactive Provider Directory

Find a Provider

Sort by A-Z / Distance

1 of 10 Results

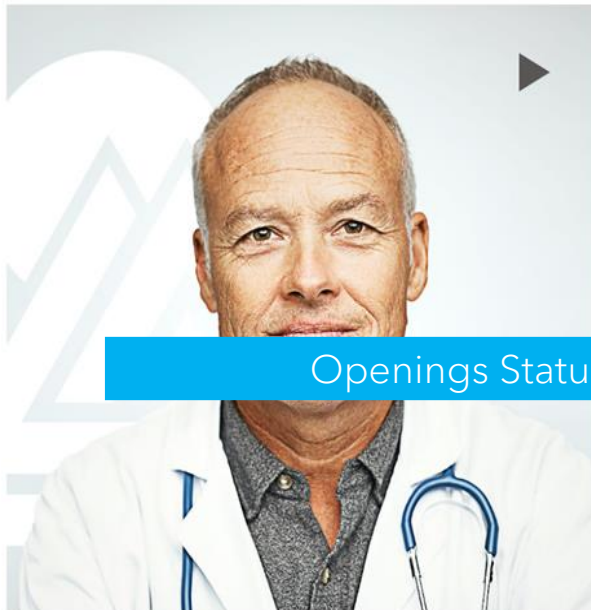
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Openings Status

Firstname Lastname M.D.

Appointment Types

Pediatric and Adult Congenital Cardiology
Secondary Name of Specialty of Provider

★★★★★ 0.0

Presbyterian Medical Group
Accepting New Patients

0.0 miles
999-999-9999

Available Openings

In-person Visit

Virtual Visits

Next Available Appointment:

9999 Streetname
Cityname XX 12345

Weekday, Month 00, 0000

Select an available time below.

9:00
AM

10:30
AM

11:00
AM

More



Firstname Lastname M.D.

Pediatric and Adult Congenital Cardiology
Secondary Name of Specialty of Provider

★★★★★ 0.0

Common Medical Group

In-person Visit

Virtual Visits

Next Available Appointment:

9999 Streetname
Cityname XX 12345



Download, Print & Share

My Providers



Assistance



Value HMO Provider Network – Subset of Current Network

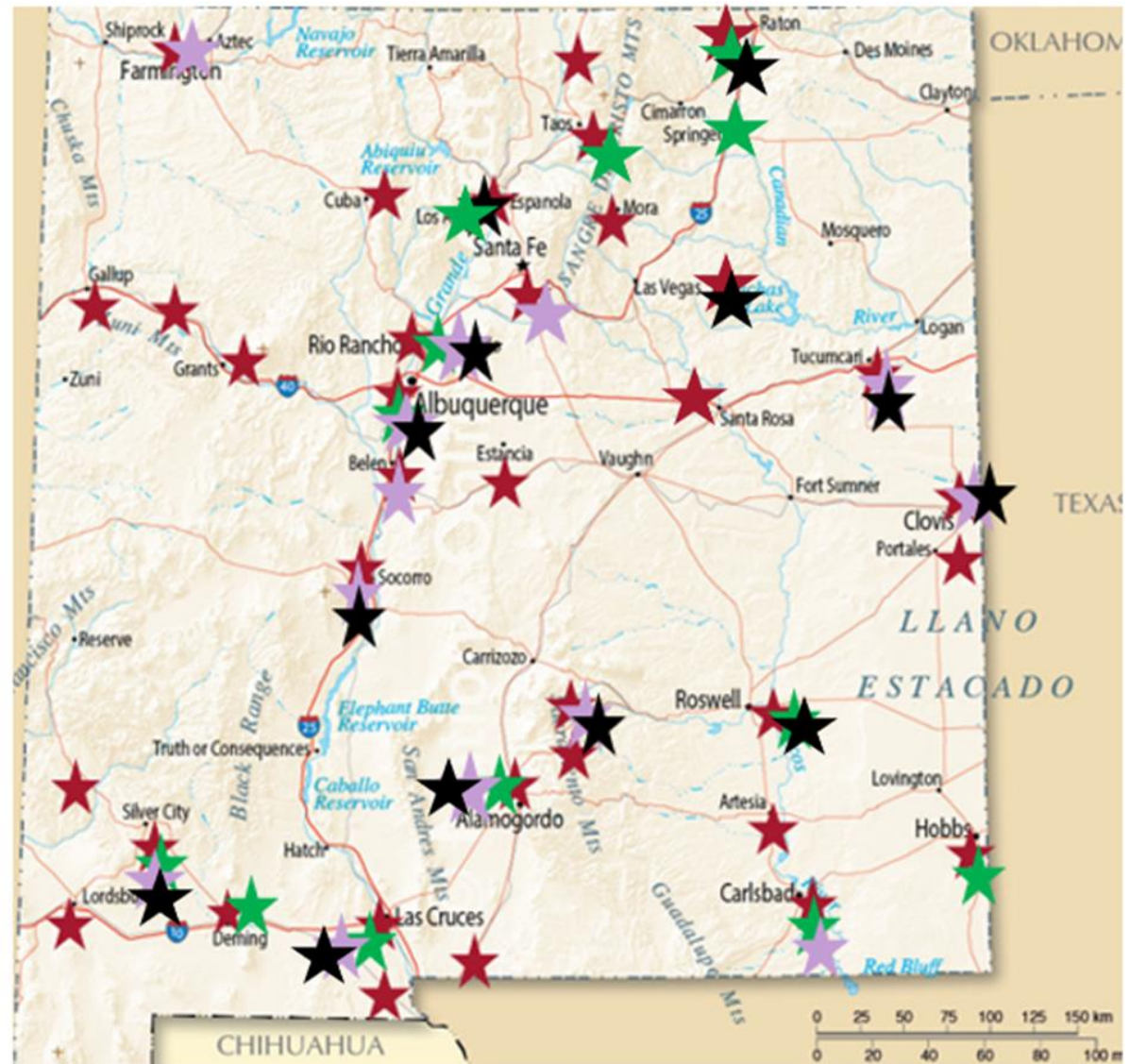
Statewide Value Based Preferred Network

- Focus on Improving Clinical Quality Outcomes and Lowering Costs
- Lower Out-of-Pocket Cost for Specific Benefits
 - Deductible (only applicable to Hospitalization, Emergency Room, Ambulance and Durable Medical Equipment)
 - Out-of-Pocket Maximum
 - Primary and Specialty Care Copays
- Telehealth (PCP, Specialist, UC) and Behavioral Health Services Covered at 100%
- Value Care Provider Network: www.phs.org



Value HMO Statewide Coverage by Provider Type

- Primary Care and Specialty – Red / Green
- Ambulatory Surgical Centers, Diagnostic Services, Labs, Radiology and Imaging – Purple
- Hospitals – Black
 - Value Care Provider Network: www.phs.org



Albuquerque's Only 24/7 Urgent Care

Only Pay for What You Use



URGENT CARE OR ER?
LEAVE THAT
DECISION TO US.

In-network with most insurance plans.





















PRES Now














24/7
Urgent and
Emergency Care

- Two locations in Albuquerque and two more coming soon
 - San Pedro and Paseo de Norte, Coors and Western Trail
- Santa Fe Medical Center 24hr Urgent Care

Site of Service: Where You Get Care Matters

Lower-cost Care Locations

| Service | Providers Service Area by Region | Lower-cost Care Provider |
|--|----------------------------------|---|
|  Joint Procedures <ul style="list-style-type: none"> • Foot • Ankle • Knee • Shoulder • Hand • Wrist • Elbow • Hip Procedures • Joint Injections | Central | NM Surgery Center/Orthopaedics  |
| | Northeast | |
| | Northwest | Four Corners ASC  |
| | Southeast | Southern NM Surgery Center  |
| | Southwest | Las Cruces Surgery Center  |
| | | Southern NM Surgery Center  |
|  Lab Work <ul style="list-style-type: none"> • Blood • Urine • Other Bodily Fluid • Body Tissue | Central | TriCore  Quest  |
| | Northeast | TriCore  El Centro Family Health  |
| | Northwest | TriCore  Mesa Family Practice  Pinon Family Practice  |
| | | |
| | Southeast | TriCore  Quest  Silver Health Care  |
| | Southwest | TriCore  Quest  Ben Archer Health Center  |

| Service | Providers Service Area by Region | Lower-cost Care Provider |
|---|----------------------------------|---|
|  Diagnostic Imaging <ul style="list-style-type: none"> • Computerized Tomography Scan • Magnetic Resonance Imaging • Mammography • Positron Emission Tomography Scan • General Radiology | Central | Radiology Associates of Albuquerque  |
| | Northeast | X-Ray Associates  |
| | Northwest | |
| | Southeast | Covenant Diagnostic Lubbock, TX  Spine and Orthopedic Center of New Mexico  |
| | Southwest | Imaging Center of Las Cruces  |
| | | |
|  Colon Screening <ul style="list-style-type: none"> • Colonoscopy • Endoscopy | Central | Presbyterian Outpatient Gastroenterology Lab  Optum Digestive Disease Clinic and Endoscopy Center  |
| | Northeast | Endoscopy of Santa Fe  |
| | Northwest | Four Corners ASC  |
| | Southeast | Clovis Surgery Center  |
| | Southwest | Lohman Endoscopy Center  |
| | | |

Savings Opportunities

| | Hospital Facility Average Claim Cost | Potential Savings at Lower-Cost Location | Potential Claim Savings at Lower-Cost Location |
|-------------------------------|--------------------------------------|--|--|
| Orthopedic (Joint) Procedures | \$5,357 | 40% | \$2,143 |
| Colon Screening | \$1,417 | 65% | \$921 |
| Diagnostic Imaging | \$1,320 | 50% | \$660 |
| Lab Work | \$261 | 65% | \$170 |

www.phs.org/yourcareyourchoice

Access All Current Providers: Premier PPO Combined Extensive State and Nationwide Contracted Provider Network

New Mexico Provider Network Value Care HMO

- Over 24,000 Primary Care and Specialty Providers
- * No Referrals Required
- Presbyterian Providers and Hospitals Statewide
- Independent Providers and Hospitals Statewide

www.phs.org

Value Care & Premier PPO (In-Network)

Covered at 100%

Preventive Services

Telehealth (PCP, Specialist, UC)

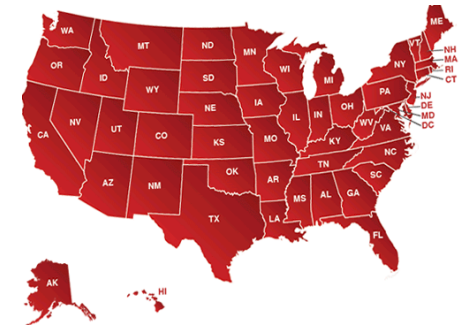
Behavioral health

Nationwide Provider Network Premier PPO

- Over 900,000 National Providers, Over 4,000 Facilities Nationwide
- Access to Centers of Excellence
- Logos for MultiPlan / PHCS Networks Located on Back of Your ID card



www.phs.org or www.multiplan.com/presbyterian





Advocacy

**Care
Management**

Wellness Program

**Fitness Pass Gym
Program**



Dedicated Member Service Team

(505) 923-5600, 1-888-ASK-PRES

Email: info@phs.org

SONM Custom Website: www.phs.org/sonm

- Only Local and Integrated Customer Service Team in New Mexico
- Strive for One Call Resolution
- Benefit, Transition of Care, and Billing Questions
- Provider Scheduling Assistance: Telehealth or In-person PCP or Specialist
- Member Navigation / Site of Service Redirection to Lowest Cost Setting
- Referrals to Clinical Programs – Disease / Care Management and Community Health Workers



Improving Health Outcomes Collaboratively

Comprehensive Disease Management Program

1-800-841-9705 or healthysolutions@phs.org

Licensed nurses work with your healthcare provider to provide you with coaching and self-management tools to manage chronic conditions such as:

- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)



Care Coordination

1-866-672-1242 or phpreferral@phs.org

Provides support for managing cancer or low back pain/musculoskeletal conditions and help members manage complex acute medical needs such as transplants, high-risk pregnancies, and transition of care.

Community Health Workers

505-923-8567

✓ **Taking up where the healthcare providers leave off:**

- Community services
- Government programs
- Extension of medical services and cost assistance
- Food insecurity
- Behavioral Health Services



Wellness Programs



2021-2022 Wellness Offerings



Good Measures Nutrition Coaching

Connect with a
Registered Dietitian.
Track nutrients, sleep
and blood pressure



Health Coaching

Set goals and make life-
style changes with one
on one coaching.



Wellness Webinars

Informative interactive
sessions on advancing
your wellness journey



Wellness at Work®

Personal Health Assessment
tool,
and other health resources.



Stay Informed

Home mailings with
information about
current programming

Login to: myPres
Select Wellness at Work
www.phs.org



Wellness
Information

VIEW





Keep Moving with a Fitness Pass Membership

Only \$12.50 per Eligible Member per Month

Enrollment is Open Year-round

Presbyterian Members Are Eligible To Enroll with January 1, 2022 Effective Date

(Enroll in December prior to 12/20 to Ensure Gyms Have Eligibility Prior to 1/1/22)

Enrollment is Effective 1st of the Month Following Online Enrollment

***Must Reenroll Annually in December to Continue the Program the Following Calendar Year**

Access as many gyms simultaneously as you would like there is no limit to the number of gyms you can utilize

As a Presbyterian Health Plan member, you and your dependents have access to more than 10,000 fitness, recreation and community centers, including:

- Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe
- Prime Fitness network (nationwide)
- Discounted Membership Fees at all Sports & Wellness facilities



www.defined.com



www.primemember.com



www.sportsandwellness.com

Defined Fitness is one of New Mexico's premier health clubs, offering a wide variety of group exercise classes, supervised child care and state-of-the-art strength training and cardiovascular equipment. All locations feature an aquatic complex with an indoor pool, hot tub, dry sauna and steam room.

The Prime Fitness network provides group exercise classes and amenities such as pools, sport courts, tracks and more. You can visit participating locations nationwide as often as you like, including select CHUZE, YMCAs, Snap Fitness, Curves® and more. When you use Prime Fitness, your fitness travels with you.

Sports & Wellness is where Albuquerque has gone to find fun, friends and fitness for 25+ years. Enjoy a special Presbyterian discount off traditional membership fees and experience five-star service and first-rate amenities at five New Mexico locations and other clubs across the country.



Keep Moving with a Fitness Pass Membership

Only \$12.50 per Eligible Member per Month

Enrollment is Open Year-round

Fitness Pass program enrollment is easy. How to start:

For quick access and to learn more about Fitness Pass, go to www.phs.org/wellness.

Or, from www.phs.org you can:

Log in or register
for MyPRES



Select
MyHealthPlan



MyHealthPlan

Select
Wellness Information



Select
Fitness Pass

Fitness Pass

- All enrolled health plan members aged 18 and older are eligible to enroll. Subscriber (policy holder) must enroll for dependents to enroll.
- Your enrollment will last through the current calendar year and can not be changed or cancelled voluntarily, and you must reenroll each year.
- Once enrolled, Presbyterian will automatically debit your account or credit card each month.
 - Debit will occur the last week of the month. If you enroll after the 17th of the month you will be debited for two months fees the following month but your gym membership will still be effective the 1st of the month following enrollment.

**If you choose Presbyterian,
you can use Presbyterian.**



**Free 24/7 Access to
Convenient Quick
Care Options**

**For Everyday
Ailments**



**Provider Network
New Mexico and
Nationwide**

Tier I and Tier II

**Better Health
Outcomes, Just In Case**



**Advocacy,
Care Management
and Fitness Pass**

- **Dedicated Member Service Team**
- **Community Health Workers**
- **Wellness Program**
- **Fitness Pass Gym Membership**