



State of New Mexico and Local Public Bodies

Group Benefits Health Plan
January 2024 – December 2024

Presbyterian Health Plan
Nationwide HMO Plan



Presbyterian Nationwide HMO Plan 2024 Benefits Presentation

2024 Benefits
One Plan Option, Two Provider Tiers:
Tier I and Tier II

Free 24/7 Access to Convenient
Quick Care Options

Provider Networks
New Mexico and National

Advocacy
Care Management

Gym Membership Program
Wellness Services

2024 Covered Benefits – Summary: Enhancements

One Plan Option with Two Provider Tiers Included

Benefit	Tier I Presbyterian Preferred Network	Tier II NM and Nationwide Network
Deductible: Individual / Two Party / Family (Combined Tier 1 and Tier II)	\$350 / \$700 / \$1,050	\$500 / \$1,000 / \$1,500
Out-of-Pocket Maximum: Individual / Two Party / Family <i>Combined with Express Scripts Member Liability</i> (Combined Tier 1 and Tier II)	\$3,750 / \$7,500 / \$11,250	\$4,250 / \$8,500 / \$12,750
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*	\$25	\$40
PT/ST/OT*	\$25	\$40
Specialty Care*	\$45	\$60
Lab (Non Preventive)*	\$20	\$20
X-Ray (Non Preventive)*	\$100	\$100
Outpatient Surgery*	\$500	\$500
Chiropractic (annual limit combined with acupuncture and combined Tier I and Tier II annual limit of 25 visits per calendar year)*	\$25	\$40
Acupuncture (annual limit combined with chiropractic and combined Tier I and Tier II annual limit of 25 visits per calendar year)*	\$50	\$50
Naprapathy (combined Tier I and Tier II annual limit of 25 visits per calendar year)*	\$55	\$55
Massage (combined annual limit with Naprapathy and combined Tier I and Tier II annual limit of 25 visits per calendar year)*	\$55 (\$0 Copay with BH Diagnosis Code)	\$55 (\$0 Copay with BH Diagnosis Code)
MRI/PET/CT Scans*	\$250 per test per day	\$250 per test per day
Urgent Care- All Inclusive*	\$100	\$100
Durable Medical Equipment	20% coinsurance after deductible	20% coinsurance after deductible
Emergency Care	20% coinsurance after deductible	20% coinsurance after deductible
Hospitalization	20% coinsurance after deductible	20% coinsurance after deductible
Maternity Care*	\$25 (1st Visit Only)	\$40 (1st Visit Only)
Maternity Hospitalization*	\$1,000	\$1,000
<i>*Services not subject to deductible</i>		



Free 24/7 Access
to Convenient
Quick Care
Options

**For Everyday
Ailments**



A New myPres Just For You

myPRES has a new look and new features catered to you. This new design gives you easier access to your healthcare resources and coverage so you can make the most of your health plan.

Upon log in, you'll see a personalized dashboard. The information that you want the most appears on your homepage. This includes access to your ID card and recent Bills & Claims.

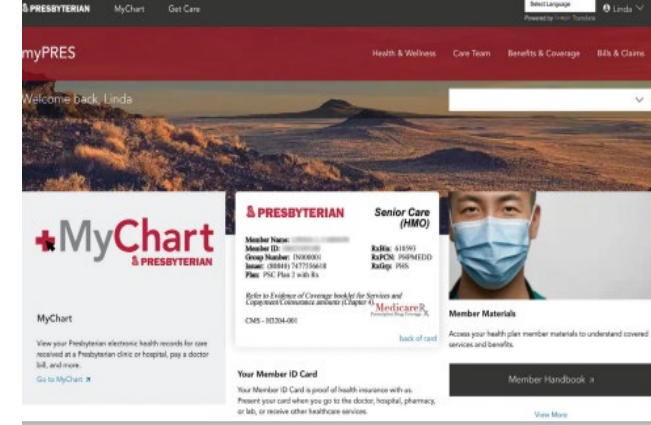
Some other key highlights include:

- Go paperless for some health plan documents
- View dependent(s) ID card
- Track prior authorization requests
- Access health and wellness resources
- Access MyChart
- Use Get Care to schedule appointments, including telehealth visits

myPRES is an essential tool in managing your health and care. With **myPRES**, you have a secure way to access your health tools and resources. You can register or log in at www.phs.org/myPRES.

Download the New myPRES App

We developed a new app so you can take **myPRES** on the go. All the great features are available on your mobile device. You can download the app for Apple and Android devices. Simply search for **myPRES** in the App Store for Apple or the Google Play Store for Android devices.



More Access to Care Without Paying More

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.

Online Visits

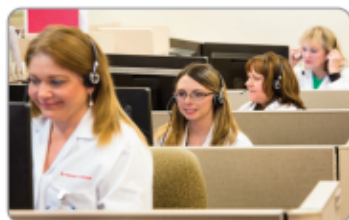


With Online Visits, patients who have previously visited a Presbyterian facility can save a trip to a provider's office. Through our online system, Presbyterian Medical Group providers

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

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

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.

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

phsgetcare.org or www.phs.org/sonm

No-Cost 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



**Provider Network
Tier I and Tier II**

**Better Health
Outcomes, Just In
Case**



Tier 1 Provider Network

Statewide Value Based Preferred Network

- Subset of Presbyterian Provider Network (all other contracted providers including national providers through Multiplan remain in Tier II)
- 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
- All Other Copays Identical for Tier I and Tier II Providers
- Telehealth (PCP, Specialist, UC) and Behavioral Health Services Covered at 100%: Tier I and Tier II
- Tier I and Tier II Provider Networks: www.phs.org/sonm



Tier I - 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

- Three locations in Albuquerque
 - San Pedro and Paseo de Norte
 - Coors and Western Trail
 - Isleta and Rio Bravo
- Fourth location expected in 2024

Access All Current Providers: Tier I and Tier II Combined Extensive State and Nationwide Contracted Provider Network

New Mexico Provider Network Tier I and Tier II

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

www.phs.org/sonm

Tier I and Tier II
Covered at 100%
Preventive Services
Telehealth (PCP, Specialist, UC)
Behavioral health

New National Network

- PHP will replace current national provider network to a larger, more recognizable network in 2024
- The new network will have access to more than 1.5 million health care professionals and specialists and 6,000 hospitals nationwide
- Nearly all, ~98% providers contracted through the current MultiPlan/PHCS will be included in the new network
- Member access to care within New Mexico and existing PHP in-network providers will remain the same and member ID numbers will not change
- New logo on ID cards and how to access new national network will be available by 2024

www.phs.org/sonm





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:

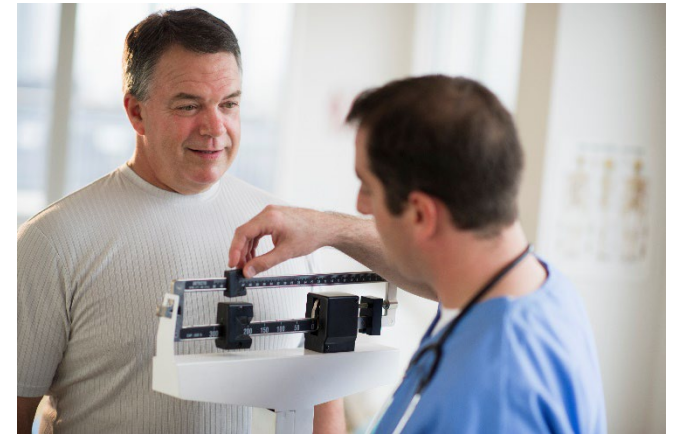
- Diabetes
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)

Care Coordination

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

Provides support for:

- Managing cancer
- Low back pain/musculoskeletal conditions
- 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



2023-2024
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[®]

Earn \$25 gift card for
completing your Health
Check and staying engaged

New in 2024!!



Stay Informed

Emails, newsletters and
other programming.
Check benefits
website.



Keep Moving with a Fitness Pass Membership

*The 2024 cost is only \$22.50 per eligible member per month
Enrollment is Open Year-round*

Access as many gyms simultaneously, 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



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.

Fitness Pass Enrollment



*The 2024 cost is only \$22.50 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.

- All enrolled health plan members aged 18 and older are eligible to enroll. Employees must enroll in the program for dependents to be eligible for the program.
- Once enrolled, Presbyterian will automatically debit your account or credit card each month.
- Your enrollment will last through the current calendar year, and you must reenroll each year.

**Presbyterian Members Are Eligible To Enroll with January 1, 2024 Effective Date
(Enroll in December prior to 12/20 to Ensure Gyms Have Eligibility Prior to 1/1/24)
Enrollment is Effective 1st of the Month Following Online Enrollment**

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

- 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**

**One Plan to Enroll Into
Includes Both Tiers:
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**