

2027 Presbyterian Health Plan Individual & Family Plans

PY2027



Who We Are...

PRESBYTERIAN Individual & Family Plans



- Founded in New Mexico in 1908, Presbyterian Healthcare Services is a locally owned healthcare system of nine hospitals, a medical group and a health plan.
- Presbyterian's health system serves New Mexico residents in our clinics, hospitals and as members of our health plan.
- Owned by Presbyterian Healthcare Services, Presbyterian Health Plan, Inc. was formed in 1985.
- Presbyterian Health Plan has offered Individual & Family Plans to New Mexicans for more than two decades. We are determined to be your partner in finding affordable and comprehensive health coverage that fits your lifestyle.



Presbyterian Service Areas

For 2027, Presbyterian will continue to be available in all 33 counties in New Mexico

- In addition to the contracted providers in New Mexico, Presbyterian also contracts with a limited number of providers in border states

Presbyterian contracts with IHS and Tribal facilities in:

- New Mexico
- Arizona
- Colorado
- Oklahoma
- Utah



2027 On Exchange Plans and Networks



Plan options for **all New Mexico residents**.

These plans use the

Individual and Family or Group HMO/POS network:

- Clear Cost Gold
- Gold \$4,000 w/Gym
- Clear Cost Silver
- Silver \$4,000 w/Gym

Plan options for **Bernalillo, Sandoval, Valencia, Torrance and Santa Fe** county residents.

These plans use the

Individual Select HMO
network:

- Clear Cost Gold with Limited Service Area
- Gold Select \$3,500 w/ Gym with Limited Service Area
- Clear Cost Silver with Limited Service Area
- Silver Select \$7,000 w/ Gym with Limited Service Area

Limited Service Area = Individual Select HMO Network.

Note: On Exchange Cost Share Reduction Plans for both networks are listed below:

- Turquoise Plans with Extra Savings are offered for Gold and Silver Plans
- Silver 73% Cost Share Reduction (CSR) are offered for Silver Plans
- Native American Turquoise for Gold Plans, Native American Limited Cost Share (LCS) and Zero Cost Share (ZCS) for Gold and Silver Plans

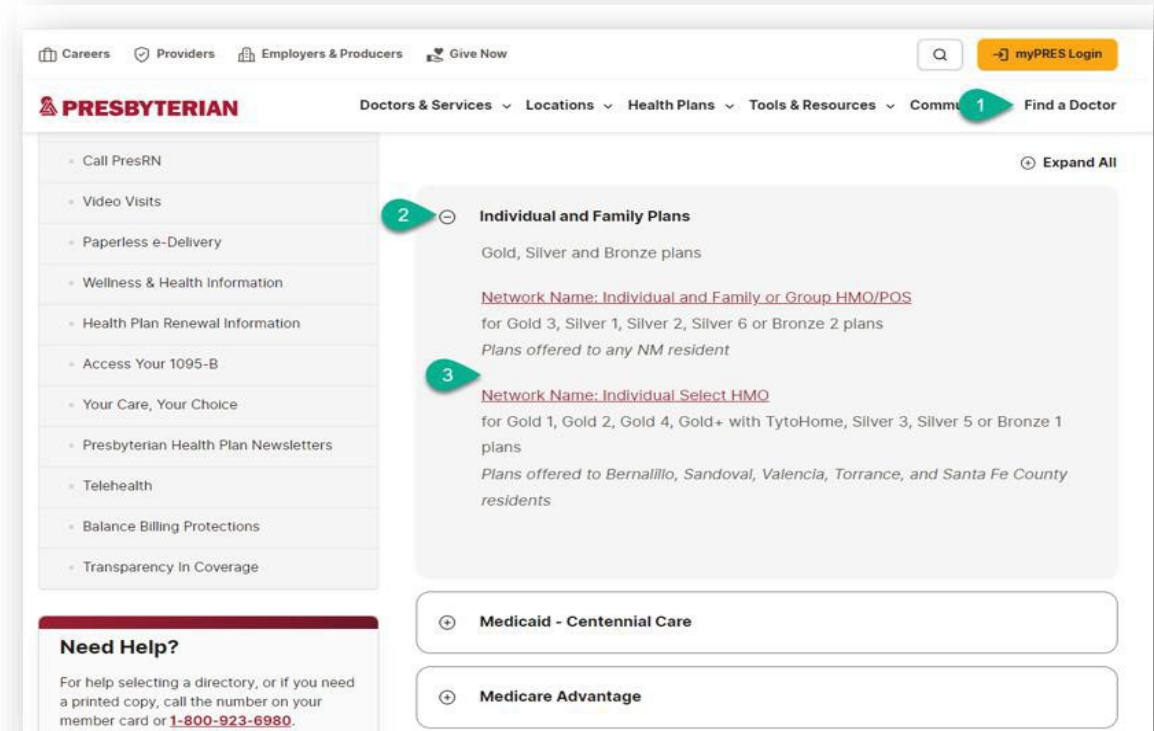
 **PRESBYTERIAN**
Individual & Family Plans

Finding a Provider in your Network

Find a Doctor Provider Directory

phs.org/find-a-doctor

1. Click "Find a Doctor"
2. Expand (+) Individual and Family Plans
3. Choose the Network or Plan



Premium Billing Process

Members - NM based Customer Service

Questions? 1-855-923-7528

The phone number is also located on the back of the member's ID card

Brokers Questions?

Call 1-866-246-9877

Invoice and Payment Due Date

- Invoices run on the 13th of the month
- Payment is due prior to the 1st of the month of coverage

Ways to pay premium

1. Auto draft from a debit/credit card or bank account; auto draft date is the 25th of the month for the next month's premium
2. Pay online at: <https://www.phs.org/tools-resources/pay-my-bill>
3. Mail to our lockbox:
 1. Presbyterian Health Plan
 2. P.O. Box 209594
 3. Dallas, TX 75320-9594

Presbyterian Member Resources



- **VirtualPRES** online care for Primary Care, Urgent Care, Dermatology and Behavioral Health. Find VirtualPRES online at phs.org/virtual-pres
 - **PresRN** Nurse Advice Line
 - **Employee Assistance Program (EAP)** Short-term, confidential counseling for the household
 - **Costco Mail-Order Pharmacy**
 - **NM Based Customer Service**
 - **Vision for Children** up to age 19
 - **myPRES and myChart** member online platforms
 - **Online Provider Directory** option to create a personalized directory
 - **Wellness at Work** Personal well-being portal
 - **Gym Membership**
 - Standardized Clear Cost Plans – Optional Fitness Pass Gym Membership available to purchase
 - Non-Standardized Plans – Free Gym Membership Included
- *the value-added products are not benefits and may be discontinued at any time.



Digital Tools

- myPRES/ MyChart
 - Members can view labs
 - Chat with provider
 - Schedule in person or video visit
 - Access the Treatment Cost estimator
- Find a Doctor Provider Directory
 - phs.org/find-a-doctor

Presbyterian Contacts for Brokers/ECs



Robert Wilkinson (New Sales) Account Executive

Phone: (505) 923-8391

Email: rwilkinso@phs.org

Individual and Family Plan Sales Contact Center Phone: 1-866-869-7737, option 4

Email: iplan@phs.org

Website: www.phs.org/iplan

Debbie Archibeque (Member Retention) Supervisor - Account Manager

Phone: (505) 923-8114

Email: darchibe@phs.org

Commission Inquiries

Email: producerinfo@phs.org



Questions?

Commission, or broker portal questions, please contact Broker Operations at producerinfo@phs.org.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider. *This policy has limitations and/or exclusions. For costs and complete details of the coverage or for more information, please call our Presbyterian Individual Plan Call Center Monday through Friday, 8 a.m. to 5 p.m. at 1-866-8MY-PRES (1-866-869-7737).*

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor.

SHOOH: Diné bee yánílti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiiik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'i'ígíí éí t'áá jiiik'eh hóló. Kohj'j' 1-855-592-7737 (TTY:711) hodiilnih doodago nika'análwo'í bich'í' hanidziiah.

For more information, visit <https://www.phs.org/nondiscrimination>.



Bewell

New Mexico's
Health Insurance
Marketplace