



**2018 SONM OPEN / SWITCH ENROLLMENT
BENEFIT PRESENTATION**

NATIONAL HMO PLAN

January 2018 through December 2018



Presbyterian's Bet On Integration

“In integrated systems where providers and insurers are the same entity, a single perspective enables providers to take actions in one place that will cut costs or lift performance in another.”

-- Clayton Christensen, PhD, Business Week, March 4, 2010



Presbyterian's Integrated System



Hospitals

8 hospitals in 7 New Mexico communities

Health Plan

Presbyterian Health Plan

- 450,000 members statewide
- Commercial, Medicare, Medicaid

Medical Group

Presbyterian Medical Group

- Multi-specialty group
- More than 700 providers
- 73 clinics in 34 facilities

More than 750,000 unique customers today

Integrated Team of Healthcare Professionals

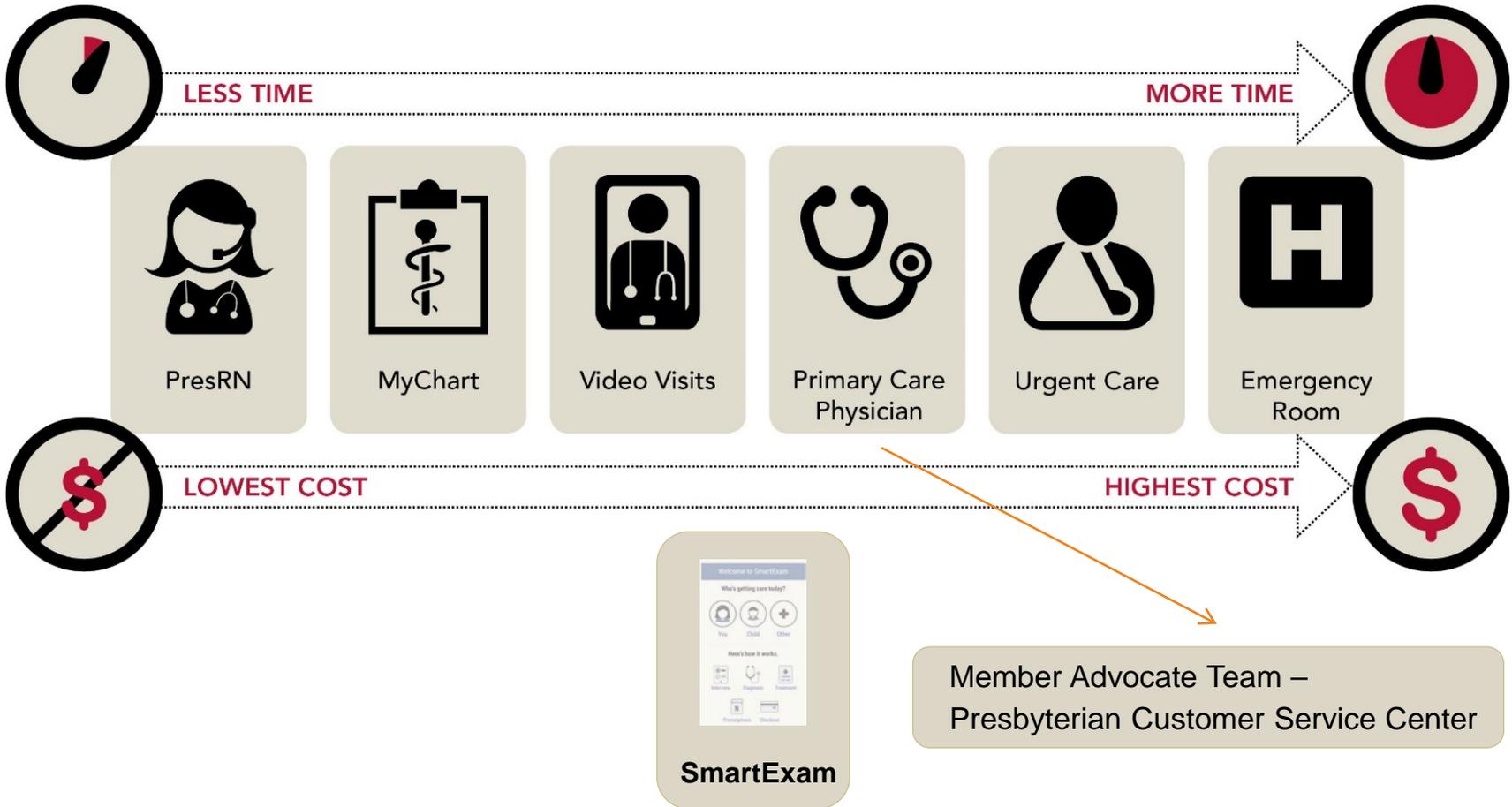




Access and Innovation

Access To Care

Appropriate and Affordable Options for Care



PresRN

Your Nurse Advise Line

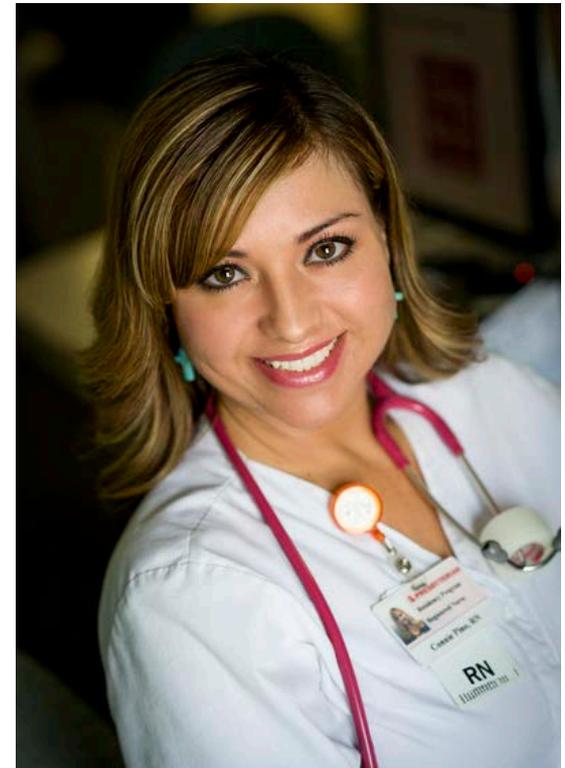
Speak to a registered nurse by phone 24/7, 365 days a year, even in Spanish.

With PresRN, members have:

866-221-9679 or 505-923-5570

- ▶ Direct access to Presbyterian nurses
 - ▶ Minimum 10 years clinical experience.
 - ▶ Use national protocol to triage, diagnose and treat.
 - ▶ Nurses have access to your plan info and electronic health record for past and current health conditions, treatments and Rx.
 - ▶ Navigate you to appropriate care based on your diagnosis.
 - ▶ Capture the details of your care in MyChart.
 - ▶ Automatically message your PCP, Specialist or Care Coordinator.

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.



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.**

Member Advocate Team: Presbyterian Customer Service Center

Member Advocate Team

- Locate a Provider - within PMG or Contracted Network including Specialists, Facilities, Behavioral Health and Multiplan.
- Ask the member what they are looking for in a provider; in order to meet the members needs as closely as possible.
- Contact and consult with the Provider for availability to ensure a good fit for the member.



**Free for members
and patients.**



- Schedule an appointment using the members preference for dates, times etc.
- Deliver to the member complete provider information and appointment details.

Urgent Care Growth and Innovation



8 clinics in ABQ metro area



New clinic in Santa Fe



Online, mobile and telephone same-day scheduling



myPRES

PRESBYTERIAN HEALTHCARE SERVICES

for PATIENTS

 <h3>MyChart</h3> <p>View your electronic health records, pay a doctor bill, and more.</p> <p>ACCESS MyChart</p>	 <h3>MyChart App</h3> <p>Manage your health care from your smartphone with the MyChart mobile app.</p> <p>Download on the App Store GET IT ON Google play</p>	 <h3>Pay Ambulance Bill</h3> <p>It's easier than ever to pay your ambulance bill online with a credit card.</p> <p>PAY NOW</p>
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for Presbyterian HEALTH PLAN MEMBERS

 <h3>MyHealthPlan</h3> <p>Instantly view claims, find a doctor or hospital, look up benefits, and more.</p> <p>ACCESS MyHealthPlan</p>	 <h3>MyIDCard</h3> <p>View, email, print or fax your member ID card.</p> <p>VIEW MyIDCard</p>	 <h3>MyPharmacy</h3> <p>Quickly and easily find a pharmacy, get mail order prescriptions, and more.</p> <p>ACCESS MyPharmacy</p>
 <h3>Video Visits</h3> <p>See a doctor for your non-emergency medical needs — 24/7, 365 days a year.</p> <p>ACCESS VIDEO VISITS</p>	 <h3>NEW Wellness at Work</h3> <p>Personal health assessment.</p> <p>ACCESS YOUR PHA</p>	 <h3>Treatment Cost Calculator</h3> <p>Estimate procedure costs and plan for medical expenses.</p> <p>START NOW</p>

New Providers and Facilities



Investments in Access

Presbyterian Medical Group –
September 2014



3777 NM Highway 528
Rio Rancho

Presbyterian Medical Group –
May 2015



454 St. Michael's Dr.
Santa Fe

Rust Medical Center Tower 2 –
November 2015



2400 Unser Blvd. SE
Rio Rancho

Presbyterian Medical Group –
September 2016



4588 Paradise Blvd. NW
Albuquerque

Investments in Access

Presbyterian Santa Fe Medical Center Coming 2018



Urgent Care

24/7 Emergency Services

General Surgery

Orthopedics

Podiatry

Physical, Occupational and Speech Therapies

Lab and Imaging, including CT and MRI

30 Adult Inpatient Beds, some licensed ICU beds

6-Bed Birthing Unit

Telehealth Services



New Mexico and National Network

Extensive Statewide Network

- Over 9,000 Providers in 554 Locations
- 2,200 Primary Care Physicians
- 7,000 Specialists * **No Referrals Required**
- Over 600 hospitals and other facilities
- Hiring of providers to meet the increased healthcare needs of New Mexicans.
- Ongoing facility investments that offer convenient and innovative care to New Mexicans.

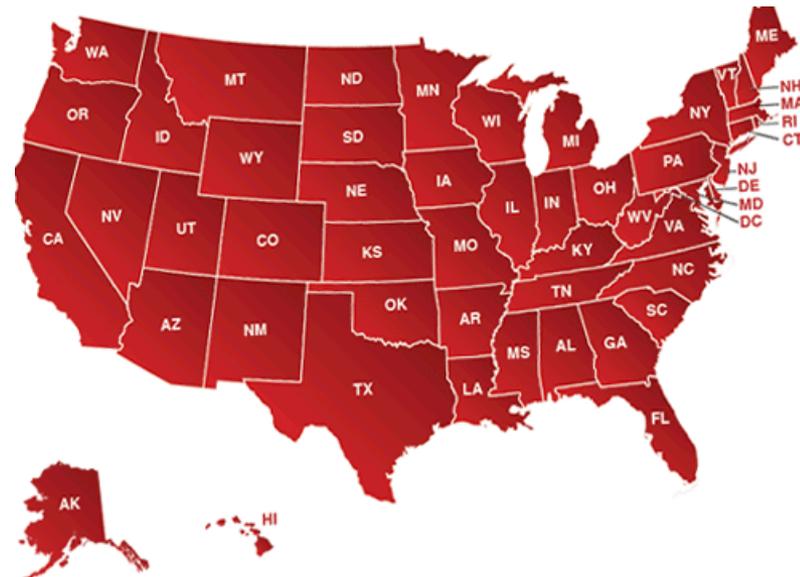


Only HMO Plan with Nationwide Coverage

- 900,000 National Providers
- 4,000 Facilities Nationwide
- Access to Centers of Excellence Facilities

Mayo Clinic, John Hopkins University,
MD Anderson Cancer Center, etc.

- Logos for Multiplan/PHCS on the back of your ID card:



multiplan.com/presbyterian

A photograph of a middle-aged man with grey hair, smiling broadly. He is wearing a grey t-shirt and is seated on a black chair with a white letter 'C' on the backrest. In the background, a basketball hoop is visible on a wall. The image is partially obscured by a white diagonal shape in the top right corner and a red rectangular overlay in the bottom left.

2018 Benefit Design

Nationwide HMO Benefits Effective 1/1/18

Deductible \$350 / \$675 / \$1,000

Out-of-Pocket (OOP) Maximum (Calendar Year) \$3,500 / \$7,000 / \$10,500
(pharmacy combined with medical expenses to meet medical OOP)

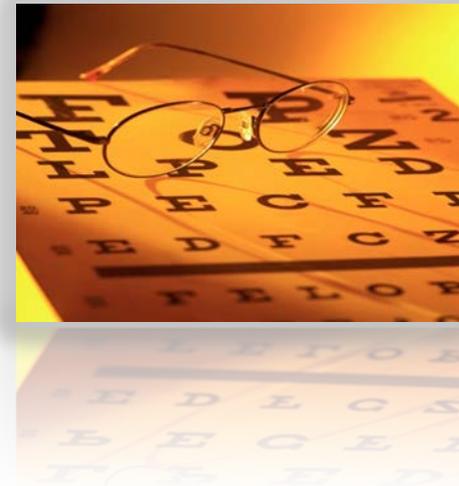
Office Visit		Hospital Inpatient	\$500
• Preventive Care	\$0*	Maternity Care	\$25 (1 st visit)
• PCP/Gyn Care	\$25*	Delivery	\$500
• Specialist (no referral)	\$45*	In/Out of Network	
Lab Work (non Preventive)	20%	Emergency	\$250
Outpatient Surgery	20%	Urgent Care	\$50
MRI-PET-CT Scans	20% up to \$200 per test	Chiro / Acup (combined 25 visit limit)	\$45*
Deductible not applicable		Naprapathy (\$500 annual limit)	\$50

This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian SONM Summary Plan Description.

Value Added Benefits

Member Only Discounts on gym memberships, weight loss programs and more.

- Hearing Hardware
- Vision
- Massage Therapy
- Chiropractic
- Acupuncture
- Meals on Wheels
- Buy One Get One Free Isotopes Tickets



www.benefitsource.org/presbyterian-health-plan

Presbyterian Customer Service Center

Integrated Dedicated Customer Service Experience:

Traditional Customer Service

- Claims, benefits, questions

Advocate Services

- Locating a PCP
- Primary Care Scheduling
- Patient Financial Services
- Emergency Department Patient Navigation

www.phs.org/sonm

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

Email: info@phs.org



Value of Presbyterian

**Non-Profit Organization
Investing in New Mexico**



**Expanding Access and
Improving Outcomes for
New Mexicans**

Only Nationwide HMO Option

Lowest Premium and Out-of-Pocket Costs

Urgent and Emergent Care Nationwide

Value Added Discounts

**Innovative Access to Care
Video Visits, PresRN, MyChart, UC Scheduling**



Thank You!