

# Virtual Care Options for Presbyterian Health Plan Members



Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.

Presbyterian Health Plan members have access to virtual care options through both Presbyterian Medical Group (PMG) and contracted network providers.

- 1. Presbyterian Medical Group:** Urgent or Primary Care
  - You can see a PMG care team member through a scheduled Virtual Urgent Care appointment during regular business hours, Monday - Friday, 7 a.m. to 7 p.m. and Saturday - Sunday, 7 a.m. to 5 p.m.
  - PMG also offers Virtual Primary Care for general and chronic care.
- 2. Contracted Network:** Urgent Care Only
  - You can see a virtual contracted provider 24 hours a day, 7 days a week.

## What if the virtual provider says I need in-person care?

If your virtual PMG care team member determines your illness cannot be treated through virtual urgent or primary care, or if you need additional follow-up care, they partner with PMG Family Medicine clinics to provide quick access to in-person appointments.

Before logging on or scheduling an appointment, please check what can be treated virtually at [phs.org/virtualcare](https://phs.org/virtualcare).

## What types of care are offered?

- **Video:** You can see a provider through a scheduled appointment with PMG, or on-demand video appointment with a network provider.
- **Questionnaire:** You can answer a series of questions and upload a photo for a contracted provider to look at and respond back to. This can take up to a few hours for a response from a provider.

## What does it cost?

Most all plans cover virtual care at no cost, however some may require a copay. If you are on a high-deductible health plan, you will have to pay for your visits until your deductible has been met.

Ready to make an appointment or access care?  
Please visit [phs.org/virtualcare](https://phs.org/virtualcare).

Based on a Model of Care review, Presbyterian Dual Plus (HMO D-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2025.

Such services are funded in part with the State of New Mexico.

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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. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711).

ATENCIÓN: Si usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yánítti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojji' hódíílnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

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