

August 29, 2016

Real-time Provider Directory Updates Now Available

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing members and patients with accurate provider information. While we have taken steps to ensure we meet the Centers for Medicare & Medicaid Services (CMS) provider directory accuracy requirements, we are also asking for your help to ensure that provider profiles are as accurate as possible. Together we can reduce frustration, confusion, and uncertainty experienced by patients and members because of incorrect provider directory information.

We are asking you to verify and update your provider/group profile information using our new platform, now available through the myPRES provider portal at www.phs.org/mypres. You can use the online tool to update demographic information (address and phone number), panel status, panel size, and hours of operation. When updating your information, please be sure that the practice name used for the directory listing is consistent the signs used outside of the building and the scripting that is used to answer calls. Members tend to search the provider directory using the practice name they most commonly see or hear. With your help, we will improve the patient and member experience by improving the accuracy of the online provider directory.

Please note that provider offices must delegate office staff who will be responsible for making updates through the myPRES provider portal. Delegates must have a current myPRES account to make updates. Please be aware that if you or your delegates have not accessed your myPRES accounts in the past year, you may need to register for a new one at <https://mypres.phs.org/Pages/provider-registration.aspx>.

For directions on how to use the new platform and select a delegate, please refer to the attached frequently asked questions document, step-by-step guide, or contact us using the information box below.

Provider Network Management
Hours: Monday to Friday, 8:00 a.m. to 5:00 p.m.
Phone: (505) 923-5141 www.phs.org/ContactGuide
Mailing address: P.O. Box 27489, Albuquerque, NM 87125 Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113

Real-time Provider Directory Updates – Frequently Asked Questions

Please use this guide to help you get started making updates to your online provider directory profile. If you need assistance, please contact your Provider Network Management relationship executive at <http://www.phs.org/ContactGuide>.

Why is Presbyterian requiring this?

While we have taken steps to ensure we meet provider data accuracy requirements from CMS, we are also asking for your help in keeping your data up to date. It can be frustrating for a patient or member if they receive incorrect information when searching for a provider. The new process will make it easier for you to help us ensure that your records are accurate. With your help, we can reduce frustration, confusion, and uncertainty experienced by patients because of incorrect information.

Who in my office can make updates?

Provider offices will need to identify staff members as authorized delegates to make changes on behalf of the office through the portal.

How do I choose a delegate to make updates?

Offices must submit a request for delegate access. Please send an email to providerdemo@phs.org that includes the delegate's name, myPRES ID, email address, phone number, and National Provider Identifier (NPI). Providers may also request access at www.phs.org/DirectoryUpdate.

What if I do not have a myPRES ID or account?

If you do not have a myPRES account, or if you have not accessed your myPRES account in the past year, you will need to register for one at <https://mypres.phs.org/Pages/provider-registration.aspx>.

Once I have access, how do I make updates?

Providers will make all updates and changes through the myPRES provider portal at www.phs.org/mypres.

When you log in to the portal, you will select “Update Provider Directory” from the Menu of Service. You will then click on the section you would like to update.

STEPS TO MAKE REAL-TIME UPDATES

Individual Provider:

1

Sign in to your myPRES account or register for one at www.phs.org/myPRES.

2

If you are an INDIVIDUAL PROVIDER, select “Update Provider Demographic” and make your updates instantly.

Group Provider:

1

Sign in to your myPRES account or register one at www.phs.org/myPRES.

2

If you are a GROUP PROVIDER, you must request access and select a delegate in order to make updates. Request access at <https://phs.swoogo.com/delegate-access>.

3

Once you receive access, sign in to your myPRES account and click “Update Provider Demographic” to instantly update your provider profile.

If you have any question, please view our Frequently Asked Questions at www.phs.org/updatedirectory or contact your relationship executive.