

January 31, 2017

**2017 Practitioner and Provider Manuals now available**

Presbyterian Health Plan Inc. and Presbyterian Insurance Company Inc. (Presbyterian) are committed to providing you with the most up-to-date and accurate information in order to best serve our patients and members. This communication contains important information regarding the 2017 Practitioner and Provider Manuals.

Presbyterian recently updated its Universal Practitioner and Provider Manual and Centennial Care Practitioner and Provider Manual for 2017. The Universal Manual covers all of Presbyterian's programs, policies, and guidelines. The Centennial Care Practitioner and Provider Manual provides detailed information specific to Presbyterian's Centennial Care programs and requirements.

These manuals provide comprehensive information about Presbyterian's programs and are an extension of providers' contract with Presbyterian. The manuals are updated quarterly and as needed. Some key updates made to the 2017 manuals include recent initiatives and requirements such as:

- The new prior authorization program, Medical Specialty Solutions, through National Imaging Associates (NIA) (Care Coordination and Utilization Management chapters).
- Section 1557 of the Patient Protection and Affordable Care Act (Legal chapter).
- Presbyterian Dual Plus (HMO SNP), Presbyterian's new Medicare Advantage plan for dual-eligible members (Presbyterian Healthcare Services chapter).

The manuals are available online only at <http://www.phs.org/ProviderManual>. A printed copy of the Centennial Care Practitioner and Provider Manual is available at no cost from Presbyterian by contacting your Provider Network Management relationship executive using the information box below.

Thank you for your continued partnership.

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