

Sept. 6, 2017

**Subject:** Important information regarding the Provider CARE Unit

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to keeping providers informed about changes that may affect the way they do business. We would like to take this opportunity to share important information regarding the Provider Claims Activity Review and Evaluation (CARE) Unit.

The Provider CARE Unit is part of the Presbyterian Customer Service Center and was designed to assist the provider community with complex inquiries. Effective Oct. 1, 2017, the Provider CARE Unit will no longer provide information regarding eligibility or claims status. There are other sources where providers can obtain this information that are most efficient for the provider. The Provider CARE Unit is the most expensive source for eligibility and claims status information. We appreciate your partnership as we work to reduce the overall cost of healthcare.

To obtain this information, providers should log in to the myPRES provider portal. Billing agencies acting on behalf of a contracted Presbyterian provider should coordinate with the provider to get assistance with access to the myPRES provider portal. Information available through myPRES includes but is not limited to:

- Member eligibility
- Member benefits
- Copayments, coinsurance, deductibles and out-of-pocket expenses
- Claims adjustment, inquiry, status or verification

Providers may also use the interactive voice response (IVR) system to verify eligibility as well as additional information. To access the IVR system, call (505) 923-5757 or 888-923-5757 and select option one.

Additionally, providers and any third-party billing agencies acting on behalf of a provider may opt to access HealthXnet, a resource that provides a variety of information and functions online, including eligibility verification and claims status.

By using the myPRES provider portal, the IVR system or HealthXnet, providers can instantly access this information without calling the Provider CARE Unit and waiting on hold.

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Presbyterian exists to improve the health of the patients, members, and communities we serve.

Thank you for partnering with us to improve the health of the patients, members and communities we serve. If you have any questions about this communication, please call the Presbyterian Customer Service Center by using the contact information provided below.

### **Presbyterian Customer Service Center**



**Hours:** Monday through Friday, 8 a.m. to 5 p.m.



**Phone:** (505) 923-5757

**Toll-free:** 888-923-5757

**Contact Guide:** [www.phs.org/ContactGuide](http://www.phs.org/ContactGuide)



**Mailing address:** P.O. Box 27489, Albuquerque, NM 87125

**Location:** 9521 San Mateo Blvd NE, Albuquerque, NM 87113