

Sept. 15, 2017

**Subject:** Help Members Find Your Office with Real-Time Provider Directory Updates

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing members and patients with accurate provider information to ensure they have access to the care they need. Based on requirements from the Centers for Medicare & Medicaid Services (CMS), Presbyterian implemented real-time provider directory updates in 2016. This solution not only ensures accurate directory information for our providers and members, but it also helps prevent claims delays and denials.

Providers can update and verify their demographic information through the myPRES Provider Portal, which uses a web-based solution that interfaces directly with our internal database. Providers can update the following information:

- Hours of operation
- Panel status
- Directory address
- Phone number

To make updates to this information, you will need to log onto myPRES and choose “Update Provider Demographic Information” from the myPRES Workforce screen. For step-by step instructions, watch our short how-to video by using the following link: [www.phs.org/DirectoryUpdate](http://www.phs.org/DirectoryUpdate).

As indicated in the 2017 Practitioner and Provider Manual, which is an extension of providers’ Service Agreement, providers are responsible for notifying Presbyterian of changes in address, license, liability insurance, contracting status or any other issue that could affect the provider’s ability to effectively render covered services. The Service Agreement with Presbyterian also requires providers to notify Presbyterian electronically or in writing of any changes as soon as they are known.

To help providers keep their information up to date, we will continue to conduct provider outreach at a minimum of twice a year. If you have any questions, please contact your Provider Network Management relationship executive using the information below.

PPC081703

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

[www.phs.org](http://www.phs.org)

## Provider Network Management



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



**Phone:** (505) 923-5141

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



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