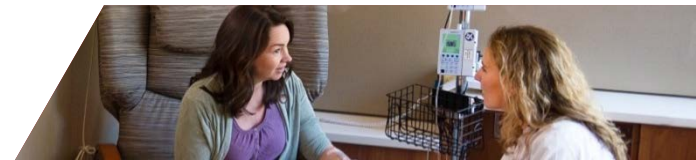




2019 NMPSIA BENEFIT PRESENTATION

2019 PRESBYTERIAN HEALTH INSURANCE BENEFITS



Presbyterian's Bet On Integration

“In integrated systems where providers and insurers are the same entity, a single perspective enables providers to take actions in one place that will cut costs or lift performance in another.”

-- Clayton Christensen, PhD, *Business Week*, March 4, 2010





Founded in **1908**

758,518



INDIVIDUAL CUSTOMERS served

474,624

Presbyterian Health Plan **MEMBERS**



9

HOSPITALS



981

HOSPITAL BEDS



100+

CLINICS
throughout
New Mexico



9,000+

HEALTHCARE PROFESSIONALS
throughout
New Mexico

Award Winning Healthcare



Highest Level 3 Recognition
for Central NM PMG Primary



\$4.5M Grant Recipient

Medicare Advantage HEDIS Reporting



Top Scoring Proposal

- Best Healthcare Organization
- Best Health Plan
- Best ER
- Best Doctors
- Best Hospital
- Best Urgent Care

Sources: December 2017 Albuquerque Metro Consumer Survey, 2018 ABQ Journal Reader's Choice Awards



New Mexico and National Network

Extensive Statewide Network

- Over 9,000 Providers in 554 Locations
- 2,200 Primary Care Physicians
- 7,000 Specialists *No Referrals Required*
- Over 600 hospitals and other facilities
- Hiring of providers to meet the increased healthcare needs of New Mexicans.
- Ongoing facility investments that offer convenient and innovative care to New Mexicans.

When You Need a Nationwide Network

- Traveling outside of the state for vacation/work
- Dependents live outside of the state
- Out of state students
- Specialized care for complex issues




Presbyterian Nationwide Network

- 900,000 National Providers
- 4,000 Facilities Nationwide
- Access to Centers of Excellence Facilities
 - Mayo Clinic, MD Anderson
Johns Hopkins University, and
many more.
- Logos on the
back of your ID card
- Always In-Network

Nationwide PPO

www.multiplan.com/presbyterian



A photograph of a middle-aged man with grey hair, smiling broadly. He is wearing a grey t-shirt and is seated on a black chair with a white letter 'C' on the backrest. In the background, a basketball hoop is visible on a wall. The image is partially obscured by a white diagonal shape in the top right corner and a red rectangular overlay on the left side.

2019 Benefits Nationwide PPO

PPO Benefits High Option Plan

Deductible \$750/ 1,500 INN; \$1,500/\$3,000 OON

Out-of-Pocket (OOP) Max (Calendar Year) \$3,750 /\$7,500 INN; \$9,000/\$18,000 OON
 (copays, deductible, coinsurance apply to meet medical OOP)

Office Visit		MRI/PET/CT Scans	\$600* copay or 20%
Preventive Care	\$0*		whichever is less per test per day
PCP/Gyn Care	\$30*	Hospital Inpatient	\$500 plus 20% coinsurance
Specialist (no referral)	\$50*	Maternity Care	\$30 (1st visit)
Video Visit	\$0*	Delivery	\$500 plus 20% coinsurance
Lab Work (non Preventive)		Emergency Room	\$150 plus 20% coinsurance
Office/Free Standing	\$30* or lesser of	Urgent Care	\$50*
Outpatient/Hospital	\$60* or lesser of	Chiro / Acup	\$50*
Outpatient Surgery	\$150 plus 20%	Naprapathy	\$50*
*Deductible not applicable			

This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian NMPSIA Summary Plan Description.

PPO Benefits Low Option Plan

Deductible \$2000/ \$4,000 INN; \$4,000/\$8,000 OON

Out-of-Pocket (OOP) Max (Calendar Year) \$3,750 /\$7,500 INN; \$9,000/\$18,000 OON
 (copays, deductible, coinsurance apply to meet medical OOP)

Office Visit		MRI/PET/CT Scans	\$700* copay or 25%
Preventive Care	\$0*		whichever is less per test per day
PCP/Gyn Care	\$35*	Hospital Inpatient	25% coinsurance
Specialist (no referral)	\$60*	Maternity Care	\$35 (Initial Office Visit)
Video Visit	\$0*	Delivery	25% coinsurance
Lab Work (non Preventive)		Emergency Room	\$150 copay plus 25% coinsurance after ded
Office/Free Standing	\$35* or lesser of	Urgent Care	\$60*
Outpatient/Hospital	\$70* or lesser of	Chiro / Acup	25% coinsurance
Outpatient Surgery	25% coinsurance	Naprapathy	25% coinsurance

***Deductible not applicable**

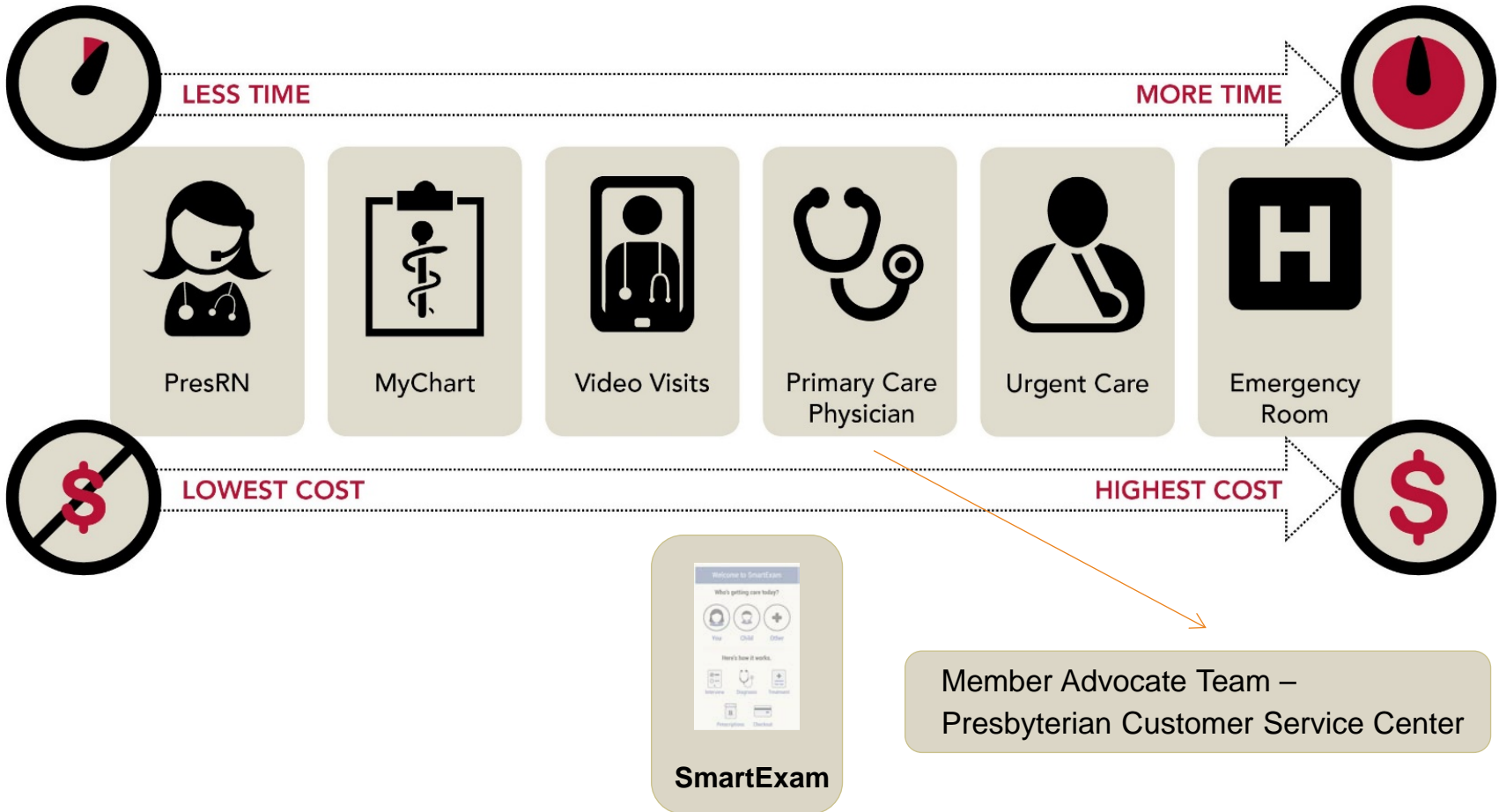
This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian NMPSIA Summary Plan Description.



Access and Innovation

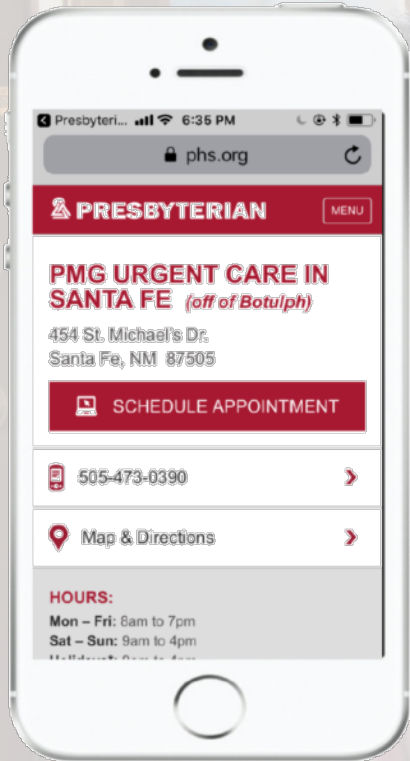
Access To Care

Appropriate and Affordable Options for Care

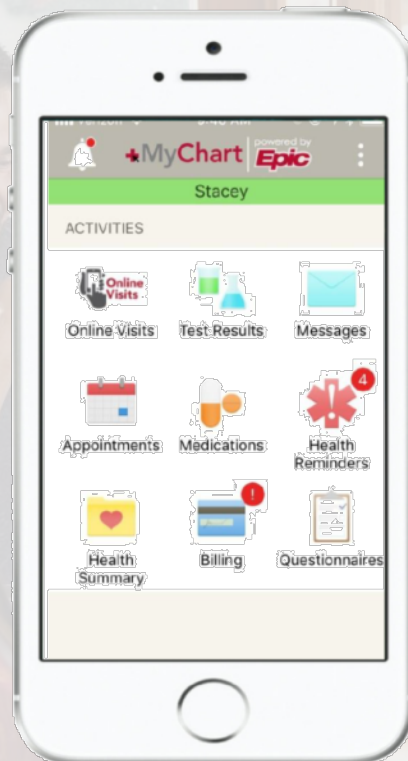


Quick Care Virtual Care

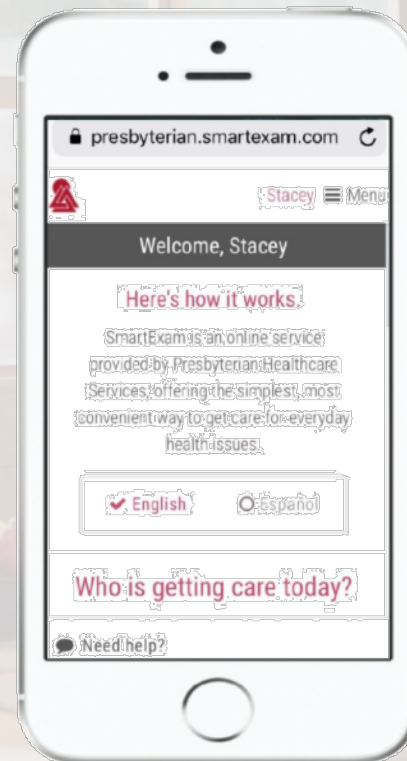
Urgent Care Appointments (PDS)



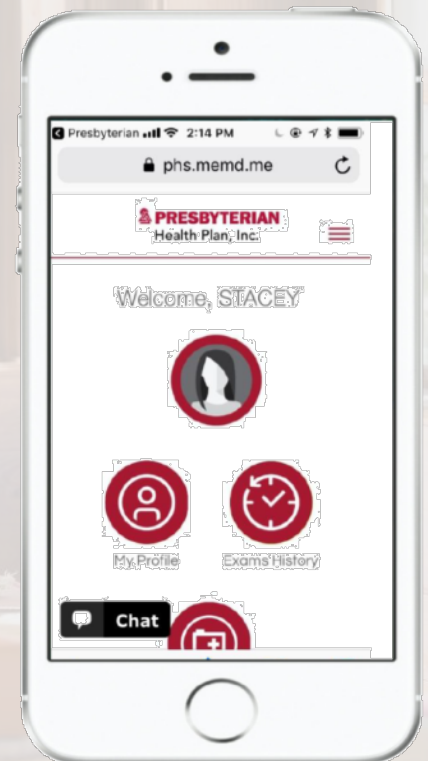
MyChart (PDS)



Online Visits (PDS)



Video Visits (PHP)



PresRN

Your Nurse Advise Line

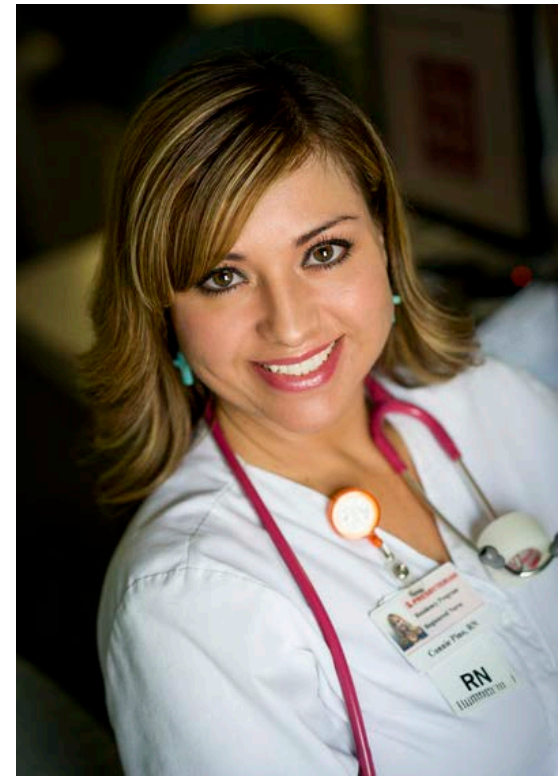
Speak to a registered nurse by phone 24/7, 365 days a year, even in Spanish.

With PresRN, members have:

866-221-9679 or 505-923-5570

- ▶ Direct access to Presbyterian nurses
 - ▶ Minimum 10 years clinical experience.
 - ▶ Use national protocol to triage, diagnose and treat.
 - ▶ Nurses have access to your plan info and electronic health record for past and current health conditions, treatments and Rx.
 - ▶ Navigate you to appropriate care based on your diagnosis.
 - ▶ Capture the details of your care in MyChart.
 - ▶ Automatically message your PCP, Specialist or Care Coordinator.

No fee for members to access this service.



Video Visits

Video Conference with a Healthcare Provider

“Skype” with a healthcare provider 24 hours a day, 365 days a year.

With Video Visits, members can:

- Schedule a Video Visit on any computer, tablet or smart phone.
- Use at home, work or when travelling.
- Get diagnosis and treatment for common health issues like earaches, cold/flu symptoms and allergies within 1 hour.
- Receive prescriptions to the pharmacy of your choice.
- Receive a text or email summary of your visit.
- View the details of the Video Visit in MyChart.
- Receive a doctor’s note for school or work via email.



No fee for members to access this service.



MyChart:

Be An Active Part of Your Care Team

Presbyterian Health Plan members have secure online access to their Presbyterian electronic health records.

With MyChart, members can:

- Send and receive messages with their care team.
- Schedule primary care appointments, confirm or cancel appointments.
- View lab and test results.
- Request prescription renewals.
- View visit summaries, health summary, care plan, allergies and immunizations.
- Receive health reminders.
- Pay doctor and hospital bills.



MyChart
& PRESBYTERIAN

www.phs.org/mychart



Requires a myPRES account.

**No fee for members
to access this service.**







myPRES

PRESBYTERIAN HEALTHCARE SERVICES

for **PATIENTS**

 <h3>MyChart</h3> <p>View your electronic health records, pay a doctor bill, and more.</p> <p>ACCESS MyChart</p>	 <h3>MyChart App</h3> <p>Manage your health care from your smartphone with the MyChart mobile app.</p> <p>Download on the App Store GET IT ON Google play</p>	 <h3>Pay Ambulance Bill</h3> <p>It's easier than ever to pay your ambulance bill online with a credit card.</p> <p>PAY NOW</p>
---	--	---

for Presbyterian **HEALTH PLAN MEMBERS**

 <h3>MyHealthPlan</h3> <p>Instantly view claims, find a doctor or hospital, look up benefits, and more.</p> <p>ACCESS MyHealthPlan</p>	 <h3>MyIDCard</h3> <p>View, email, print or fax your member ID card.</p> <p>VIEW MyIDCard</p>	 <h3>MyPharmacy</h3> <p>Quickly and easily find a pharmacy, get mail order prescriptions, and more.</p> <p>ACCESS MyPharmacy</p>
 <h3>Video Visits</h3> <p>See a doctor for your non-emergency medical needs — 24/7, 365 days a year.</p> <p>ACCESS VIDEO VISITS</p>	 <h3>NEW Wellness at Work</h3> <p>Personal health assessment.</p> <p>ACCESS YOUR PHA</p>	 <h3>Treatment Cost Calculator</h3> <p>Estimate procedure costs and plan for medical expenses.</p> <p>START NOW</p>

Member Advocate Team: Presbyterian Customer Service Center

Member Advocate Team

- Locate a Provider - within PMG or Contracted Network including Specialists, Facilities, Behavioral Health and Multiplan.
- Contact and consult with the Provider for availability to ensure a good fit for the member.
- Schedule an appointment using the members preference for dates, times etc.



Integrated Dedicated Customer Service Team

- Located in New Mexico
- Claims, Benefits, General Questions
- Patient Financial Services

www.phs.org

**(505) 923-5600 or
1-888-ASK PRES**

Email: info@phs.org



Transition of Care

- Had a surgical procedure & undergoing follow-up care/therapy
- Have an upcoming surgical procedure
- Have serious medical condition that requires ongoing care
- Undergoing dialysis treatment
- In the 2nd or 3rd trimester of pregnancy
- Complex medical care



Case Management: *For Acute Conditions*

- ▶ Transplant services
- ▶ High-risk pregnancy management
- ▶ Transition of Care

Disease Management: *For Chronic Conditions*

- ▶ Diabetes
- ▶ Coronary Artery Disease
- ▶ Asthma

Disrupting the Industry
Innovative Outcomes
Lower Costs
Increased Convenience



Presbyterian Investment in New Mexico Expanding Highest Quality of Care and Access

2014



2015



2015



2016



OCTOBER 2018



COMING 2019



Investments in Access

Presbyterian Santa Fe Medical Center
Opened October 2018



Urgent Care

24/7 Emergency Services

General Surgery

Orthopedics

Podiatry

Physical, Occupational and Speech Therapies

Lab and Imaging, including CT and MRI

30 Adult Inpatient Beds, some licensed ICU beds

6-Bed Birthing Unit

Telehealth Services




PRESBYTERIAN Emergency Care and Urgent Care



Urgent Care/Emergency Care Clinics

- **24 Hour Access**
- **Reduce cost by up to 10x for services**
- **4 Locations Albuquerque Metro Area**



Ambulatory
Surgical
Centers



Member
satisfaction



Effective
outcomes



Cost

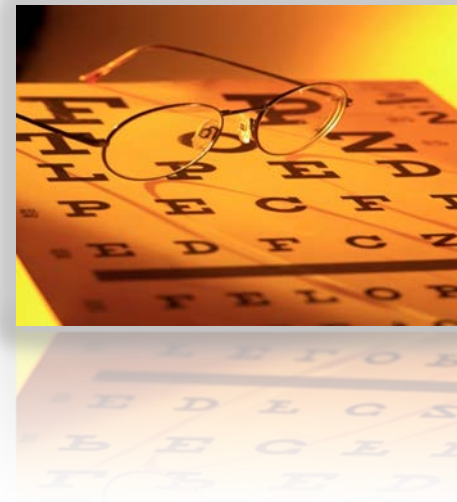
Ambulatory Surgical Centers

- Lower Cost Setting: 30-50% Reduction
- Increased Member Satisfaction
- Effective Services
- 3 Locations Albuquerque Metro Area

Value Added Benefits

Member Only Discounts on gym memberships, weight loss programs and more.

- Hearing Hardware
- Vision
- Massage Therapy
- Chiropractic
- Acupuncture
- Meals on Wheels
- Buy One Get One Free Isotopes Tickets



www.benefitsource.org/presbyterian-health-plan

Value of Presbyterian

**Non-Profit Organization
Investing in New Mexico**



**Expanding Access and
Improving Outcomes for
New Mexicans**

Nationwide PPO Option

Quick Care / Virtual Care
Video Visits, Online Visits PresRN, MyChart,
UC Scheduling

Innovative Access to Care
24hr UC/ER Centers, Ambulatory Surgical
Centers, Santa Fe Medical Center



New Mexico
Public Schools
Insurance
Authority



Wellness Tools Available ONLINE

Nutrition

Physical Activity

Health Challenges

Event Registration

Health Education



PHA



Newsletter



FAQ



Incentive Campaign

My Status



[Set up your health profile here!](#)

Start Here



Health Risk Assessment



Exercise Log

Enter today's exercise.



Food Log

Enter today's foods.



Weight Log

Enter today's weight.



Classes & Events

Sign up for an onsite class.



Wellness Workshops

Sign up for a workshop.

Incentives

My Activities: [Details](#)

Learn to Live Well - NMPSIA Wellness Incentive Campaign 2016-2017 (11/1/2016 - 6/30/2017)

Education and Awareness

Max: 175 Points

Earned: 0 Points

Healthy Habits

Earned: 0 Points

Events

Earned: 0 Points

Wellness Workshops

Earned: 0 Points

Challenges

Earned: 0 Points

Administrative Adjustments

Earned: 0 Points

Maximum Possible Points **300**

Total Points Earned **0**

Health Mission

Type your Health Mission here!

[Save](#)

What personal reason do you have to pay more attention to your health? Writing down and focusing on a Health Mission will help you stay energized on your journey to a healthier you.

[View Examples](#)

Daily Fruit & Veggie Tracker



0 Fruit servings



1/2 cup servings: 60 calories

Risk Assessment Report

- High Risks
- Moderate Risks
- Low Risks

Wellness Score

My Health Risk Assessment Report

Report Date: - Current -

Report

▲ High Risks

Based on your answers, you are at **HIGH** risk for chronic health issues. These are the top health-related behavior changes you can make to improve your overall health risks.

Drug & Alcohol [Edit Answers](#)

[Top](#)



Drinking more than 5 drinks in less than 2 hours is considered binge drinking and usually results in intoxication. Binge drinking is a form of alcohol abuse and can cause long term health issues or injuries.

Frequent or casual use of medications or drugs to alter your emotions can cause long term health risks such as drug dependence and addiction.

- Additional Resources
- [Alcohol and Drug Problems](#)
 - [Drug Abuse and Dependence](#)
 - [Drug Addiction Center](#)
 - [Alcoholism Center](#)
 - [Cutting Back on Drinking](#)
 - [Drinking and Your Health](#)

[▶ Learn More](#)

Wellness Score

51

High Risk

Your overall wellness score is **51** out of 100.

[▶ Learn More](#)

Risk Levels

▲ High Risks (2)

[Drug & Alcohol](#)
[Tobacco](#)

○ Moderate Risks (5)

[Blood Pressure](#)
[BMI](#)
[Cholesterol](#)
[Physical Activity/Exercise](#)
[Preventive](#)

○ Low Risks (4)

[Blood Glucose](#)
[Emotional Health](#)
[Nutrition](#)
[Safety](#)

Take your **Personal Health Assessment**, get a \$25 Amazon Gift Card



Communicate with a Health Coach

Reference Message Center

Message Center Menu







- PHA 
- Newsletter 
- FAQ 
- Incentive Campaign 

My Status

[Set up your health profile here!](#)

Start Here

-  **Health Risk Assessment**
-  **Exercise Log**
Enter today's exercise.
-  **Food Log**
Enter today's foods.
-  **Weight Log**
Enter today's weight.
-  **Classes & Events**
Sign up for an onsite class.
-  **Wellness Workshops**
Sign up for a workshop.

Connect Your Apps &

Incentives

My Activities: [Details](#)

Learn to Live Well - NMPSIA Wellness Incentive Campaign 2016-2017 (11/1/2016 - 6/30/2017)

Education and Awareness Max: 175 Points	<input type="text"/>	Earned: 0 Points
Healthy Habits	<input type="text"/>	Earned: 0 Points
Events	<input type="text"/>	Earned: 0 Points
Wellness Workshops	<input type="text"/>	Earned: 0 Points
Challenges	<input type="text"/>	Earned: 0 Points
Administrative Adjustments	<input type="text"/>	Earned: 0 Points

Maximum Possible Points **300**
Total Points Earned **0**

Program Offerings



Health Mission

Type your Health Mission here!


[Save](#)


What personal reason do you have to pay more attention to your health? Writing down and focusing on a Health Mission will help you stay energized on your journey to a healthier you.


[View Examples](#)

Daily Fruit & Veggie Tracker

 **0** Fruit servings [+](#)

 1/2 cup servings: 60 calories

 **0** Vegetable servings [+](#)

 1/2 cup servings: 30 calories

Food Log

My Nutritional Needs ▶

Meal Planner ▶

Recipes ▶

Meal Planner & Food Log

PHA

Newsletter

FAQ

Incentive Campaign

My Status



[Set up your health profile here!](#)

Start Here



Health Risk Assessment



Exercise Log

Enter today's exercise.



Food Log

Enter today's foods.



Weight Log

Enter today's weight.



Classes & Events

Sign up for an onsite class.



Wellness Workshops

Sign up for a workshop.

Connect
Your Apps &
Devices



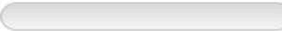
Incentives

My Activities: [Details](#)

Learn to Live Well - NMPsia Wellness Incentive Campaign 2016-2017
(11/1/2016 - 6/30/2017)

Education and Awareness

Max: 175 Points



Earned: 0 Points

Healthy Habits



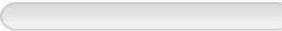
Earned: 0 Points

Events



Earned: 0 Points

Wellness Workshops



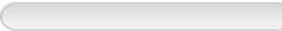
Earned: 0 Points

Challenges



Earned: 0 Points

Administrative Adjustments



Earned: 0 Points

Maximum Possible Points **300**

Total Points Earned **0**

Program Offerings



Health Mission

Type your Health Mission here!

[Save](#)

What personal reason do you have to pay more attention to your health? Writing down and focusing on a Health Mission will help you stay energized on your journey to a healthier you.

[View Examples](#)

Daily Fruit & Veggie Tracker



0 Fruit servings



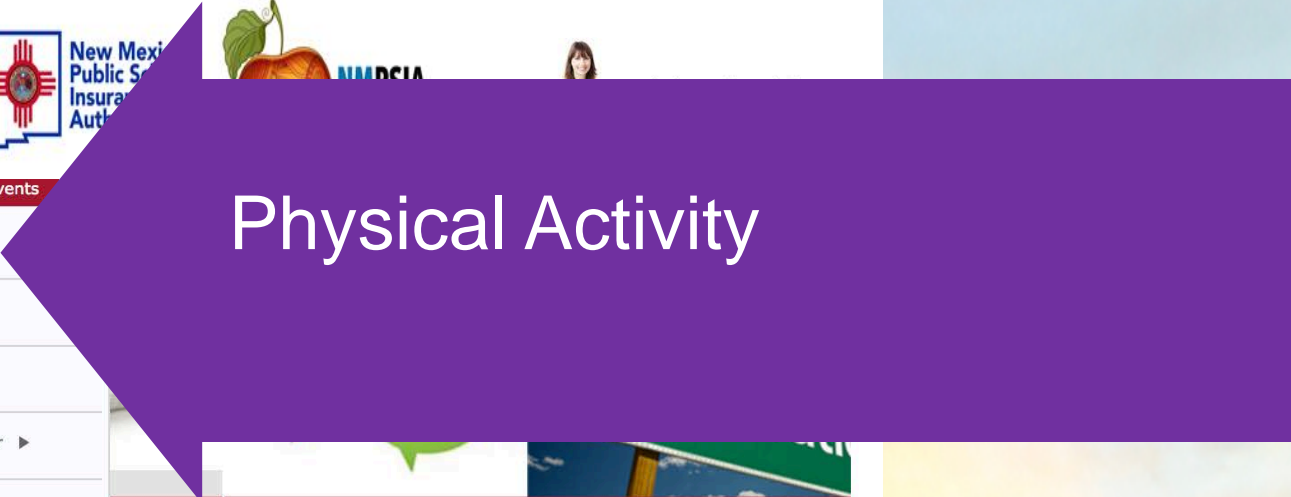
1/2 cup servings: 60 calories



0 Vegetable servings



1/2 cup servings: 30 calories



Physical Activity

- My Health
 - Nutrition
 - Physical Activity
 - Events
- Cardio Log
 - Steps Log
 - Strength Training Log
 - Physical Activity Planner ▶
 - Physical Activity Examples ▶
 - Track My Physical Activity

- PHA
- FAQ
- Incentive Campaign

My Status

Set up your health profile here!

- ### Start Here
- Health Risk Assessment
 - Exercise Log
Enter today's exercise.
 - Food Log
Enter today's foods.
 - Weight Log
Enter today's weight.
 - Classes & Events
Sign up for an onsite class.
 - Wellness Workshops
Sign up for a workshop.

Connect Your Apps & Devices

Incentives

My Activities: [Details](#)

Learn to Live Well - NMPSIA Wellness Incentive Campaign 2016-2017 (11/1/2016 - 6/30/2017)

Education and Awareness Max: 175 Points	<input type="text"/>	Earned: 0 Points
Healthy Habits	<input type="text"/>	Earned: 0 Points
Events	<input type="text"/>	Earned: 0 Points
Wellness Workshops	<input type="text"/>	Earned: 0 Points
Challenges	<input type="text"/>	Earned: 0 Points
Administrative Adjustments	<input type="text"/>	Earned: 0 Points

Maximum Possible Points **300**
Total Points Earned **0**

Program Offerings

Health Mission

Type your Health Mission here!

[Save](#)

What personal reason do you have to pay more attention to your health? Writing down and focusing on a Health Mission will help you stay energized on your journey to a healthier you.

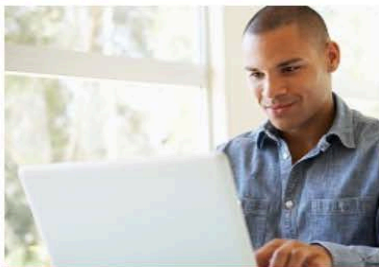
[View Examples](#)

Daily Fruit & Veggie Tracker

	0 Fruit servings	+
	0 Vegetable servings	+

i 1/2 cup servings: 60 calories

i 1/2 cup servings: 30 calories



PHA



Newsletter



FAQ



Incentive Campaign

My Status



[Set up your health profile here!](#)

Start Here



Health Risk Assessment



Exercise Log

Enter today's exercise.



Food Log

Enter today's foods.



Weight Log

Enter today's weight.



Classes & Events

Sign up for an onsite class.



Wellness Workshops

Sign up for a workshop.

Incentives

My

Activities:

[Details](#)

Learn to Live Well - NMPSIA Wellness Incentive Campaign 2016-2017 (11/1/2016 - 6/30/2017)

Education and Awareness

Max: 175 Points

Earned: 0 Points

Healthy Habits

Earned: 0 Points

Events

Earned: 0 Points

Wellness Workshops

Earned: 0 Points

Challenges

Earned: 0 Points

Administrative Adjustments

Earned: 0 Points

Maximum Possible Points **300**

Total Points Earned **0**

Health Mission

Type your Health Mission here!

[Save](#)

What personal reason do you have to pay more attention to your health? Writing down and focusing on a Health Mission will help you stay energized on your journey to a healthier you.

[View Examples](#)

Daily Fruit & Veggie Tracker



0 Fruit servings



i 1/2 cup servings: 60 calories



0 Vegetable servings



i 1/2 cup servings: 30 calories

[Go to the Food Log](#)

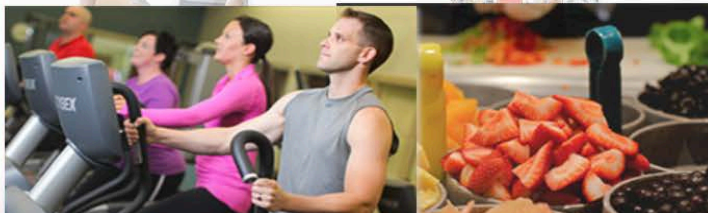
[Clear All](#)

Connect Your Apps & Devices



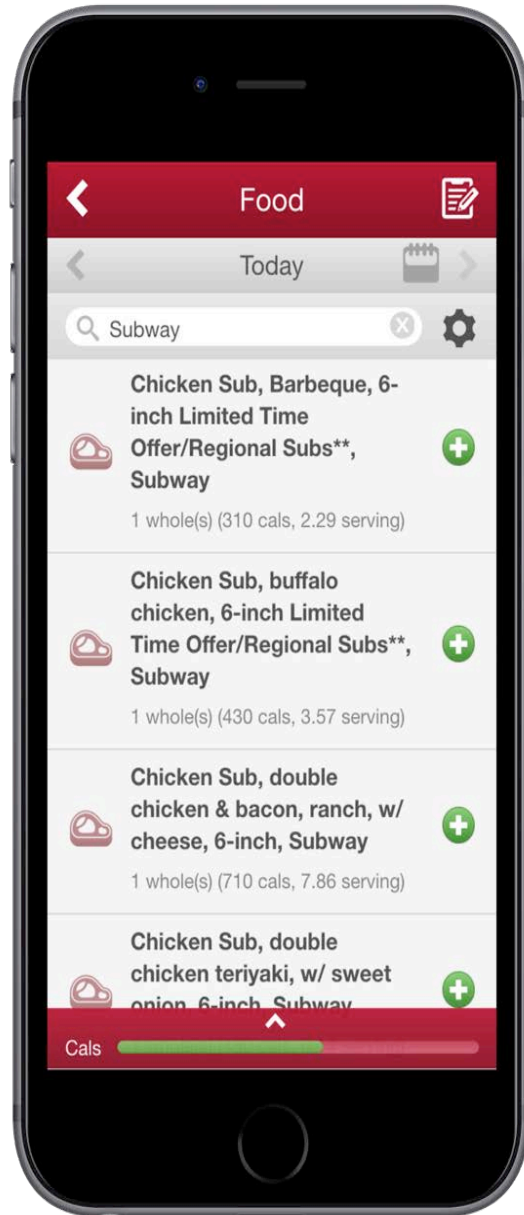
Activate Mobile App

Program Offerings



Water Tracker

Today's Cups: **i**



Mobile App

- Log food
- Log exercise
- Event registration
- Incentive tracker
- Messages



Good Measures Philosophy

- We lead and engage with food, not disease.
- We listen. We don't judge.
- We tailor our support and our tools, factoring in preferences, medical conditions, lifestyle, budget, social determinants, and more.
- We meet participants where they are and help them understand their unique needs.
- We use patented technology that simplifies the science of eating healthy and guides people toward nutritional balance.
- We believe in setting bite-size goals that result in sustainable change.



The Good Measures program



Members connect with their own clinical coach.

Support is available days, nights, weekends by phone, secure video, email, and messaging.



Members log meals and activity using our app.

Learn to eat for better health and get real-time meal and snack suggestions.



We can integrate with a host of remote devices.

This broad data set reveals critical patterns that allow for smarter support.



Members start seeing results and feeling better!

Good Measures empowers people to make healthier choices



What's included?

You'll have your own registered dietitian, a smart app and website, and a program designed just for you. Programs are all by phone or online, making it convenient for everybody.

Programs:

- Better Health Program
- Diabetes Prevention Program
- Diabetes Support Program
- Connected Diabetes Program

Go to <https://nmpsia.goodmeasures.com/>

Or call 888-320-1776.

Who is Eligible?

- Presbyterian
NMPSIA
Members
 - Employee
and spouse
- Individuals are
verified for
membership



Questions?