

December 11, 2009

Dear Healthcare Practitioner and Office Staff:

Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) are dedicated to building stronger relationships with our healthcare providers. This includes keeping you informed of any changes that may affect the way you do business with Presbyterian.

On December 16, 2009, we will be launching an upgrade to the existing Pres Online Web portal. This upgrade should allow you and your office to continue utilizing Pres Online as you have in the past but now with increased functionality. We are pleased to provide these enhancements to show our continued commitment to the use of eBusiness technology.

The following functionalities are currently available through Pres Online:

- Verifying Member Eligibility, Copayments, Co-insurance and Deductible Amounts
- Verifying Member's Primary Care Physician (PCP)
- Checking Claim Status
- Checking Member Benefits
- Verifying and Submitting Pharmacy Exceptions
- Checking Online Formulary (Pharmacy)
- Verifying and Submitting Medical Benefit Certifications
- Accessing the Provider Directory
- Filing an Appeal Online (www.phs.org)
- Contacting the Provider CARE Unit via E-mail

Some of the enhancements included in this upgrade are:

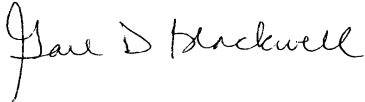
- Access to "Real Time" information
- Ease of navigation to include quick links to detailed information
- Co-insurance and Deductible accumulators with year-to-date amounts
- Check summary information with line item details

Not currently using Pres Online? Please visit

<http://www.phs.org/phs/healthplans/providers/PresOnline/index.htm> to learn more about Pres Online and to obtain a User ID and Password.

Should you encounter any problems, please contact the e-Help desk at (505) 923-5590 or 1-866-861-7444, Monday through Friday from 8:00 a.m. to 5:00 p.m. As always, thanks you for partnering with us to improve the health of individuals, families and communities.

Sincerely,



Gail D. Blackwell, Executive Director
Provider Services
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