



Presbyterian Health Plan
P.O. Box 27489
Albuquerque, NM 87125-7489
www.phs.org

December 17, 2009

URGENT: Important Update to Pres Online Upgrade Status

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 launched an upgrade to the existing Pres Online Web portal. However, we have identified some system issues that need to be addressed.

We are sensitive to the fact that Pres Online is a critical business tool. With this in mind, we have made a business decision to switch back to the original Pres Online that was in effect prior to the upgrade, until the identified issues can be rectified. We apologize for any inconvenience that this may have caused you or your office staff. We know that this upgrade will allow your office to function more efficiently in the near future. In the meantime, the original Pres Online is back in place and available for use.

As always, thank you for partnering with us to improve the health of individuals, families, and communities.

Sincerely,

A handwritten signature in black ink that reads "Gail D. Blackwell".

Gail D. Blackwell, Executive Director
Provider Services
gblackwe@phs.org

[PPC120910]

Presbyterian serves to improve the health of individuals, families, and communities.