

January 28, 2010


IMPORTANT INFORMATION: “My Care” Family Plan Child Copayment Amount

Dear Healthcare Practitioner and Office Staff:

Recent feedback from our members indicate that some practitioners/providers are charging incorrect copayment amounts for services provided to children/dependents on the “My Care” Family Plan. Please make note of the following:

1. The “My Care” Family Plan option offers lower copayments for children/dependents.
2. The child/dependent should be charged the child copayment amount regardless of the child’s/dependent’s age, as noted in the lower left corner of the Member ID card, (sample shown below).

Please refer to the SAMPLE Member ID card below. Child/dependent copayment locations are circled for your reference. **Copayment amounts may vary from plan to plan.**

PLAN TYPE = HMO			FOLD HERE FOR WALLET SIZE	 PRESBYTERIAN			
ER Adult \$ 75	Child \$ 75				GROUP	PRODUCT	CARD ISSUE DATE
Hospital Adult \$ 150	Child \$ 100				GRP000000	HHH00000	1/7/2010
Office Adult \$ 25	Child \$ 10				MEMBER NAME		
Preventive Adult \$ 20	Child \$ 5				<MEMBER'S NAME>		
Specialist Adult \$ 35	Child \$ 20				MEMBER NUMBER <1000000000>		
Urgent Adult In \$ 35	Out \$ 45				PRIMARY CARE PRACTITIONER		
Urgent Child In \$ 20	Out \$ 30				<MEMBER'S NAME>		
RX Gen \$ 10	Brnd \$ 30	NP \$ 50			<PROVIDER STREET ADDRESS>		
Child copayment applies to covered dependent children regardless of age					<PROVIDER CITY, STATE, ZIP CODE>		
			<PROVIDER TELEPHONE NUMBER>				
			Please present this ID card to provider at time of service.				

Complete benefit information is available by reviewing a member’s benefits through Pres Online. Please contact me with any questions you may have by e-mail at msanchez@phs.org or at (505) 923-8066. I am available Monday through Friday from 8:00 a.m. to 5:00 p.m. to assist you.

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

Sincerely,



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