PRESBYTERIAN

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

January 28, 2011

Dear Healthcare Practitioner and Office Staff:

Thank you for participating in the Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) provider network. We value the relationship that we have with our provider community and it has recently been brought to our attention that there may be some confusion regarding in-network laboratory providers.

Over the past year, our Enterprise Wide Complaint Management Department (formerly Appeals and Grievances) has received numerous member grievances due to balance billing by non-contracted reference laboratories. **Please be advised that as a participating provider in the Presbyterian provider network, you are expected to make referrals to in-plan, contracted providers only. Use of out-of-network laboratory providers may result in additional out-of-pocket cost to Presbyterian members (your patients) and they may be responsible for the entire bill.**

TriCore is a regional full-service medical laboratory and is the exclusive contracted independent laboratory services provider for all Presbyterian members. By utilizing TriCore for laboratory/pathology needs, members' claims will process as in-network. To assist your office with laboratory/pathology services, you can locate important information and contact phone numbers for TriCore Reference Laboratories.

This information can be found at: http://www.phs.org/PHS/healthplans/providers/index.htm. Please refer to this listing when making referrals for any laboratory/pathology services.

Should you have any questions regarding this letter, please contact your Provider Services Coordinator. They are available Monday through Friday from 8:00 a.m. to 5:00 p.m. to assist you. As always, thank you for the excellent care you provide to your patients, our members, and for partnering with us to improve the health of the patients, members, and communities we serve.

Sincerely,

Cynthia D. Montoya

Cynthia Montoya
Provider Services Manager
Presbyterian Health Plan
(505) 923-5649
cmontoya@phs.org

Enclosure: TriCore Patient Care Center Listing

[PPC011104]