



**PRESBYTERIAN**

[www.phs.org](http://www.phs.org)



## Your Value-Added Benefits at a glance

**Direct access to medical advice 24 hours a day,  
365 days a year.**

Whenever you have a healthcare question, just call NurseAdvice New Mexico toll-free 1-866-221-9679, any time day or night, any day of the year, to receive confidential medical advice at no extra cost to you. Registered nurses are standing by to offer you suggestions for self-care measures and provide general health information on a broad range of healthcare topics.

**NurseAdvice New Mexico  
1-866-221-9679**

**Discounts for Acupuncture, Massage Therapy,  
Chiropractic and Vision Services.**

Presbyterian Health Plan and Presbyterian Insurance Company, Inc. have partnered with BenefitSource and Vision Service Plan (VSP), available through their network of providers, to bring you member-only discounts for alternative medicine and vision services. Simply present your Presbyterian Member ID card to a participating provider and receive as much as 35% off services like massage therapy, hearing hardware, vision exams and supplies, and acupuncture and chiropractic treatments. For a list of participating alternative medicine providers, fee schedules, and more, visit [www.benefitsource.org](http://www.benefitsource.org) or call (505) 237-1501 or toll-free 1-888-862-8659. For VSP vision providers or more information, log on to VSP's website at [www.vsp.com](http://www.vsp.com) or call VSP's Member Services at 1-800-877-7195.

**Benefit Source  
[www.benefitsource.org](http://www.benefitsource.org)  
(505) 237-1501  
1-888-862-8659**

**Vision Service Plan  
[www.vsp.com](http://www.vsp.com)  
1-800-877-7195**

*Turn the page for more value-added benefits.*

**Presbyterian Health Plan  
Presbyterian Insurance Company, Inc.**

### **Our Mail Service Pharmacy Benefit can save you time and money.**

Did you know that, as a member, you can take advantage of the convenience and savings of our mail service pharmacy? Provided by Walgreens Mail Service Pharmacy, a subsidiary of Walgreen Co., our mail-order pharmacy benefit allows you to order up to a 90-day supply of maintenance prescriptions (as prescribed by your physician) and have them conveniently delivered to your home or other specified address.

For more information, call the Customer Service Center at the number listed on your Member ID card or send an e-mail to [info@phs.org](mailto:info@phs.org). You may also call Walgreens Mail Service Pharmacy toll-free 1-800-345-1985 or visit their website at [www.walgreensmail.com](http://www.walgreensmail.com).

**Walgreens Mail Service  
Pharmacy**  
**1-800-345-1985**  
**[www.walgreensmail.com](http://www.walgreensmail.com)**

### **No waiting, no hassles, the information you want when you need it.**

Presbyterian's web-based services help you get fast and convenient service around the clock, any day of the year.

Access your health plan information through our secured site and customize your individual *My Pres Online* page with health topics and information that most interest you. *My Pres Online* allows you to:

- Look up your benefit information
- Check the status of your membership
- Change your PCP
- View the status of your claims
- Request replacement ID cards
- Send Customer Service a question online

**My Pres Online**  
**[www.phs.org/phs/healthplans/online](http://www.phs.org/phs/healthplans/online)**

To locate a physician or specialist in your area or to look up provider contact information, try our convenient, easy-to-use online Provider Directory of over 6,000 network providers.

Another helpful tool is Presbyterian's new online *WebMD Health Manager*<sup>1</sup>, which provides the most up-to-date health information and resources. *WebMD Health Manager* features a powerful Health Risk Assessment (HRA) that helps you identify personal health risks, provides recommendations for improving those risks, and offers easy-to-use tools to help make healthy lifestyle changes. Also available through this site is the *WebMD Health Record*. This feature allows you to securely compile and store immunization records, medical history, allergies, and much more in one handy location.

**WebMD**  
**Health Manager™**

To find these services and more, visit [www.phs.org/phs/healthplans/online](http://www.phs.org/phs/healthplans/online).

### **Presbyterian Customer Service Center: Dedicated to you.**

Our friendly representatives, centrally located in Albuquerque, are standing by to answer your benefit questions Monday through Friday from 7:00 a.m. to 6:00 p.m. You can contact our Customer Service Center by calling the number on the back of your Member ID card or by sending an e-mail at any time to [info@phs.org](mailto:info@phs.org). We also offer automated options on our Customer Service phone line to help you get the information you need quickly.

**Member Services**  
**Monday through Friday**  
**7:00 a.m. to 6:00 p.m.**  
**[info@phs.org](mailto:info@phs.org)**

<sup>1</sup> Available to members enrolled in a fully insured Employer Group plan, Individual plan (excluding the Individual Care plan), and certain ASO plans.

**Presbyterian Health Plan**  
**Presbyterian Insurance Company, Inc.**

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