



Health Plan  
P.O. Box 27489  
Albuquerque, NM 87125-7489  
(505) 923-5700  
[www.phs.org](http://www.phs.org)

November 14, 2007

Dear Healthcare Practitioner and Office Staff Members:

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 come to our attention that there may be some confusion regarding in-network laboratory providers.

TriCore is a regional full-service medical laboratory and is the exclusive contracted independent laboratory services provider for all Presbyterian Health Plan (PHP) and (PIC) Presbyterian Insurance Company, Inc. (Presbyterian) members. By utilizing TriCore for laboratory needs, members' claims will process as in-network. **Use of out-of-network laboratory providers may result in additional out-of-pocket cost to PHP & PIC members and/or members may be responsible for the entire bill.**

Should you have any questions regarding this communication, please contact your Provider Services Coordinator at (505) 923-5757 or 1-888-923-5757. You may also call Angelica Serda, TriCore's Manager of Payer Contracting, at (505) 938-8675, or 1-800-245-3296, extension 8675, or by e-mail at [angelica.serda@tricore.org](mailto:angelica.serda@tricore.org). These contacts are available Monday through Friday from 8 a.m. to 5 p.m.

As always, thank you for partnering with us to improve the health of individuals, families and communities and for the excellent care that you give to your patients, our members.

Sincerely,

A handwritten signature in blue ink that reads 'Cynthia d. Montoya'.

Cynthia Montoya, Manager  
Provider Services  
(505) 923-5649  
[cmontoya@phs.org](mailto:cmontoya@phs.org)

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