



Health Plan
P.O. Box 27489
Albuquerque, NM 87125-7489
Phone (505) 923-5700
www.phs.org

April 10, 2007

Dear Healthcare Practitioner and Office Staff:

Presbyterian Health Plan (PHP) and Presbyterian Insurance Company (PIC) value our partnership with you in improving the health of individuals, families and communities. We understand that our process efficiency significantly impacts your business. We dedicate ourselves to improve the effectiveness of our processes and our interactions with your business, enabling you to spend additional time with your patients.

Although Presbyterian prefers that claims be submitted electronically, we understand there may be times you need to submit paper claims. To better align the paper claims process; we have consolidated the two post office boxes that are currently in use into one. This consolidation will reduce the administrative burden on your office.

Beginning immediately, all claims (including claim re-submissions and corrected claims) and all Encounter Information should be mailed to the following address:

Presbyterian Health Plan
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Have you considered submitting your claims electronically? Electronic Claims Transmission (ECT) saves your office staff time and money and helps to make the claims process as efficient as possible. Here are some other benefits of submitting claims electronically that you may not be aware of:

- The average time to process an electronic claim is 7 days, compared to 14 days for paper claim
- You save the cost of postage and paper when you submit claims electronically
- Your office receives a quicker confirmation of claims receipt and integrity of the data
- There is a higher percentage of claims accuracy, resulting in faster payment

To learn more about Electronic Claims Transmissions, please refer to the Claims section of your Provider Manual at <http://www.phs.org/healthplan/providers/index.shtml> or contact your Provider Services Coordinator.

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We appreciate your commitment to providing excellent care and service to our members. As always, thank you for partnering with us to improve the health of individuals, families, and communities.

Sincerely,

A handwritten signature in cursive script that reads "Bert Larence".

Bert Larence
Manager, Provider Services
Presbyterian Health Plan
(505) 923-5650
blarence@phs.org
PPC 010706