

[Date]

[Practitioner/Provider Name]

[Street Address/P.O. Box]

[City, State Zip]

Subject: Presbyterian ASO Groups Participating in HealthHelp Program

Dear [Practitioner/Provider]:

Thank you for your continued partnership with Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian). We are committed to informing you of changes to Presbyterian programs.

This letter is to inform you that several large Presbyterian Administrative Services Only (ASO) groups are now participating in the Presbyterian Advanced Imaging Program through HealthHelp for clinical review for CTs, MRs, and PET scans. ASO groups are employers who contract with Presbyterian for administrative services such as claims payment, case management, and network contracting. The ASO groups include:

- Albuquerque Public Schools (APS)
- New Mexico Public Schools Insurance Authority (NMPSIA)
- Presbyterian Healthcare Services (PHS)
- State of New Mexico (SoNM).

Additional ASO groups may join in the future. To ensure that claims are accepted and approved, please review the following information.

#### **What this means for provider offices**

Provider offices will need to obtain an “R” number from HealthHelp as evidence of clinical review. All claims for advanced imaging that do not have an “R” number approval will be denied.

Ordering offices should use HealthHelp to enter all requests. For the few ASO member exemptions that still exist, HealthHelp will notify you if a request is not necessary.

#### **What this means for radiology facilities**

Prior to scheduling the procedure, radiology facilities should confirm that the ordering office has obtained an approval “R” number.

#### **For more information about the HealthHelp program**

You can find more information about the HealthHelp program through the following:

- Presbyterian’s website: <http://www.phs.org/healthplan/providers/programs.shtml> (scroll down to Advanced Imaging Ordering Program).

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

- Presbyterian Provider Services Representative.

**Contact Presbyterian**

If you have questions or concerns about the information in this letter or about the HealthHelp program, please contact your Provider Services Coordinator. To determine who your Coordinator is, go to the Provider page on Presbyterian's website at <http://www.phs.org/wcm/groups/public/@phs/@php/documents/phscontent/wcmdev1001499.pdf>.

You may also contact the Presbyterian Provider Care Unit at (505) 923-5757 or toll-free at 1-888-923-5757. Please share this information with your colleagues, your clinic staff, and throughout your organization as necessary.

As always, we thank you for partnering with Presbyterian to improve the health of individuals, families, and communities.

Sincerely,



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