

February 2, 2009

Subject: NMRHCA ASO Group Participating in HealthHelp Program

Dear Healthcare Practitioner:

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 the New Mexico Retirement Healthcare Authority (NMRHCA) will be participating in the HealthHelp Program as of February 1, 2009. The NMRHCA is a Presbyterian Administrative Services Only (ASO) group. The HealthHelp Program is Presbyterian's Advanced Imaging Program for clinical review for CTs, MRs, and PET scans.

Effective May 4, 2009, a Benefit Certification (approval from HealthHelp) will be required before a radiology facility may perform the CTs, MRs, and PET scans. We recommend that your office begin using the HealthHelp Advanced Imaging Program upon receipt of this notification. Claims for services rendered on or after May 4, 2009, will be denied.

ASO groups are employers who contract with Presbyterian for administrative services such as claims payment, case management, and network contracting. Additional ASO groups may join in the future. To ensure that claims are accepted and approved, please review the information that follows.

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).
- 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, visit the Provider page on our website at www.phs.org. Select Health Plans > For Providers (from menu on left) > Select "Presbyterian Provider Services Staff" (in middle column below "What's New").

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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