



Richard J. Berry, Mayor

City of Albuquerque

MAYOR / CAO OFFICE

Interoffice Memorandum

April 20, 2011

To: All Department Directors

From: Robert J. Perry, Chief Administrative Officer 

Subject: Transition from Blue Cross Blue Shield to Presbyterian

We have received a number of questions relating to the recent selection of Presbyterian Health Plan as a sole source insurance carrier beginning in Fiscal Year 2012. In response to these inquiries, we have compiled the following informational FAQ:

- Is this the first time the City has changed insurance providers?
 - In the past 15 years, the City of Albuquerque has switched insurance providers five times based on cost/benefit analyses. The City of Albuquerque issues a Request For Proposals for medical insurance every four years.
- Why did the City of Albuquerque choose Presbyterian Health Plan as a single source insurance carrier?
 - Overall, it was the most cost effective option for the City of Albuquerque and its employees while still providing access to quality medical care. Based on initial budget projections, the decision to go to Presbyterian as a sole source carrier saved the general fund approximately \$4.7 million.
- If I am currently covered under the Blue Cross Blue Shield plan, will I be able to continue to see my regular doctors beginning July 1, 2011?
 - Due to a recent expansion of Presbyterian's partnerships, most City of Albuquerque employees and family members can continue to access care through their current physicians. On Monday, April 11, 2011 Presbyterian announced they're contracting with ABQ Health Partners. The contract will allow the majority of current employees on Blue Cross Blue Shield to continue to see their same doctor. The contract will also allow those employees currently under Blue Cross Blue Shield to access Presbyterian specialties and hospitals.
 - For the limited number of employees for which their doctor is not part of the plan (such as those who have children who attend school out of state),

they can still utilize their current physicians. Presbyterian's "Independent Plan" has both an In-Network and Out-of-Network benefit. In the case of out of state students, Presbyterian will coordinate with any campus Student Health Center to provide coverage at your in-network level of benefits. Providers outside the Student Health Center must be pre-authorized through a City of Albuquerque customer service representative by phoning (505) 923-7787.

- With regard to cost, what does the switch mean for me as a city employee?
 - The switch saves money for most employees and results in minimal increases in premiums for a smaller percentage of city personnel while still providing access to favored physicians.
 - If you are currently with Presbyterian, your premiums will decrease slightly.
 - If you are currently with Blue Cross Blue Shield, your premiums will increase slightly.

- What is the process for open enrollment and am I required to re-enroll in the Presbyterian plan?
 - Open enrollment meetings for employees will occur between May 2 and May 20, 2011 with representatives of Presbyterian available to assist employees with enrollment and transitional issues.
 - Employees already on the Presbyterian plan are not required to re-enroll but are encouraged to attend meetings to familiarize themselves with their benefits.
 - Employees who are currently on Blue Cross Blue Shield will be required to enroll with Presbyterian Health Plan in order to continue to receive coverage.

- I still have a specific question about my options under the Presbyterian Health Plan. Who should I contact?
 - Please contact the Insurance & Benefits Division (505) 768-3758 with any questions or concerns. Human Resources personnel will also maintain the latest information on their website at www.cabq.gov/jobs/insurance-benefits
 - You can also contact Presbyterian Health Plan's dedicated customer service line at (505) 923-7787 or you can visit Presbyterian's website at www.phs.org/PHS/healthplans/employer/group/cityofabq