

City of Albuquerque FAQ

Presbyterian Health Plans

Will I be able to continue to see my current doctor beginning July 1, 2011?

To date, nearly 9,000 providers are in Presbyterian Health Plan's network; 1,500 in Albuquerque alone. Not only will current City of Albuquerque Blue Cross members have access to this network of Presbyterian physicians and hospitals, all City of Albuquerque members will also be able see ABQ Health Partners physicians beginning July 1. This means that most City employees and family members can continue to access care through their current physicians.

How do I know which providers are in your network?

We know your relationship with your physician is important and we're committed to ensuring that you are satisfied with your choice of physicians. To view a listing of our providers, you can visit our online directory at www.phs.org/directory. Please note that providers through ABQ Health Partners will not yet appear on this online directory, but they will be included by July 1. In the meantime, to obtain a listing of ABQ Health Partners or to ask for assistance in finding another provider, you may contact a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787**, or, you can visit our website, www.phs.org/cabq. You will also be able to select other contracted providers in the community through networks such as Southwest Medical Associates, University of New Mexico, and many others.

I am currently a Blue Cross Blue Shield member and have care scheduled for my medical condition. Will I be able to continue treatment with my Blue Cross network physician?

If you are currently seeing a primary care physician or specialist through ABQ Health Partners, you may continue to do so. For other instances, Presbyterian will help you temporarily continue certain treatments with providers outside of the Presbyterian Health Plan network. This transition of care coverage period can continue for up to 90 days following July 1 enrollment. Transition of care coverage includes upcoming surgeries, prenatal care, specialists, home health care, durable medical equipment, and other types of services. To request a Transition of Care form or to speak to our Health Services Department, you may contact a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787**. Or, you can download this form from our website, www.phs.org/cabq. Copies will also be available at open enrollment meetings. Once you submit a completed form, Health Services will authorize any eligible coverage. If you currently receive case management or disease management services through Blue Cross, our Health Services team can also enroll you in Presbyterian's case management and disease management programs.

If I am approved for transition of care services, what level of coverage will I receive through my new Presbyterian plan?

Services that are pre-approved through transition of care by Health Services are covered at the in-network benefit levels of the plan you choose. If you enroll in the Independent Plan and you receive services from an out of plan provider that are not pre-authorized, then deductibles and co-insurance will apply to any services covered under the plan.

Where will current Blue Cross Blue Shield members obtain services such as outpatient surgery, lab work, radiology, and durable medical equipment?

There may be some services that will require a transition to another facility. We will provide you a listing of those services that will require a change in facilities and will conduct detailed transition of care sessions at our upcoming open enrollment meetings.

Do I need a referral to a specialist in the Presbyterian network?

Referrals are not necessary to see specialists in the network; however, we recommend that you visit a Primary Care Physician (PCP) prior to and after your appointment with a specialist to assure continuous quality of care and good communication between your providers and you.

How can I find out if my current prescription drug is covered by Presbyterian Health Plan and if I can continue to use it?

Presbyterian's prescription formulary is available online at www.phs.org/PHS/programs/pharmacy/commercial. For certain drugs, transition of care may apply for members new to the plan who are currently taking a medication that is not on Presbyterian's formulary. We will work with your physician to determine alternative options that are within Presbyterian's formulary. However, the pharmacy transition policy could allow you to continue your medication for an additional 30 days following enrollment. This provides time for you to contact your doctor to determine if another medication could be substituted.

If an additional fill is required after the 30 days, please contact a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787** and they will contact pharmacy services on your behalf. If your physician believes another medication should not be substituted, he/she may request an exception by completing a Pharmacy Exception Review Request Form found at www.phs.org/PHS/programs/pharmacy/Commercial.

What if I'm obtaining my prescriptions through a Lovelace pharmacy?

All Lovelace pharmacies are in Presbyterian's pharmacy network so you will be able to continue to fill prescriptions through those facilities conveniently located in your physician's office.

What if I'm currently using or want to use mail order service for my for maintenance medications?

If you are currently using the Blue Cross Blue Shield mail order pharmacy service (Prime Therapeutics), your prescription will be processed through Presbyterian beginning July 1, however your copayments will change. If a current Blue Cross member wishes to continue receiving prescriptions through Prime Therapeutics, they will begin to pay three copayments for a 90-day supply on July 1. However, if the member switches to Presbyterian's mail order service (Walgreen's), Presbyterian's discount copayment schedule will apply as outlined in your benefit materials.

To register for mail order service through Walgreens, current Blue Cross members will need to obtain a new prescription and complete the registration form available at www.phs.org/PHS/programs/pharmacy. You may also call a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787** for assistance. Registration forms will also be available at our upcoming open enrollment meetings.

How is emergency care out of the area covered?

If you or your dependent has an emergency out of the area, your \$150 emergency room copayment will apply. If the emergency visit results in hospitalization, please notify Presbyterian immediately by calling the number on the back of your Member ID card. Presbyterian will then notify your local provider and work with the out of area physician to deliver your care. If you need to be hospitalized, your \$150 copayment will be waived and your in-network hospital benefit will apply. If you need to receive any follow-up care out of the area, please notify Presbyterian so that we may also cover those visits at the in-network level.

Who do I call if I have questions about the benefits being offered through Presbyterian Health Plan?

You may call a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787**, Monday through Friday from 7 a.m. to 6 p.m. Or, you may contact your Human Resources Department for assistance. Benefit summaries will be available at open enrollment and online at www.phs.org/cabq.

What do I do if I need care on or after July 1st and I haven't received my ID cards?

If you are a new member and have not received your Member ID card by July 1, please call a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787** prior to making your appointment. The representative will give you your Member ID number so you can access services. If you are a current Presbyterian member and have not received your new Member ID card by July 1, you may continue to access care using your current card; your member ID number will not change. The ID cards will include the new copayments and other updated information that becomes effective July 1, 2011.

How do students who attend school out of the area obtain coverage?

Presbyterian will coordinate with any campus Student Health Center to provide coverage at your in-network level of benefits. For example, if your in-network copayment for a primary care visit is \$30, the same copayment will apply for a Student Health Center. Any care obtained through providers outside of the Student Health Center must be pre-authorized by calling a customer service representative at the City of Albuquerque employee dedicated phone line, **(505) 923-7787**.

I have a college student who attends school out of state. What type of benefits will be available to college students?

Effective 07/01/2011, students enrolled on the City's Presbyterian's MyCare Independent Plan who live or attend school out-of-state or are traveling outside New Mexico will be able to use the national Multiplan/PHCS network. Using Multiplan/PHCS providers will allow benefits to be paid in-network and prevent balance billing to the member by the provider. This network has over 400,000 providers nationwide available to our members.