

Presbyterian Video Visits

Need to see a provider right now? Seeing a medical provider for your non-urgent medical questions just got a whole lot easier, more convenient, and affordable. When your primary care provider (PCP) isn't available, talk with a medical provider day or night using your smartphone, tablet, or computer webcam. And for most Presbyterian Health Plan members, this service is free. For high deductible health plan (HDHP) members, the cost is \$35 per visit until you meet your deductible.

Presbyterian Video Visit providers cannot prescribe narcotics or lifestyle medications. Please talk with your Presbyterian medical provider for these types of medications.

How it works

Do I need a myPRES account to use Video Visits?

Yes, you can only use Video Visits through your myPRES account. Log in and look for the **Video Visits** link on the myPRES dashboard. If you haven't signed up for myPRES, it is easy. Go to www.phs.org and follow the steps to register. You will need to know your member number to complete the registration before you can have a Video Visit.

What happens after I log in to see a provider?

You will need to fill out a medical history questionnaire before your first Video Visit consultation. You'll only fill this out once unless you need to update your medical history. After you fill out the history questionnaire and request a Video Visit, you must speak to a representative to have a Video Visit. Our representative will call you to help connect you to a provider.

Do I have to log in or register if I want my child or dependent to have a Video Visit?

Yes, you will need to register or log in using your child's or dependent's unique member number. You will also need to be present during the visit if your child or dependent is under the age of 18.

What if I registered for myPRES but I can't remember my user ID or password?

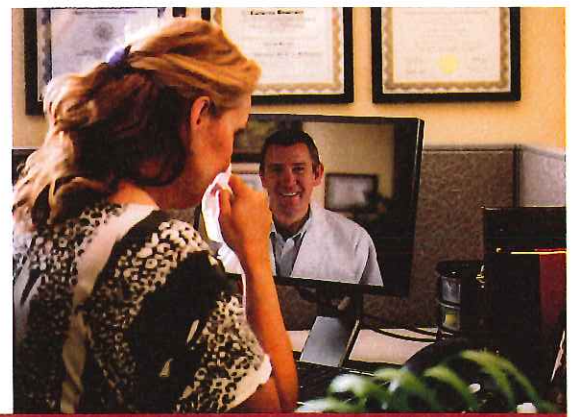
You can follow the steps to reset your password or have your user ID emailed to you. If you still have issues with your login, please call (505) 923-5590 or toll-free 1-866-861-7444.

What languages are offered?

You can search and choose a provider to have your Video Visit in English or in Spanish. If you need help in another language, please call the Presbyterian Video Visits dedicated line toll-free at 1-844-SEE-PRES or 1-844-733-7737.



Schedule a Video Visit via myPres



Step 1: Log in to myPRES

Use your computer, tablet, or smartphone and click the **Access Video Visit** tile to begin.

Need a myPRES account? Sign up at www.phs.org.

Step 2: Sign up for a Video Visit Account

Fill out a medical history questionnaire. It's quick and easy, and we'll walk you through each step.

TIPS:

- Fill out this form now so you're ready to go should you need to schedule a Video Visit later.
- See Technical Support at www.phs.org/videovisits for technical requirements.

Step 3: Schedule Your Online Visit

You will need to enter your symptoms. You will also need to enter your payment information if you are on a high deductible health plan (HDHP). A care coordinator will call you after you schedule a visit and place you into the Waiting Room queue.

Step 4: Your Visit

Within 30 minutes or less, you will connect with a medical provider. He or she will ask you to describe your medical issue, offer a diagnosis and medical advice, and send a prescription to your pharmacy if it's needed.

STEP 5: Get Your Visit Summary

You will get a text or an email after your visit, prompting you to download your visit Summary. Return to your Presbyterian Video Visit profile account via myPRES anytime to review past medical information.