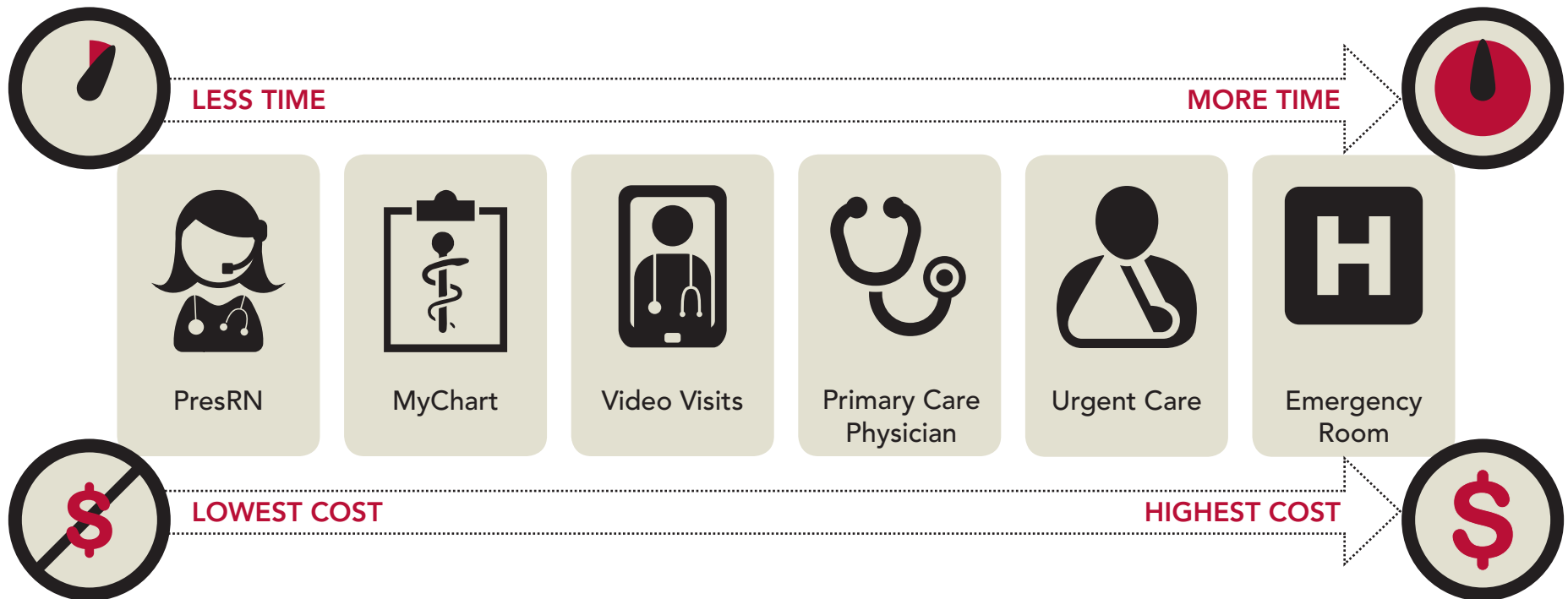


Easy Guide to Accessing Care



Presbyterian Health Plan, Inc.
Presbyterian Insurance Company, Inc.

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. provide a number of convenient ways for members to access healthcare.



No-cost or Low-cost Options

PresRN

(505) 923-5570, 1-866-221-9679

No cost to Presbyterian members

PresRN is a great starting point, giving you direct access to medical advice 24 hours a day, 7 days a week, including holidays. Our local, experienced registered nurses (RNs) can answer many of your questions about health concerns by phone. PresRN provides an easy way to speak immediately with a Presbyterian nurse if you are not feeling well and do not know what to do or if you are healthy and simply have general health questions.

MyChart

Access through your MyPRES account

No cost to Presbyterian members

MyChart is a secure, web-based portal allowing members with a Presbyterian Medical Group provider to send electronic messages and communicate with their care team, request prescription renewals and schedule office or telephone visits. Members can also conveniently view their medical records, lab and radiology reports, procedures and test results.

Video Visits

Access through your MyPRES account

No cost to Presbyterian members*

See a provider any time, day or night, with Video Visits. This convenient option offers you a way to see a medical provider for non-emergency medical conditions via secure video through your smartphone, tablet or computer webcam.

** Members on qualified high-deductible plans will be charged for video visits until their deductible has been met.*

Options that require member out-of-pocket costs depending on plan structure

Primary Care Physician

You may access care for most health problems through your primary care physician (PCP). A PCP may be a:

- General/family practice physician
- Internal medicine physician
- Obstetrician/gynecologist
- Physician assistant
- Nurse practitioner
- Pediatrician (for children)

Call the Presbyterian Customer Service Center at the number located on the back of your member ID card if you need help selecting a PCP.

Urgent Care

If you need healthcare right away but it is not an emergency, urgent care clinics can provide the care you need for minor illness and injuries. For added convenience, we now offer same-day, scheduled appointments. You can arrange your urgent care visit for a time that works best for you. Pediatric patients can also visit our Pediatric Urgent Care clinic (located near Presbyterian Hospital) on a walk-in basis.

Emergency Room

If you have a serious medical emergency or an injury that requires immediate medical attention, you should call 911 or go to your closest emergency room as soon as possible.