Get same-day scheduling at Presbyterian urgent care clinics in Albuquerque, Belen, Rio Rancho, and Santa Fe.

When you are sick and your main doctor, like a primary care practitioner (PCP), can't see you, you might feel lost and without help. But there is another choice for your healthcare—urgent care clinics. You can go to one of our Presbyterian urgent care clinics for immediate care for health issues not serious enough for an ER visit.

“I would, of course, try to see my primary care physician but would not hesitate to call urgent care if I could not see him,” says Medicare member Fran Stribling, who has been with Presbyterian for more than 13 years. She says that urgent care clinics make her feel more assured that she can get care when she needs it.

That kind of assurance is why we are excited to tell you that Presbyterian members can now get same-day, scheduled appointments and visits at our urgent care clinics.

“We really wanted to ease the way for the member and respect their time and needs,” says Jeff Kinney, director of practice operations for Presbyterian Urgent Care clinics. “Now, each clinic has time slots every 5 to 10 minutes throughout the day. To book a time slot, the member has the power to call ahead, sit and wait, or leave and come back without losing their place in line.”

Presbyterian Urgent Care still welcomes walk-ins. But if you want fast, easy help, you can call the clinic to set up a visit. Urgent care clinics can help you with minor illnesses and injuries such as:
- Sprains and strains
- Sore throats, coughs, colds, or the flu
- Ear infections, sinus infections
- Allergy flare-ups
- Mild asthma
- Minor broken bones, such as a finger
- Minor cuts that may need stitches
- Nausea

Even with the new scheduled visits, Kinney says, “I would, of course, try to see my primary care physician but would not hesitate to call urgent care if I could not see him.”

You can get a same-day visit by calling one of Presbyterian’s urgent care clinics close to you:

**ALBUQUERQUE:**
- PMG Urgent Care on Atrisco Dr. 1-505-462-7575
- PMG Urgent Care on Carmel Ave. 1-505-253-4789
- PMG Urgent Care on Harper Dr. 1-505-823-8888
- PMG Urgent Care on Isleta Blvd. 1-505-462-7777
- PMG Urgent Care on Paradise Blvd. 1-505-998-1717

**BELEN:** PMG Urgent Care 1-505-864-5454

**RIO RANCHO:** PMG Urgent Care 1-505-462-8888

**SANTA FE:** PMG Urgent Care 1-505-473-0390

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**Urgent Care or ER? 1-2-3 tips**

1. If you need emergency care, call 911 right away.

2. Call PresRN at 1-800-887-9917 (TTY users, call 711), 24 hours a day, 7 days a week. A registered nurse can help you decide where to get the right treatment.

3. For other problems, call your primary care practitioner (PCP). The PCP may have you come to the office or send you to an urgent care center for treatment. If you call your PCP after hours, the PCP will leave a number for you to call.
Presbyterian Health Plan members have access to PresRN. PresRN is a nurse advice line that you can call 24 hours a day, 7 days a week, including holidays. There is no charge to call our skilled registered nurses (RNs) for answers to your questions and health concerns. As always, if you are having a medical emergency, please call 911.

CALL PresRN IF YOU ARE NOT FEELING WELL AND DO NOT KNOW WHAT TO DO
PresRN is an easy way to speak with a Presbyterian registered nurse. Just call the phone number for your health plan.

One of our trained nurses will listen to your health concerns and give you the answers that you need to care for you and your family. Whether your situation calls for a trip to the emergency room (ER), an appointment with your healthcare provider, a video visit, or self-care at home, you will know what to do.

Our Presbyterian nurses are happy to answer general health questions when you are healthy, too. Medicare members, please visit www.phs.org for more information or call: 1-505-923-5573 or 1-800-887-9917.

PresRN WORKS WITH YOUR PRESBYTERIAN HEALTHCARE TEAM
PresRN is part of your Presbyterian healthcare team. We let your care team members (doctor, care coordinator, and/or health coach) know of your health concerns so that you will have continuity of care and follow-up.

PresRN is another way that Presbyterian Health Plan makes your healthcare experience an exceptional one!

Our Tobacco Quit Line is here to help you

We know it can be hard to quit smoking. That’s why you can get confidential (private) help to quit using all kinds of tobacco, such as cigarettes and chewing tobacco. Call the Tobacco Quit Line for Presbyterian members at 1-888-840-5445. Remember, quitting works best if you have support. You do not have to do this alone. We give coaching sessions over the phone to help you.

THE TOBACCO QUIT LINE IS AVAILABLE:
Monday through Thursday, 7 a.m. to 9 p.m.; Friday, 7 a.m. to 7 p.m.; Saturday and Sunday, 8 a.m. to 4:30 p.m.
Healthy options: 5 ways to cut back on added sugars

If you pay attention to dietary headlines, you’ve probably heard the fuss over foods with added sugars. And you might wonder: How could something so delicious and sweet be so bad for your health?

First, it’s important to remember that sugars occur naturally in many foods, from milk to fruit. But that’s not the issue here.

Instead, we’re talking sugars, syrups, and caloric sweeteners that are added to foods when they’re processed or prepared. And if their calories make up too much of your diet, you may not have enough room for other nutritious choices. Diets that limit added sugars are linked to a reduced risk of obesity and certain chronic diseases.

WHERE’S THE EXTRA SUGAR?

Everyone knows candy, cookies, cakes, and regular sodas have added sugars. But added sugars are also listed on packaged food labels under dozens of different names. Among them: cane sugar, syrup, brown sugar, and many words ending in -ose (like fructose or dextrose).

Added sugars can be a part of a nutritious diet—you don’t have to shun them all. However, you should limit them to less than 10 percent of your daily calories. To help cut back:

1. Choose naturally sweet fruits for desserts or snacks. Add fruit (instead of sugar) to cereal. Make a peanut butter sandwich with bananas or berries instead of jelly or jam.
2. Shop for foods with less or no added sugar. For instance, choose plain (instead of flavored) yogurt and add your favorite fruit. Try unsweetened applesauce and fruit canned in water or natural juices rather than heavy syrup.
3. Swap your usual sweetened soda, punch, or energy drink for water or milk.
4. When baking, try using only half the recommended sugar. Chances are, nobody will notice.
5. Make candy, cookies, and other sweets an occasional treat.

Limiting added sugars is just one of many smart things you can do to help ensure a healthy eating plan. For more ideas, check out www.choosemyplate.gov.

Sources: American Academy of Nutrition and Dietetics; American Heart Association: U.S. Department of Agriculture

Blood pressure: 4 facts to know

Here’s a new twist on an old phrase: What you know can hurt you—especially if all you know about blood pressure are some common myths.

Read about four of those myths and get the facts.

Myth: You’ll either get high blood pressure or you won’t—there’s nothing you can do about it.

Fact: Factors beyond your control can increase your risk for high blood pressure. For instance, your risk goes up as you age or if close relatives also have the condition. But good lifestyle choices—such as maintaining a healthy weight, exercising regularly, and reducing sodium intake—can help lower your chances of getting high blood pressure, no matter your age or family history of the disease.

Myth: If you feel good, you couldn’t possibly have high blood pressure.

Fact: High blood pressure rarely causes symptoms. You can have it and feel fine, even as it’s damaging your body and raising your risk for problems such as heart attack and stroke.

Myth: You don’t get high blood pressure until at least middle age.

Fact: Anyone can have high blood pressure—even children. So it’s important to get your blood pressure checked regularly.

Myth: If you treat high blood pressure and your numbers improve, you’re cured.

Fact: High blood pressure is often a lifelong disease. Even if readings return to a normal range, it’s important that you continue following your doctor’s treatment advice.

Sources: American Heart Association; Centers for Disease Control and Prevention; National Institutes of Health
Last year Presbyterian Health Plan (PHP) released a new Mobile Member ID Card for our health plan members. This new tool makes it easy for you to access your ID card when you are on the go.

You should always log in to your myPRES account at www.phs.org to pull up a picture of your card. This is safe because you have to go to the website and enter your username and password to pull up your card. Please know that you could be at risk if you have private facts (your date of birth, ID cards, and bank account) stored on your phone.

Please do not take a picture of your PHP ID card or anything else that has your private personal information, like a driver’s license, a social security card, or credit cards. Smartphones are just like small computers, but without the safety software. They are much simpler to hack into. If you are using pictures with private facts on them, you are at risk of having those things taken to steal money or fake your identity. If you have taken pictures of these items, they should be erased from your phone now. That way no one can steal them.

It is much safer to log in to a website with a username and password. You should always watch your accounts to make sure there are no charges that you did not make. If a charge that you did not make has anything to do with your healthcare info, please make sure that you contact us right away.

If you see even one thing that you think seems like fraud or abuse, please send us an email or call us on our private Fraud and Abuse Hotline. It is open 24 hours a day.
- In Albuquerque at 1-505-923-5959
- Toll-free at 1-800-239-3147
- Email PHPFrau@phs.org

You can also reach out to:

New Mexico Office of the Superintendent of Insurance’s Insurance Fraud Bureau
- Call 1-505-476-0560
- Toll-free at 1-877-807-4010
- Email stopfraud@state.nm.us

Smartphones can help you keep your healthcare at your fingertips. Just be sure to keep those details safe.

Dear PHP Members:

Presbyterian Health Plan (PHP) values the trust you place in us to be your partner in healthcare. That’s why we want to let you know that last year Presbyterian Health Plan, Inc., and Presbyterian Insurance Company, Inc., (Presbyterian) formed a wholly-owned subsidiary known as Fluent Health, LLC (Fluent).

Effective Jan. 1, 2017, Fluent began performing a number of administrative and other services for Presbyterian. You will not see any changes to your benefits or other services, and Presbyterian, along with the new subsidiary, Fluent, remain committed to providing you with access to affordable healthcare.

On-the-go access to your health record

If you get healthcare from Presbyterian Medical Group (PMG), you can use MyChart. This tool lets you look at your health records online.

From your PC, tablet, or smartphone, go to www.phs.org. Click on “Access MyChart” to learn more and to sign up.

Log in to MyChart to:
- View test and lab results.
- Send messages to your care team.
- View records of past visits.
- View medication (drug) and allergy information.
- Ask for renewals of prescriptions (keep getting medicine).
- Schedule an appointment (set a time for a visit).
Practicing gratitude for health and happiness

Talk about a positive perk: By creating a spirit of gratitude, you actually end up with more to be thankful for.

When you try to see the good in life, it feels good. You’ll likely notice that you are happier—more content and less stressed. You’ll also enjoy some nice health benefits. Some studies show that practicing gratitude may help:
- Lower blood pressure
- Boost immune response
- Lower the risk for depression, anxiety, and substance abuse disorders

4 WAYS TO GROW IN GRATITUDE
To create a habit of thankfulness, it helps to make a conscious choice, day by day. These practices can help you keep gratitude at the center of your day.

1. Savor your everyday life. Slow down and enjoy those things that bring you comfort and joy—but that can be easy to take for granted. A loved one’s smile. A crisp, cold apple. A bright blue sky. A warm cup of tea.

2. Write it down. What makes you smile? Note it in a daily journal. It can truly make a difference in where your focus lies. It’s hard to get stuck in the negative when you are busy counting—and writing about—your blessings.

Studies show that people who use a gratitude journal are more optimistic and enjoy better overall health. They tend to be more alert, determined, enthusiastic, and energetic. They also:
- Cope better with stressful life events
- Bounce back from illness faster
- Exercise more
- Sleep longer and enjoy better sleep quality

So, big or small, find those moments from your day—or reflections on your life—to appreciate. It could be a kind word said, a helpful neighbor, or a hearty laugh.

Writing it down will help you focus on the positive. And any time you need a lift, you can turn back to your journal and read those memories and moments.

3. Say thanks. Write a letter. Deliver it in person if you can. Let others know how much you appreciate them—their kindness, generosity, friendship, time, etc. You’ll reap the benefits of a grateful deed and bring that person joy of their own.

4. Do for others. Reaching out and assisting those in need often reminds us of the good in the world. Even better, make volunteering a family affair—and teach your children and grandchildren the power of giving and gratitude.

For more details or for help with these services, please call the Presbyterian Customer Service Center Monday through Sunday from 8 a.m. to 8 p.m. at the number on the back of your ID card.
The ABCs of diabetes
Use them to help prevent heart disease

Controlling blood sugar is an essential part of staying healthy when you have diabetes. But your blood sugar is not the only thing that needs a watchful eye: Your blood pressure and cholesterol levels do too.

The reason: Having diabetes increases your risk for a heart attack or stroke. You can lower that risk, however, by following the ABCs of diabetes management.

A is for A1c. This test measures your average blood glucose over the past two to three months. For most people, the American Diabetes Association (ADA) recommends an A1c below 7 percent. Ask your doctor what your goal should be. And always remember this: An A1c test is not a substitute for your daily blood sugar tests.

B is for blood pressure. If your blood pressure is high, it means your heart is working harder than it should be. That’s unhealthy for your heart, kidneys, and eyes. For most people with diabetes, the ADA recommends a blood pressure level below 140/90 mmHg.

C is for cholesterol. Your cholesterol numbers reflect the amount of fat in your blood. LDL cholesterol is a bad type of fat—it clogs arteries and raises your risk for heart disease. You want a low LDL level. On the other hand, HDL cholesterol is a good type of fat. You want a high HDL level, which can actually help protect your heart from disease.

Triglycerides also are a bad-for-your-heart fat. You want a low triglyceride level.

Additional source: National Institute of Diabetes and Digestive and Kidney Diseases

Improving your experience

Presbyterian members are at the center of what we do. Your experience—how you feel—as a valued Presbyterian Health Plan (PHP) member is important to us. We have heard from members that:

- Our Explanation of Benefits (EOBs) are hard to read
- We need to make it easier to give your husband, wife, or caregivers authorization to access your health information
- When your provider leaves, finding a new provider can be hard and take a lot of time

PHP’s Experience Design Program is here to help make these experiences easier for you. We hope you will look forward to getting:

- EOBs with easy-to-read charts and clear, up-to-date information
- Easier access to HIPAA forms that give your loved ones access to your health information
- Letters that recognize how hard it is to lose a provider and give you a clear path to finding a new one

We would like to hear your opinion on these improvements and others we have coming. If you would like to share your thoughts, please email feedback@phs.org. We want you to know that we are listening.

Presbyterian Customer Service Center

Presbyterian Customer Service Center (PCSC) is available for members Monday through Saturday, 7 a.m. to 8 p.m. MST. Members can reach PCSC at the following numbers:

- Presbyterian Customer Service Center: 1-505-923-5200 or 1-888-977-2333 (toll-free), TTY users: 711
- Navajo/Diné members: 1-505-923-5157 or 1-888-806-8793 (toll-free)

OTHER IMPORTANT NUMBERS:

- PresRN (nurse advice line): 1-505-923-5677 or 1-888-730-2300 (toll-free)
- New Mexico Crisis and Access Line (for a behavioral health crisis): 1-855-662-7474 (1-855-NMCRISIS, toll-free)

Customer service representatives can help you with questions about providers, appointments, benefits, bills, and more.
There’s no such thing as a perfect food. But if you have diabetes, there are 10 foods that come close.

The American Diabetes Association (ADA) dubs them diabetes superfoods, and they’re a delicious and easy way to meet your dietary needs.

These foods have plenty of vitamins and nutrients, such as calcium, potassium, and fiber. Plus, each has a low glycemic index (GI).

GI is the measure of how much a food with carbohydrates raises blood glucose (sugar).

For most people with diabetes, counting carbohydrates is key to managing blood glucose, according to the ADA. In addition, paying attention to a food’s GI may help fine-tune your control.

Even better: A healthy diet, including these superfoods in reasonable portions, may help prevent diabetes complications, such as heart disease and stroke.

Here’s a close look at these don’t-miss foods.

1. **Beans.** Think pinto, kidney, navy, and black beans, just to name a few. Beans come in an amazing variety, and they’re very versatile. Nutritionally, they’re great as a vegetable and a source of protein. A half-cup of beans gives you a third of your recommended daily value of fiber and as much protein as 1 ounce of meat. Beans are also a good source of magnesium, potassium, folate, iron, and zinc.

2. **Citrus fruits.** Oranges, grapefruits, lemons, limes—citrus fruits deliver a sweet-tart kick along with a healthy punch. Known for their vitamin C, these fruits have even more to offer. Oranges, for example, contain folate, calcium, potassium, thiamine, niacin, magnesium, and fiber.

3. **Fat-free milk and yogurt.** These dairy products are excellent sources of calcium and potassium and may also be fortified with vitamin D. The nonfat versions of milk and yogurt have the same nutritional value as the full-fat ones—without the saturated fat. Most adults should get 3 cups of milk products a day.

4. **Sweet potatoes.** Sometimes miscalled yams, sweet potatoes aren’t true yams, which are less nutritious tubers that aren’t often found in the grocery store. Sweet potatoes are packed with fiber and vitamins A and C. They also have small amounts of calcium and iron. Try them in place of regular potatoes.

5. **Berries.** Strawberries, blackberries, raspberries, blueberries—there’s a mouthwatering array to choose from. And all of them are filled with antioxidants, vitamins, potassium, and fiber. Look for in-season berries—they taste the best and are more affordable than out-of-season fruit. Just wash and enjoy. You can also buy frozen berries.

6. **Tomatoes.** Is it a fruit? Is it a vegetable? Brimming with vitamins C, E, and A, as well as iron, a tomato is good for you no matter how you slice it. If fresh tomatoes aren’t for you, cooked tomatoes also offer plenty of nutrients. And officially, tomatoes are a fruit, although they are treated like vegetables in most Americans’ kitchens.

7. **Dark-green, leafy vegetables.** According to the ADA, you can’t eat too many dark-green, leafy foods, such as spinach, bok choy, broccoli, kale, chard, and greens (including mustard, collard, turnip, and dandelion greens). In general, the darker the green, the better it is for you. Greens are low in calories and carbohydrates. But that doesn’t mean they’re wimpy. These veggies contain generous amounts of vitamins A and C, calcium, and iron.

8. **Fish high in omega-3 fatty acids.** Fish such as salmon and albacore tuna, with large amounts of omega-3s, are also a great source of protein and vitamin D and are low in saturated fat. Omega-3s are good for your heart and help lower triglycerides (a type of blood fat). Aim to eat 6 to 9 ounces of fish per week. Avoid breaded and deep-fat-fried fish. Bake or grill fish, and season it with herbs and lemon juice—not salt.

9. **Whole grains.** Rolled oats, pearled barley, whole wheat, and rye are all examples of whole grains—they still have the germ and bran intact. By comparison, processed grains, such as enriched wheat flour, don’t have these essential parts—which means they don’t contain the nutrients you need. Whole grains are a good source of fiber, magnesium, chromium, omega-3 fatty acids, and folate.

10. **Nuts.** Walnuts, peanuts, almonds, and pecans—pick your favorites and enjoy. They are packed with protein and are also high in folate, niacin, fiber, magnesium, selenium, zinc, and unsaturated fats (the healthy kind). A handful of nuts makes a healthful snack that may reduce your risk of heart disease and some forms of cancer. But don’t overdo it—nuts are also high in calories.
Can’t shake the winter blues?

It’s not uncommon to feel blue in the winter. Studies show that the seasons can make a big impact on our moods. However, now that spring has sprung, if you’re still feeling the winter blues, it might be something more.

It might be time to talk to your doctor about depression.

Depression can make you feel like you’re living under a dark cloud. But there’s a ray of hope. Most people with depression can get better with treatment.

IT HELPS TO HAVE A PLAN

If you’ve felt depression symptoms—deep sadness, emptiness, worthlessness, or hopelessness—for more than two weeks, your doctor might suggest that you try an antidepressant medication.

Antidepressants work to balance some of the natural chemicals in your brain that affect your mood and emotions. Your doctor may prescribe medication alone or suggest that you try it along with some type of counseling.

It’s very important to follow your doctor’s directions when taking antidepressants. You need to take the right dose for the right amount of time.

It can take three weeks or longer to feel the full effect of an antidepressant. And you may need to try a few before you find the one that works best for you. You may also need to add another medication, if your doctor recommends it.

BETTER DAYS AHEAD

How long you need to take antidepressants depends on the severity of your depression. When it’s time to stop taking your medication, your doctor will help you slowly and safely decrease your dosage. This allows your body to adjust to the change gradually.

Never stop taking antidepressants without talking to your doctor first. If you stop too suddenly, you may feel sick and your depression may return.

Taking antidepressants can help you feel better and get back to living your life the way you want to. With your doctor’s help, you should be able to find one that works for you.

Source: National Institutes of Health

Understanding side effects

Antidepressants may cause mild side effects that are usually temporary. Common ones include:

- Diarrhea
- Headache
- Nausea
- Sexual problems
- Sleepiness
- Weight gain

If side effects are a problem, you should talk to your doctor about trying a different medication. And tell your doctor right away if you feel like your depression is getting worse.

COPD: Take steps to manage it

Living with chronic obstructive pulmonary disease (COPD) can be a challenge, but there are things you can do to make your life easier.

The list-topper, of course, involves tobacco. If you smoke, ending your habit is the single most important step you can take to slow down the progress of COPD. It’s also crucial to stay away from people who are smoking.

But that’s not all. Among other COPD management strategies:

- Avoid air pollution—both indoors and out. Stay away from lung irritants such as chemical fumes and dust. If there’s a lot of pollution outside, keep windows closed and stay inside.
- See your doctor. Regular visits are recommended, even if you’re feeling OK.
- Eat well for your health. Make sure you eat a good source of protein at least twice a day, and limit foods that are high in salt and sugar.
- Keep up with your medications. Refill prescriptions as needed so you don’t run out. Take all medicines according to your doctor’s instructions.
- Ask your doctor about getting a pneumonia shot and an annual flu shot. Both conditions can cause serious problems for people with COPD.
- Exercise according to your doctor’s specifications. Breathing exercises are often important, as are walking and other activities that can help keep your body strong.

If you have severe COPD, you may need to ask family and friends to help out in the kitchen or with other household tasks. Take it slow when doing chores yourself, or do them while sitting down.

Talk with your doctor about these and other COPD management steps that can help you improve your overall health and better enjoy time with your friends and family.

Source: National Heart, Lung, and Blood Institute
Spring is here! That means you may be thinking about getting in shape for a vacation or just looking to enjoy the weather. As a Presbyterian Senior Care (HMO), Presbyterian MediCare PPO, or Presbyterian Dual Plus (HMO SNP) member, you have a great benefit to help you get on track with your health goals—the Healthways SilverSneakers® Fitness program. Join SilverSneakers to get:

- A fitness membership to thousands of locations
- Use of basic amenities, including cardio and weight training equipment

Looking for other options? You also have access to SilverSneakers FLEX™. FLEX offers indoor and outdoor classes and activities at local neighborhood parks, recreation centers, and shopping centers.

Visit www.silversneakers.com to find your closest SilverSneakers and FLEX locations.

The SilverSneakers Fitness program is free for Presbyterian Medicare members.

Yoga for better health
The many UPSIDES of DOWNWARD dog
It’s not a stretch to say that yoga is a healthy practice. It does a body good—increasing your overall fitness. Yoga may also:

- Improve posture and flexibility
- Lower blood pressure
- Aid digestion
- Improve sleep
- Reduce chronic pain
- Relieve anxiety and depression

Getting started. Yoga is generally safe for most healthy people. But before you strike your first pose, consider learning proper form from a pro.

Source: National Institutes of Health

The right care at the right time

Presbyterian Health Plan, Inc., and Presbyterian Insurance Company, Inc. (Presbyterian), want our members to get the right care, in the best place, at the right time. One of the ways we do this is by using a prior authorization process.

Prior authorization is part of our Utilization Management Program. This program helps ensure that the services our members receive are medically necessary. This means that the care you receive is needed to diagnose, treat, or prevent medical conditions. It also helps ensure that the medical facilities, such as hospitals, are being used in the right way.

Presbyterian does not reward or pay healthcare providers for not providing services. Presbyterian also does not reward or pay healthcare providers for not referring you for care. Your providers and Presbyterian staff members consider these factors when making decisions about your care:

- Is the service or care covered by your health plan?
- Is the service or care appropriate for your healthcare needs?

To learn more about the Utilization Management Program, call the customer service number on your member ID card.
Presbyterian Healthcare Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Presbyterian Healthcare Services does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Presbyterian Healthcare Services:
- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Presbyterian Customer Service Center at 1-505-923-5420 or 1-855-592-7737, TTY 711.

If you believe that Presbyterian Healthcare Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance. You can file a grievance in person, or by mail, fax, or email. If you need help filing a grievance, the Privacy Officer and Civil Rights Coordinator is available to help you.

Presbyterian Privacy Officer and Civil Rights Coordinator
P.O. Box 27489
Albuquerque, NM 87125
Phone: 1-866-977-3021, TTY 711
Fax: 1-505-923-5124
Email: info@phs.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Aviso de no discriminación y accesibilidad
La discriminación es contra la ley

Presbyterian Health Services (Presbyterian) cumple con todas las leyes de derechos civiles federales aplicables y no discrimina sobre la base de la raza, color, nacionalidad, edad, discapacidad o sexo.

Presbyterian no excluye a las personas ni las trata de manera diferente en base a la raza, color, nacionalidad, edad, discapacidad o sexo.

Presbyterian:
- brinda ayuda y servicios gratuitos a personas con discapacidades para que se comuniquen efectivamente con nosotros, como intérpretes calificados de lenguaje de señas e información escrita en otros idiomas
- brinda servicios de idioma gratuito a personas cuyo idioma principal no es el inglés, como intérpretes calificados e información escrita en otros idiomas

Si necesita estos servicios, comuníquese con el Centro de Servicio al Miembro de Presbyterian llamando al 1-505-923-5420, 1-855-592-7737, TTY 711.

Si cree que Presbyterian no le ha brindado estos servicios o lo ha discriminado en otra manera en base a la raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja llamando al Oficial de Privacidad de Presbyterian y Coordinadora de Derechos Civiles, P.O. Box 27489, Albuquerque, NM, 87125, o llame al 1-866-977-3021, TTY 711, fax 1-505-923-5124 o info@phs.org. Puede presentar una queja en persona o por correo, correo electrónico, o a los números de teléfono anteriores. Si necesita ayuda para presentar una queja, llame al 1-866-977-3021 y un representante del cliente le ayudará.

También puede presentar una queja a la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE.UU. electrónicamente a través del portal de quejas de la Oficina de Derechos Civiles en ocrportal.hhs.gov/ocr/portal/lobby.jsf, o por correo o teléfono a:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
Línea telefónica gratis: 1-800-368-1019, 1-800-537-7697 (TDD)

Presbyterian Health Plan
online provider directory

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) has a Web-based provider directory (PD) on www.phs.org. Choose “Find a Doctor” in the red box on the right of the screen. Both members and non-members can search for providers using this online tool. In the directory, you can search for:

- Name
- Gender (male/female)
- Specialty
- Hospitals where they practice
- Board certification
- If they are accepting new patients
- Languages they speak in the office
- Office locations and phone numbers

You can search on one or more of the items listed above. To get all of the information you want, fill in as many blanks as you want on the search page. The search page also has instructions for both smartphone users and computer users.

The online PD is refreshed (updated) each day to make sure that information is current. You can also get provider information on paper or by phone by calling the Presbyterian Customer Service Center.
Only our plans have Video Visits for $0 for most members.

See a doctor anytime, day or night, with Presbyterian Video Visits. And most Presbyterian Health Plan members pay $0.

- Set up an appointment on your computer, smartphone or tablet
- Get diagnosed for minor illnesses and injuries
- Get prescriptions
- Available to most Presbyterian Health Plan members

Providers featured in articles are representative of our network of practitioners and providers. Please contact customer service Monday through Sunday from 8 a.m. to 8 p.m. at 1-505-923-6060 or 1-800-797-5343 for an entire list of network practitioners and providers.

TTY: 711 or 1-800-659-8331.

Presbyterian Senior Care (HMO) and Presbyterian MediCare PPO are Medicare Advantage plans with a Medicare contract. Enrollment in Presbyterian Senior Care (HMO) or Presbyterian MediCare PPO depends on contract renewal.

You can get this information for free in other languages. Call our Presbyterian Customer Service Center at 1-505-923-6060 or 1-800-797-5343. TTY users call 711. You can reach us Monday through Sunday from 8 a.m. to 8 p.m.

Esta información está disponible sin costo en otros idiomas. Llame al Centro de Servicio al Cliente de Presbyterian al 1-505-923-6060 o 1-800-797-5343. Las personas que usan la línea de teléfono TTY deben llamar al 711. Puede llamarnos de lunes a domingo, de 8 a.m. a 8 p.m.