Presbyterian’s Bet On Integration

“In integrated systems where providers and insurers are the same entity, a single perspective enables providers to take actions in one place that will cut costs or lift performance in another.”

-- Clayton Christensen, PhD, Business Week, March 4, 2010
Founded in 1908

758,518 INDIVIDUAL CUSTOMERS served

474,624 Presbyterian Health Plan MEMBERS

9 HOSPITALS

981 HOSPITAL BEDS

100+ CLINICS throughout New Mexico

9,000+ HEALTHCARE PROFESSIONALS throughout New Mexico
Award Winning Healthcare

- Highest Level 3 Recognition for Central NM PMG Primary Care Clinics
- $4.5M Grant Recipient
- Top Scoring Proposal
- Medicare Advantage HEDIS Reporting

- Best Healthcare Organization
- Best Health Plan
- Best ER
- Best Urgent Care

Sources: December 2017 Albuquerque Metro Consumer Survey, 2018 ABQ Journal Reader’s Choice Awards
New Mexico and National Network
Extensive Statewide Network

- Over 9,000 Providers in 554 Locations
- 2,200 Primary Care Physicians
- 7,000 Specialists  *No Referrals Required*
- Over 600 hospitals and other facilities
  - Hiring of providers to meet the increased healthcare needs of New Mexicans.
  - Ongoing facility investments that offer convenient and innovative care to New Mexicans.
When You Need a Nationwide Network

- Traveling outside of the state for vacation/work
- Dependents live outside of the state
- Out of state students
- Specialized care for complex issues
Presbyterian Nationwide Network

• 900,000 National Providers
• 4,000 Facilities Nationwide
• Access to Centers of Excellence Facilities
  – Mayo Clinic, MD Anderson, Johns Hopkins University, and many more.
• Logos on the back of your ID card
• Always In-Network

Nationwide PPO

www.multiplan.com/presbyterian
2019 Benefits
Nationwide PPO
# PPO Benefits High Option Plan

Deductible $750/ 1,500 INN;  $1,500/$3,000 OON
Out-of-Pocket (OOP) Max (Calendar Year) $3,750 /$7,500 INN;  $9,000/$18,000 OON
(copays, deductible, coinsurance apply to meet medical OOP)

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit</td>
<td></td>
</tr>
<tr>
<td>Preventive Care</td>
<td>$0*</td>
</tr>
<tr>
<td>PCP/Gyn Care</td>
<td>$30*</td>
</tr>
<tr>
<td>Specialist (no referral)</td>
<td>$50*</td>
</tr>
<tr>
<td>Video Visit</td>
<td>$0*</td>
</tr>
<tr>
<td>Lab Work (non Preventive)</td>
<td></td>
</tr>
<tr>
<td>Office/Free Standing</td>
<td>$30* or lesser of</td>
</tr>
<tr>
<td>Outpatient/Hospital</td>
<td>$60* or lesser of</td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>$150 plus 20%</td>
</tr>
<tr>
<td>MRI/PET/CT Scans</td>
<td>$600* copay or 20%</td>
</tr>
<tr>
<td>whichever is less per test per day</td>
<td></td>
</tr>
<tr>
<td>Hospital Inpatient</td>
<td>$500 plus 20% coinsurance</td>
</tr>
<tr>
<td>Maternity Care</td>
<td>$30 (1st visit)</td>
</tr>
<tr>
<td>Delivery</td>
<td>$500 plus 20% coinsurance</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>$150 plus 20% coinsurance</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>$50*</td>
</tr>
<tr>
<td>Chiro / Acup</td>
<td>$50*</td>
</tr>
<tr>
<td>Naprapathy</td>
<td>$50*</td>
</tr>
</tbody>
</table>

*Deductible not applicable

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This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian NMPSIA Summary Plan Description.
# PPO Benefits Low Option Plan

Deductible $2000/ $4,000 INN; $4,000/$8,000 OON  
Out-of-Pocket (OOP) Max (Calendar Year) $3,750 /$7,500 INN; $9,000/$18,000 OON  
(copays, deductible, coinsurance apply to meet medical OOP)

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Office Visit</td>
<td>$0*</td>
</tr>
<tr>
<td>Preventive Care</td>
<td>$0*</td>
</tr>
<tr>
<td>PCP/Gyn Care</td>
<td>$35*</td>
</tr>
<tr>
<td>Specialist (no referral)</td>
<td>$60*</td>
</tr>
<tr>
<td>Video Visit</td>
<td>$0*</td>
</tr>
<tr>
<td>Lab Work (non Preventive)</td>
<td></td>
</tr>
<tr>
<td>Office/Free Standing</td>
<td>$35* or lesser of 4,000 INN; $70* or lesser of 8,000 OON</td>
</tr>
<tr>
<td>Outpatient/Hospital</td>
<td></td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>25% coinsurance</td>
</tr>
<tr>
<td>MRI/PET/CT Scans</td>
<td>$700* copay or 25% whichever is less per test per day</td>
</tr>
<tr>
<td>Hospital Inpatient</td>
<td>25% coinsurance</td>
</tr>
<tr>
<td>Maternity Care</td>
<td>$35 (Initial Office Visit)</td>
</tr>
<tr>
<td>Delivery</td>
<td>25% coinsurance</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>$150 copay plus 25% coinsurance after ded</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>$60*</td>
</tr>
<tr>
<td>Chiro / Acup</td>
<td>25% coinsurance</td>
</tr>
<tr>
<td>Naprapathy</td>
<td>25% coinsurance</td>
</tr>
</tbody>
</table>

*Deductible not applicable

This is a summary illustration only. For a full Summary of Benefits including benefit limitations and maximums, please refer to the Presbyterian NMPSIA Summary Plan Description.
Access To Care
Appropriate and Affordable Options for Care

- PresRN
- MyChart
- Video Visits
- Primary Care Physician
- Urgent Care
- Emergency Room

LESS TIME

LOWEST COST

MORE TIME

HIGHEST COST

Member Advocate Team – Presbyterian Customer Service Center

SmartExam
Quick Care Virtual Care

Urgent Care Appointments (PDS)

MyChart (PDS)

Online Visits (PDS)

Video Visits (PHP)
PresRN
Your Nurse Advise Line

Speak to a registered nurse by phone 24/7, 365 days a year, even in Spanish.

With PresRN, members have:

- Direct access to Presbyterian nurses
  - Minimum 10 years clinical experience.
  - Use national protocol to triage, diagnose and treat.
  - Nurses have access to your plan info and electronic health record for past and current health conditions, treatments and Rx.
  - Navigate you to appropriate care based on your diagnosis.
  - Capture the details of your care in MyChart.
  - Automatically message your PCP, Specialist or Care Coordinator.

866-221-9679 or 505-923-5570
No fee for members to access this service.
Video Visits
Video Conference with a Healthcare Provider

“Skype” with a healthcare provider 24 hours a day, 365 days a year.

With Video Visits, members can:

• Schedule a Video Visit on any computer, tablet or smart phone.
• Use at home, work or when travelling.
• Get diagnosis and treatment for common health issues like earaches, cold/flu symptoms and allergies within 1 hour.
• Receive prescriptions to the pharmacy of your choice.
• Receive a text or email summary of your visit.
• View the details of the Video Visit in MyChart.
• Receive a doctor’s note for school or work via email.

No fee for members to access this service.
With MyChart, members can:

- Send and receive messages with their care team.
- Schedule primary care appointments, confirm or cancel appointments.
- View lab and test results.
- Request prescription renewals.
- View visit summaries, health summary, care plan, allergies and immunizations.
- Receive health reminders.
- Pay doctor and hospital bills.

Presbyterian Health Plan members have secure online access to their Presbyterian electronic health records.

No fee for members to access this service.
for **PATIENTS**

**MyChart**
View your electronic health records, pay a doctor bill, and more.

**MyChart App**
Manage your health care from your smartphone with the MyChart mobile app.

**Pay Ambulance Bill**
It's easier than ever to pay your ambulance bill online with a credit card.

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for Presbyterian **HEALTH PLAN MEMBERS**

**MyHealthPlan**
Instantly view claims, find a doctor or hospital, look up benefits, and more.

**MyIDCard**
View, email, print or fax your member ID card.

**MyPharmacy**
Quickly and easily find a pharmacy, get mail order prescriptions, and more.

**Video Visits**
See a doctor for your non-emergency medical needs — 24/7, 365 days a year.

**NEW Wellness at Work**
Personal health assessment.

**Treatment Cost Calculator**
Estimate procedure costs and plan for medical expenses.
Member Advocate Team

- Locate a Provider - within PMG or Contracted Network including Specialists, Facilities, Behavioral Health and Multiplan.
- Contact and consult with the Provider for availability to ensure a good fit for the member.
- Schedule an appointment using the members preference for dates, times etc.

Integrated Dedicated Customer Service Team

- Located in New Mexico
- Claims, Benefits, General Questions
- Patient Financial Services

www.phs.org
(505) 923-5600 or 1-888-ASK PRES
Email: info@phs.org
Transition of Care

• Had a surgical procedure & undergoing follow-up care/therapy
• Have an upcoming surgical procedure
• Have serious medical condition that requires ongoing care
• Undergoing dialysis treatment
• In the 2\textsuperscript{nd} or 3\textsuperscript{rd} trimester of pregnancy
• Complex medical care

Case Management: \textit{For Acute Conditions}
- Transplant services
- High-risk pregnancy management
- Transition of Care

Disease Management: \textit{For Chronic Conditions}
- Diabetes
- Coronary Artery Disease
- Asthma
Disrupting the Industry
Innovative Outcomes
Lower Costs
Increased Convenience
Presbyterian Investment in New Mexico
Expanding Highest Quality of Care and Access

2014

2015

2015

2016

OCTOBER 2018

COMING 2019
Investments in Access

Presbyterian Santa Fe Medical Center
Opened October 2018

- Urgent Care
- 24/7 Emergency Services
- General Surgery
- Orthopedics
- Podiatry
- Physical, Occupational and Speech Therapies
- Lab and Imaging, including CT and MRI
- 30 Adult Inpatient Beds, some licensed ICU beds
- 6-Bed Birthing Unit
- Telehealth Services
Urgent Care/Emergency Care Clinics

- 24 Hour Access
- Reduce cost by up to 10x for services
- 4 Locations Albuquerque Metro Area

PRESBYTERIAN
Ambulatory Surgical Centers

- Lower Cost Setting: 30-50% Reduction
- Increased Member Satisfaction
- Effective Services
- 3 Locations Albuquerque Metro Area
Value Added Benefits

Member Only Discounts on gym memberships, weight loss programs and more.

• Hearing Hardware
• Vision
• Massage Therapy
• Chiropractic
• Acupuncture
• Meals on Wheels
• Buy One Get One Free Isotopes Tickets

www.benefitsource.org/presbyterian-health-plan
Value of Presbyterian

Non-Profit Organization
Investing in New Mexico

- Nationwide PPO Option
- Quick Care / Virtual Care
  Video Visits, Online Visits  PresRN, MyChart, UC Scheduling
- Innovative Access to Care
  24hr UC/ER Centers, Ambulatory Surgical Centers, Santa Fe Medical Center

Expanding Access and Improving Outcomes for New Mexicans
Wellness Tools
Available ONLINE

Nutrition
Physical Activity
Health Challenges
Event Registration
Health Education
Learn to Live Well - NMPSIA Wellness Incentive Campaign 2016-2017 (11/1/2016 - 6/30/2017)

- **Education and Awareness**
  - Max: 175 Points
  - Earned: 0 Points
- **Healthy Habits**
  - Earned: 0 Points
- **Events**
  - Earned: 0 Points
- **Wellness Workshops**
  - Earned: 0 Points
- **Challenges**
  - Earned: 0 Points
- **Administrative Adjustments**
  - Earned: 0 Points

**Maximum Possible Points**: 300
**Total Points Earned**: 0
Risk Assessment Report

- High Risks
- Moderate Risks
- Low Risks

Wellness Score

51

High Risk

Your overall wellness score is 51 out of 100.

Learn More
Take your **Personal Health Assessment**, get a $25 Amazon Gift Card
Communicate with a Health Coach
Physical Activity
Mobile App

- Log food
- Log exercise
- Event registration
- Incentive tracker
- Messages
Good Measures Philosophy

• We lead and engage with food, not disease.
• We listen. We don’t judge.
• We tailor our support and our tools, factoring in preferences, medical conditions, lifestyle, budget, social determinants, and more.
• We meet participants where they are and help them understand their unique needs.
• We use patented technology that simplifies the science of eating healthy and guides people toward nutritional balance.
• We believe in setting bite-size goals that result in sustainable change.
The Good Measures program

Members connect with their own clinical coach. Support is available days, nights, weekends by phone, secure video, email, and messaging.

Members log meals and activity using our app. Learn to eat for better health and get real-time meal and snack suggestions.

We can integrate with a host of remote devices. This broad data set reveals critical patterns that allow for smarter support.

Members start seeing results and feeling better!
Good Measures empowers people to make healthier choices

- Julie’s unique nutrient needs
- RD input, advice, meal planning
- Julie’s personal food preferences
- Julie’s recent meal and exercise choices

BEST MEAL

+14 GMI
-7 GMI
+11 GMI

2018 Confidential and Proprietary
What’s included?
You’ll have your own registered dietitian, a smart app and website, and a program designed just for you. Programs are all by phone or online, making it convenient for everybody.

Programs:
• Better Health Program
• Diabetes Prevention Program
• Diabetes Support Program
• Connected Diabetes Program

Go to https://nmpsia.goodmeasures.com/

Or call 888-320-1776.

Who is Eligible?
• Presbyterian NMPSIA Members
  • Employee and spouse
• Individuals are verified for membership
Questions?