



Presbyterian Health Plan, Inc.
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COVID-19

Member Resource Guide



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíłnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

We appreciate the opportunity to be your partner in health, especially during this trying time when the COVID-19 crisis is so deeply impacting many of you throughout our community. Here are some resources to help you get through this pandemic and stay well.

COVID-19 Coverage

As a Presbyterian health plan member, **there will be no cost to you for anything related to COVID-19 screening, testing or medical treatment.** You won't pay copays, deductibles or coinsurance for visits related to COVID-19, whether at a clinic, hospital or using remote care. If you are on a high deductible health plan (HDHP), you will also have no cost for these services.

COVID-19 Resources

Feeling information overload? At www.phs.org/covid-19 you can find:

- The websites we recommend for the latest about the disease and how to protect yourself.
- What to do if you suspect you or a family member has COVID-19.
- What to do if you or a family member has been diagnosed with COVID-19.
- Resources available to you as a member of our health plan.

Getting Healthcare Services

You may be concerned about upcoming appointments and getting healthcare services not related to COVID-19.

Most healthcare facilities remain open and many providers, including Presbyterian facilities, are adding remote care options for their patients. If you feel you cannot wait to get care, do not hesitate to seek the care you need. You can learn more about what is going on at our Presbyterian facilities during this time at www.phs.org/covid-19.

As a Presbyterian plan member, you already have access to no cost, 24/7 care options:



Call PresRN. (505) 923-5231

- Speak with a Presbyterian nurse if you are not feeling well and do not know what to do.



Use a Video Visit. www.phs.org/videovisits

- Meet with a licensed healthcare provider for non-urgent medical conditions.
- Now available at no cost to our HDHP plan members.

If you are a Presbyterian Medical Group (PMG) patient, you can also:



Use Online Visits. www.phs.org/onlinevisits

- Answer a few questions about your non-urgent condition.
- A PMG provider will diagnose your condition, treat your symptoms, and prescribe medications.



Use **MyChart** and message your care team at www.phs.org/MyChart.

Therapy and Counseling Options

If you are already seeing a behavioral health provider, we encourage you to check with them on what options they are offering you right now.

We also offer these **confidential, no cost** remote care therapy options.

Service	About	How to Access
Talkspace	Text therapy via secure mobile app, also with audio and video options	www.talkspace.com/php
On to Better Health	Online access to guided therapy programs and self-help tools	www.ontobetterhealth.com/php
Employee Assistance Program	Refer to your HR department for more details.	

Financial Hardship Resources

If you have lost your job or health insurance coverage, need childcare or food, or have questions about housing and bills, visit www.newmexico.gov/i-need-assistance for helpful information.



Clip this handy guide and save

Contact Information	COVID-19	Health Plan
Online	www.phs.org/covid-19	www.phs.org/myPRES > Select MyHealthPlan Email: info@phs.org
Phone	PresRN (505) 923-5231 24 hours a day, 7 days a week	Refer to the back of your Member ID card or call: (505) 923-5678 or 1-800-356-2219 (TTY 711) 7 a.m. to 6 p.m., Monday - Friday (except holidays)