

Aug. 16, 2018

Subject: UnitedHealthcare Centennial Care Members Will Transition to Presbyterian Health Plan, Inc.

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to keeping providers informed of any changes that may affect their practice. We would like to announce that Presbyterian and UnitedHealthcare (UHC) reached an agreement to transition UHC Centennial Care members to Presbyterian Health Plan, Inc. (PHP) starting Sept. 1, 2018.

Many of these members are already served by PHP's contracted providers, including our affiliated medical group, Presbyterian Medical Group (PMG), as well as other group practices and independent practices. This will help facilitate and ease the transition for members. In addition, PHP is pleased that it was able to hire a majority of UHC's care coordinators in an effort to preserve these relationships with members.

Below are frequently asked questions to help providers and their staff understand how this transition may affect their practice.

Who is affected by this decision?

All current UHC Medicaid members will transition to PHP on Sept. 1, 2018. This transition applies to UHC Medicaid members only. PHP will mail new member ID cards to these members prior to the effective date. Please note that this transition does not include the UHC Dual Eligible Special Needs Plan (DSNP) product line.

What information will members receive regarding this transition?

Members will receive a joint letter from PHP and UHC in mid-August that will notify them of this transition.

What happens if a member presents a UHC health plan member ID card for Medicaid services after Aug. 31?

Starting Sept. 1, 2018, UHC Centennial Care members with a UHC ID card are covered by PHP if they maintained their Medicaid eligibility. These members should have received a new PHP member ID card in the mail prior to Sept. 1, 2018.

If there's a question about eligibility for a former UHC member, please call the Presbyterian Customer Service Center (PCSC) at 877-614-7447, Monday through Friday, 8 a.m. to 5 p.m. to verify eligibility and enrollment. Providers can also verify member eligibility on the Presbyterian provider portal at <https://mypres.phs.org/Pages/default.aspx>.

Where do I submit claims?

Providers should continue to submit claims to UHC for UHC Centennial Care members with dates of service up to and including Aug. 31, 2018. UHC will remain responsible for all medically necessary services rendered to members through Aug. 31, 2018 at 11:59 p.m. UHC will also remain responsible for all medically necessary inpatient services rendered to members hospitalized in an acute hospital as of Aug. 31, 2018, up to and including their date of discharge. Providers will submit claims with dates of service on and after Sept. 1, 2018 to PHP.

I'm contracted with both UHC and PHP. Is there anything I need to do in preparation?

No, providers who are contracted with UHC and PHP can continue to see UHC members who transition to PHP.

What should I do if I don't know if our office is contracted with PHP?

You can verify your current PHP network contracting status by calling (505) 923-8584, Monday through Friday, 8 a.m. to 5 p.m.

Who can I call if I have additional questions?

Prior to Sept. 1, 2018, please contact UHC Provider Services at 888-702-2202, Monday through Friday, 8 a.m. to 6 p.m.

After Sept. 1, 2018, please call PCSC at 877-614-7447 for member questions and provider services at (505) 923-8584 for provider questions, Monday through Friday, 8 a.m. to 5 p.m.

Thank you for partnering with us to improve the health of the patients, members and communities we serve. If you have any questions, please use the following information to contact your Provider Network Management relationship executive.

Provider Network Management



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5141

Contact Guide: www.phs.org/ContactGuide



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113