

# PresRN

Here when you need answers



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

Presbyterian Health Plan members have access to PresRN, our nurse advice line. You can speak with a nurse 24 hours a day, 7 days a week, even on holidays. There is no charge to call our registered nurses (RNs) for answers to your questions and health concerns.

**If you are having a medical emergency, please call 911.**

## Call the phone number below based on your health coverage:

Presbyterian Turquoise Care Members  
Phone: (505) 923-5677 or 1-888-730-2300 (TTY: 711)

Presbyterian Medicare Advantage Members  
Phone: (505) 923-5573 or 1-800-887-9917 (TTY: 711)

All Other Presbyterian Members  
Phone: (505) 923-5570 or 1-866-221-9679 (TTY: 711)

## What is PresRN?

PresRN is an easy way to speak with a Presbyterian nurse if you are not feeling well and don't know what to do.

One of our nurses will listen to your health concerns. They will give you the answers you need to care for you and your family. Our Presbyterian nurses are happy to answer health questions when you are healthy, too.

## Why call PresRN?

Our nurses evaluate your symptoms and give you the information you need to take care of you and your family. Whether you need to go to the emergency room (ER) or self-care at home, you will know what to do. We are part of your care team. We let your doctor, care coordinator and health coach know about your call. This makes it easier for you to have follow-up care. Most importantly – we are here when you need answers!

## Frequently Asked Questions about PresRN

**What are your hours?**

We're here when you need us, 24 hours a day, 7 days a week, 365 days a year!

**How much does it cost?**

There is NO cost to call PresRN.

**Who can call PresRN?**

Presbyterian Health Plan members.

**Will I need my insurance card?**

No. We will ask for your name, date of birth, address and phone number when you call.

**Will my doctor know that I called PresRN?**

Yes, your doctor will get a report of the call.

**Will my care coordinator know that I called PresRN?**

Yes, we will let your Presbyterian care coordinator and/or health coach know that you called.

**What if I don't speak English?**

PresRN is available in over 200 languages.

Such services are funded in part with the State of New Mexico. Presbyterian Medicare Advantage plans include Presbyterian Senior Care (HMO/ (HMO-POS), Presbyterian UltraFlex (HMO-POS), Presbyterian Dual Plus (HMO D-SNP) and Presbyterian MediCare PPO. Based on a Model of Care review, Presbyterian Dual Plus (HMO D-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2025. Presbyterian Dual Plus is an HMO Special Needs Plan (SNP) with a Medicare contract and a contract with the State of New Mexico Health Care Authority Medicaid program. Enrollment in Presbyterian Dual Plus (HMO D-SNP) depends on contract renewal. Presbyterian Senior Care (HMO) / (HMO-POS) and MediCare PPO are Medicare Advantage plans with a Medicare contract. Enrollment in Presbyterian Senior Care (HMO) / (HMO-POS) and Presbyterian MediCare PPO depends on contract renewal. Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation and gender expression. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711). ATENCIÓN: Si usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711). Dii' baa akó níní'zín: Dii' saad bee yá'ní'ití' go Diné Bizaad. saad bee áká' á'ní'da' á'wo' d'è'è'. t' áá jik' eh. éi ná hó'í. kó'j'í' hó'dí'lní'h (505) 923-5420, 1-855-592-7737 (TTY: 711). For more information, visit <https://www.phs.org/nondiscrimination>.