

Important plan information

CC

Your Story

for Centennial Care members

Spring 2015

The golden rule

The golden rule is to treat others how you would want to be treated.

Joy Hudson has been working as a representative in the Presbyterian Customer Service Center (PCSC) since March 2014. In her time with the PCSC, Joy has vowed to treat members calling in as family. It was that thinking that might have saved a life.

"I work the graveyard shift, and one night I got a call from a member needing some help," Joy says. "I was helping him fill out his health assessment form when he mentioned to me that he wasn't feeling well and was having a hard time breathing."

For more information on filling out your health assessment, please call 1-855-451-7737 or log in to your secure member portal, myPRES, at www.phs.org.



The member—Paul—told Joy that he had just started using a new prescription drug. Joy asked if she could call for help and Paul agreed. She kept Paul on the line and used her cell phone to call 911.

"I was with him the whole time and made sure he knew what was going on," Joy says. "He was taken to the

ER and treated for a bad reaction to the medicine he had taken."

Joy didn't stop there. She called the ER to follow up on the member. She then arranged for him to have a ride back to his home. She also asked the Presbyterian Health Plan care coordination team to touch base with Paul to see what Presbyterian

could offer him. This included a review of the medications he was taking.

"I was very thankful that I was on the phone with her (Joy) when it happened," Paul says. "I live alone and there was no one here to help me. I don't know that I would have been able to help myself."

Paul shared that since then, care coordinators have worked with him to make sure he is getting all the services he needs through the Centennial Care program. He says that Presbyterian has treated him like family and he is proud to be a member.

"It may sound funny, but the people that call in are like my family," Joy says. "They are someone's brother or sister, mother or father, aunt or uncle. I remember that when I talk to them and that's how I treat them."

If you think you, a friend, or family member might be able to use Presbyterian's care coordination services, please call **1-505-923-8858** or **1-866-672-1242**. You may also visit **www.phs.org** for more information.



4
Keep smiling: Tips for healthy teeth



5
All about health assessments

En español

Si usted desea obtener este boletín en español, llame al 1-505-923-5200 o al 1-888-977-2333.

 **PRESBYTERIAN**



Supporting you each step of the way

We offer many classes to help parents and children get ready for a new baby. Check out classes for New Family and Childbirth, as well as other events at www.phs.org. You'll find information about the classes, such as dates, locations where classes are held, and any costs.

Pregnancy and diabetes

When you are healthy, your baby is more likely to be healthy. Sometimes pregnant women can get gestational diabetes. This is when your blood sugar levels are too high during pregnancy. It

can affect both your health and your baby's health. But you can take steps to help prevent gestational diabetes.

HAVE A CHECKUP BEFORE PREGNANCY

- Ask your provider about your risks.
- Find out how to get ready for pregnancy.
- Ask about what is a healthy weight for you.

DURING PREGNANCY ASK YOUR PROVIDER ABOUT THE FOLLOWING:

- Having regular prenatal checkups.
- Eating healthy meals. Your provider can tell you what foods are best.
- Maintaining a healthy weight. Ask your provider how much you should gain.
- Getting regular exercise.

AFTER PREGNANCY

Schedule your postpartum visit. This is a visit with your provider that you should have 21 to 56 days after you have your baby.

Sources: American College of Obstetricians and Gynecologists; American Diabetes Association; March of Dimes; National Institutes of Health

Get free text messages on prenatal care, baby health, parenting, and more!

The Women's Center at Presbyterian hopes your pregnancy and your baby's first months are filled with lots of love, learning, and fun. From getting ready for labor (birth) to infant (baby) CPR to helping brother or sister with their new family member's coming, the Women's Center offers many support services designed to set up families for success.

Now you can get free text messages on prenatal care, baby health, parenting, and more when you sign up with Text4baby.

Signing up for Text4baby is easy and just takes a few minutes.

1. Text **BABY** (or **BEBE** for Spanish) to **511411**.
2. When it asks, enter your due date and ZIP code.

That's it! Now tell your friends and family!

Your little one's life will be filled with special memories that will last a lifetime. We can help you learn everything you need to know for a healthy pregnancy and to get the health of your baby off to a strong start.

You can cancel the service at any time by texting **STOP**



or **HELP** for any problems. Text **UPDATE** to change your due date or baby's birthday. If you'd like to see other frequently (often) asked questions and a list of mobile carriers that offer this service, visit www.Text4baby.org.

Your ID Card is new and improved

All Presbyterian Centennial Care members will get a new member ID card in 2015. You will need to have it with you whenever you get healthcare. Please read your ID card and call us if anything needs to be changed.

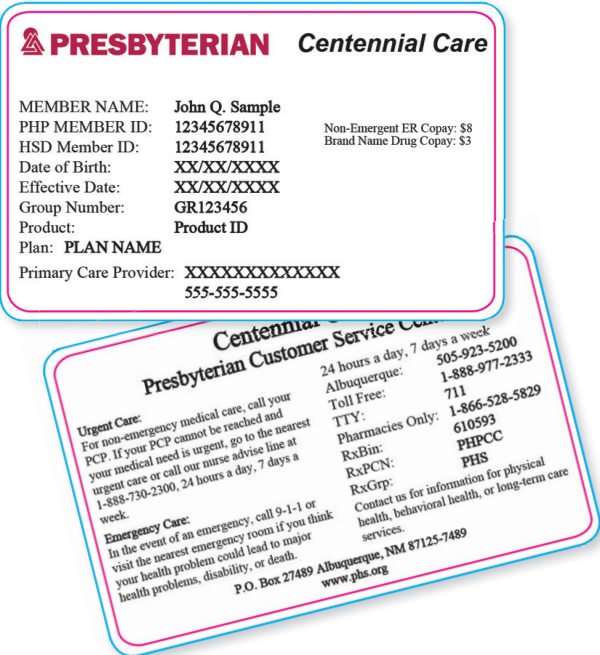
Your ID card is new and improved. This new card is easier to read and understand. Some new

- features include:
- Compact, two-sided card
 - Durable, plastic-coated design
 - Member information is always current

You can also quickly view and print a temporary card online through myPRES on www.phs.org.

Your ID card should name your primary care provider

(PCP). If it does not, or if you wish to choose a different PCP, please call us. Your relationship with your PCP is your key to good health. Please make an appointment with your PCP to go over your health needs and history. Please call the Presbyterian Customer Service Center if you need help with an appointment.



The provider will see you at your convenience

When you send us comments or call Presbyterian, your voice is heard. In surveys and phone calls you asked for more convenient and easy access to care.

We listened. One new service is to have your next visit be over the Internet but still face-to-face. We call this Video Visits. Presbyterian Video Visits are coming soon as an alternative to urgent care or going to the provider's office. Through our unique contract, you will be able to use Video Visits 24 hours a day, 7 days a week. You can use a computer that has a webcam or a smartphone using a mobile app. Video Visits have a \$0 copay. The provider you'll see is licensed in New Mexico. This means the provider will also be able to write prescriptions for medication (drugs) that you can fill at your local pharmacy.

WHEN TO USE VIDEO VISITS

Video Visits are a convenient way to treat common health issues, like allergies, asthma, bronchitis, cold, and flu, just to name a few. You can use

Video Visits when you are at home, at work, traveling (in or out of New Mexico) or you need to see a provider quickly. Video Visits are easy to use and fit with your schedule. The service is secure, confidential, and follows all medical privacy rules and regulations.

HOW TO USE VIDEO VISITS

On your computer or smartphone, visit www.phs.org for instructions on how to use this new service.

That's it. Thank you for your membership. And, thanks for letting us know how we can continue to make healthcare easy. If you have any other feedback you'd like to share, please send an email to feedback@phs.org.*

*If you haven't signed up for an account at www.phs.org, it's easy. At www.phs.org, click myPRES login, then "Register for myPRES." You will be asked to create a user ID and password.

Important Centennial Care numbers

Presbyterian Customer Service Center:

1-505-923-5200 or
1-888-977-2333 (toll-free)
TTY users: **711** or
1-800-659-8331

Navajo/Diné members:

1-505-923-5157 or
1-888-806-8793 (toll-free)

Nurse Advice Line:

1-888-730-2300 (toll-free)

Superior Medical Transportation

(for non-emergency medical transportation):
1-855-774-7737 (toll-free)

New Mexico Crisis and Access Line

(for a behavioral health crisis): **1-855-662-7474**
(**1-855-NMCRISIS**, toll-free)

All numbers are available
24 hours a day,
7 days a week.





JUST FOR KIDS

What you can do to keep your smile

Here are some rules to help you keep your smile. The letters of one word in each sentence are scrambled. Can you put the letters in order so that the sentences make sense?

1. Brush your teeth at least **ewitc** a day.
2. Eat healthy **ofsod**.
3. At least once a day, **slof**.
4. See your **endttsi** regularly.
5. Wear a mouth guard when you play **osrpts**.

Answers: 1. twice, 2. foods, 3. floss, 4. dentist, 5. sports.



Healthy smiles for healthy kids

Tooth decay is a problem for many children, and it can be tough on them. It can cause pain that makes it hard to chew. It can even harm their health and the way they develop. Here are some ways to help keep your children's teeth healthy:

Regular dental visits. Take your children to see their dentist regularly for checkups and cleaning. Your children should see a dentist when their first tooth appears or by their first birthday. This is important even if they or you are taking care of their teeth every day of the year.

Brush twice a day. Use a toothbrush with soft bristles and toothpaste with fluoride. Brush all surfaces of the teeth and the area where they meet the gums.

Eat healthy. Choose a variety of foods for your children and eat mostly at meals. Give your children snacks with little sugar and that aren't sticky. Go for nuts or low-fat cheese instead of sugary soda or candy.

Floss once a day. Guide the floss between teeth. This helps clean them and helps remove food that a toothbrush can't reach. Rinse mouth when done.

You can help your children take care of their teeth every day to help avoid future problems. Regular brushing and flossing can help prevent gum disease and tooth loss.

Sources: Academy of General Dentistry; American Dental Association; American Academy of Pediatric Dentistry; American Academy of Pediatrics

Centennial Rewards

The Centennial Rewards Program is more than just healthy rewards. It also gives you tips and tools to help you make healthy choices.

ASTHMA MANAGEMENT REWARDS

If your child has asthma, refill their asthma controller as prescribed for up to \$75 per year in rewards.

HEALTHY BABIES REWARDS

Give your baby a healthy start in life. Join the Presbyterian Baby Benefits and earn \$100 in rewards.

HEALTHY SMILES REWARDS

You and your enrolled children can earn rewards for dental checkups each calendar year. Earn \$35 in rewards for children or \$25 in rewards for adults.

For more information and to see what other rewards are included, go to www.centennialrewards.com to learn more.

Health assessment questions & answers

We are glad that you are a Presbyterian Centennial Care member. One of our goals is to help you be as healthy as you can be and stay as healthy as you can. We can do this when you take your yearly health assessment (HA). The health assessment is a short survey that gives us information about your health. This helps us find out your healthcare needs.

HERE ARE ANSWERS TO SOME QUESTIONS YOU MAY HAVE ABOUT THE HEALTH ASSESSMENT:

I took the health assessment last year. Why do I need to take it again? Health needs change often. Your health needs may have changed since your last assessment. You help us learn about any changes to your health needs when you take the assessment each year. This helps us help you get the best healthcare possible.

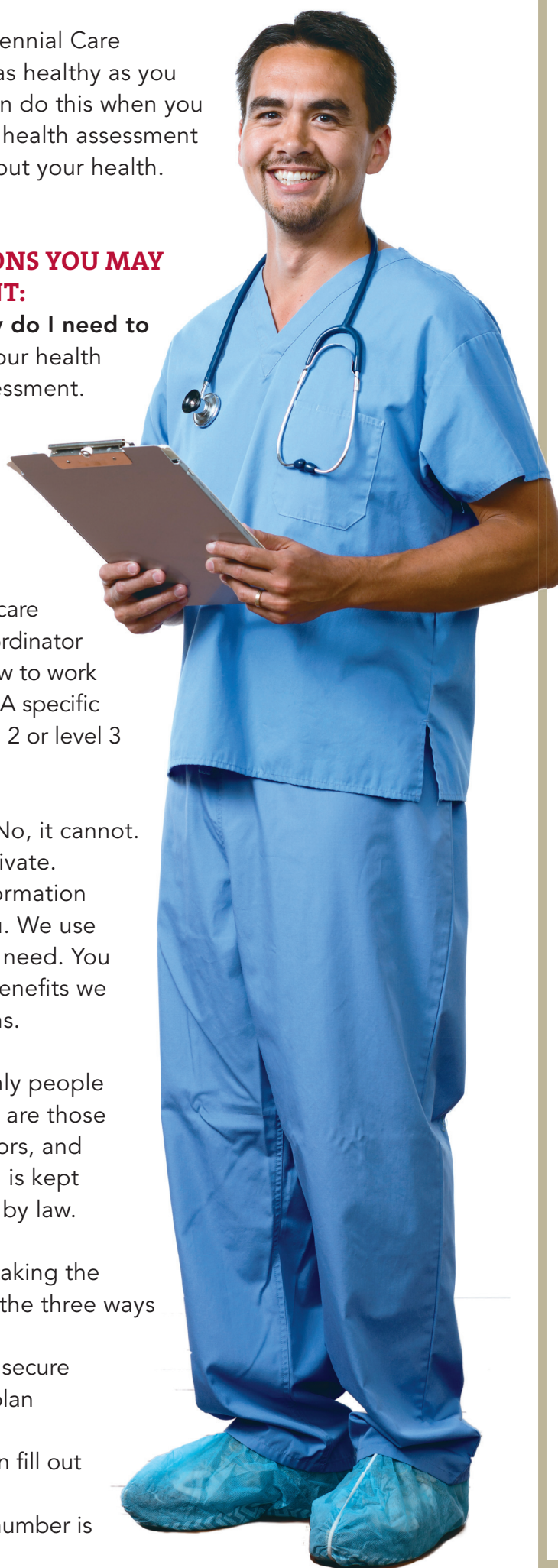
How will Presbyterian use my answers? Your health assessment helps decide which level of care coordination would be best for you. A care coordinator can help you manage your health and learn how to work with your providers to reach your health goals. A specific care coordinator is assigned to help you if level 2 or level 3 care coordination would best fit your needs.

Can this information be used against me? No, it cannot. Your answers to the health assessment are private. Presbyterian Centennial Care will use the information from your health assessment only to help you. We use this information to help you get the care you need. You cannot be denied access to any services or benefits we offer, no matter how you answer the questions.

Who has access to this information? The only people at Presbyterian who can get your information are those who can help you. This includes nurses, doctors, and care coordination staff. All health information is kept completely confidential (private), as required by law.

How can I take the assessment? We made taking the health assessment easy. Choose from one of the three ways below to take the health assessment:

- Go online to **www.phs.org** to myPRES, your secure member portal. (A place to get your health plan information.)
- Ask us to send you a paper copy that you can fill out and mail back to us.
- Call us to take the HA over the phone. Our number is listed at right.



Presbyterian Health Assessment Center

Phone hours:
Monday–Friday,
8 a.m. to 7 p.m.

Phone: 1-505-923-7314
Toll-free: 1-855-451-7737
TTY users: 711 or
1-800-659-8331
Online: secure member
portal myPRES at
www.phs.org

Please contact the
Presbyterian Customer
Service Center if you have
questions about the health
assessment.

Presbyterian Customer
Service Center
Phone hours: 24 hours a day,
7 days a week
Phone: 1-505-923-5200
Toll-free: 1-888-977-2333
Phone (Navajo/Diné):
1-505-923-5157
Toll-free (Navajo/Diné):
1-888-806-8793
TTY users: 711 or
1-800-659-8331
Email: info@phs.org

Walk-in hours:
Monday–Friday,
8 a.m. to 5 p.m.
9521 San Mateo Blvd. NE,
Albuquerque, NM 87113

You may call care
coordination about your
healthcare needs even if you
have not completed a health
assessment. You can reach
them Monday through
Friday from 8 a.m. to 5 p.m.
at **1-505-923-8858** or toll-
free at **1-866-672-1242**.

Colorectal cancer screening

Colorectal cancer is a cancer that affects the colon or the rectum. It is the second leading cause of death from cancer for men and women in the U.S. If everyone age 50 years or older had regular screening tests, at least 60 percent of deaths from this cancer could be avoided.

Colorectal cancer screening is recommended for men and women ages 50 to 75. If you are older than 75, ask your provider if you need this screening. Here are the most common tests.

Stool test (fecal test): This test is to find blood in the stool that you cannot see. You can get this test through



your healthcare provider. Your provider may give you a home test kit. You send the stool sample to a lab to check for blood.

Sigmoidoscopy: For this test, a doctor checks for polyps or cancer inside the rectum and lower third of the colon.

Call for a home test kit

Presbyterian has home stool tests for members who qualify. Call for more information if you would like a home test kit. You can reach us at **1-505-923-5017** or toll-free at **1-866-634-2617**.

Polyps are extra pieces of tissue that grow on the lining of the colon or rectum.

Colonoscopy: This test is to check for polyps or cancer inside the entire colon. The doctor can find and remove most polyps and some cancers during this test.

If everyone age 50 years or older had regular screening tests, at least 60 percent of deaths from colorectal cancer could be avoided.

**READY
TO STOP
TOBACCO?**

Our Tobacco Quit Line is here to help you

You can get free help to quit smoking and using other forms of tobacco. Call the Tobacco Quit Line for Presbyterian members at **1-888-840-5445**. We know it can be hard to quit. That's why 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.

Control your weight better with our Healthy Weight Program

We have a program for Presbyterian Centennial Care members who have serious weight problems. To be in the Healthy Weight Program, you must:

- Be 18 years or older
- Talk to your primary care provider (PCP) to learn more about BMI
- Be ready to make changes in your lifestyle and be willing to work with a coach by phone

The coach will schedule 11 sessions by phone with you. During these sessions, the coach will:

- Help define your weight-loss goals
- Find ways you can improve your diet and exercise habits
- Help keep you motivated to lose weight

To learn more, call **1-866-849-6336**. If you are approved for the program, a Presbyterian health coach will call you to work with you.



Join us to fight fraud and abuse

Fraud and abuse of healthcare services raise the cost of healthcare for everyone. Presbyterian strives to stop this activity, and you can help. We work with government, regulatory, and law-enforcement agencies to report suspicious activity from healthcare providers or members.

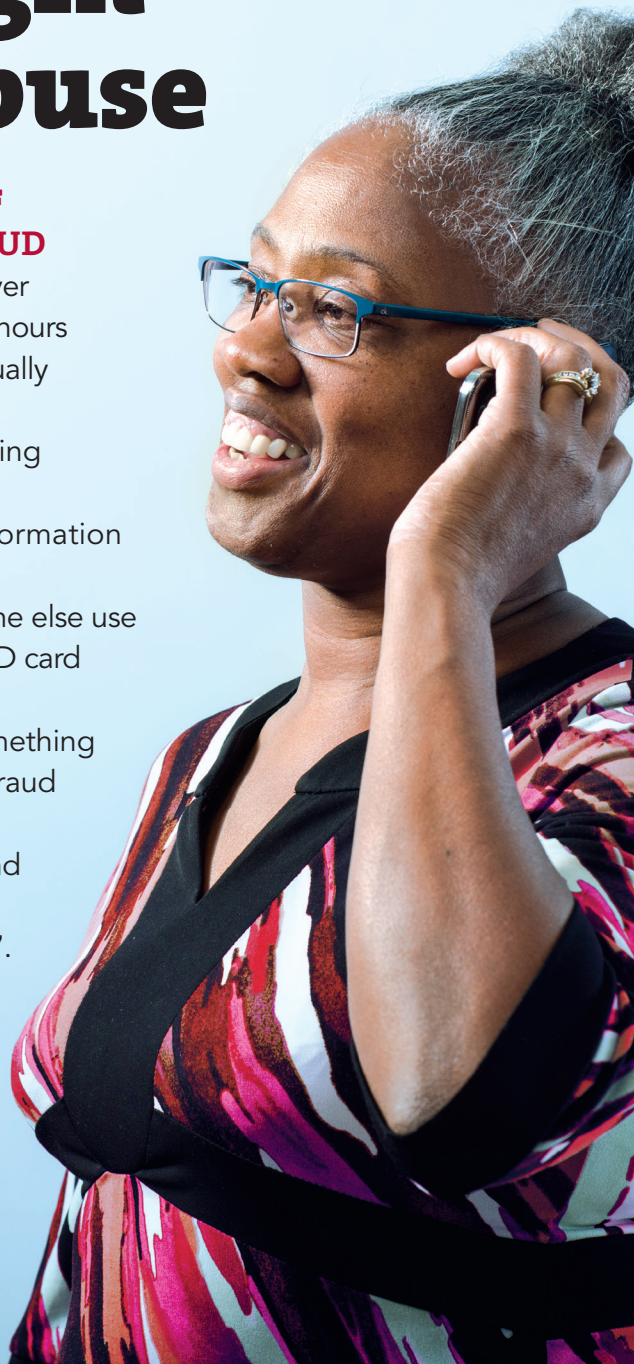
EXAMPLES OF PROVIDER FRAUD

- Charging for services that you did not receive
- Billing more than once for the same service
- Personal Care Service agencies allowing employees to bill for hours not worked
- Billing for one type of service but providing another

EXAMPLES OF MEMBER FRAUD

- Signing caregiver timesheets for hours of care not actually provided
- Forging or selling prescriptions
- Using false information to enroll
- Letting someone else use your member ID card

If you notice something that seems like fraud or abuse, please call our Fraud and Abuse hotline at **1-800-239-3147**. It is open 24 hours a day.



Your prescription drug coverage

Here are some important things to know about your prescription drug coverage:

- Presbyterian Health Plan usually covers only the drugs on our drug formulary. A formulary is a list of prescription drugs that are approved by Presbyterian.
- Most of the drugs on the list are generic drugs. Brand-name and generic drugs have the same active ingredients, but generic drugs usually cost less.
- Presbyterian has a team that reviews the drugs on the formulary to make sure they are safe and effective. Both pharmacists and doctors are on this team. They also decide if drugs should be added or removed from the formulary.

- Experimental drugs are never added to the formulary.
- If you need a drug that is not on the formulary, your provider can request an exception.
- Some drugs may be excluded from coverage.

GETTING YOUR PRESCRIPTION FILLED

- You must fill your prescription at one of the pharmacies listed in the Presbyterian Centennial Care Provider Directory.
- Show your Presbyterian Centennial Care member ID card at the pharmacy.

Call the customer service number on the back of your ID card for any questions or concerns.

On-the-go access to your health record

If you are a Presbyterian Medical Group patient, you can now use MyChart to look at your health records online.

MyChart is a tool that lets Presbyterian Medical Group patients view their health records. From your computer, tablet, or smartphone, go to **www.phs.org** and log in to your MyChart account to:

- Get test and lab results
- View medication (drug) and allergy information
- Schedule an appointment (visit)
- View records of past visits
- Send messages to your care team
- Request renewals of prescriptions

You may also use MyChart to view your child's health records online. Your child must be under age 14, enrolled in Presbyterian Centennial Care, and a Presbyterian Medical Group patient. Visit **www.phs.org** and select "Access MyChart" to learn more and to sign up.

MyChart
PRESBYTERIAN



Treating ADHD

Making the right choices for your child

You've just learned that your child has attention deficit hyperactivity disorder, or ADHD.

This was undoubtedly tough news to hear—but it may also be something of a relief. You now know why your child is having problems at home and school, and you can start to focus on how you can help.

In general, there are two ways to treat the symptoms of ADHD: therapy and medication. You may want to involve your whole family when deciding on specific treatments—and you'll definitely want to involve your child.

THERAPY

Your doctor may recommend several modes of therapy for your child, such as:

- Individual counseling to help with anxiety, depression, and self-esteem issues
- Group therapy with other children with ADHD
- Social skills training to help improve his or her relationships with peers

Your doctor might also refer you to a parental training program to help you

learn better ways to relate with your child. Part of the training program may include:

- Helping your child avoid behavioral problems by creating routines and avoiding distractions
- Creating a system of realistic goals with positive rewards
- Providing discipline by using timeouts or removing privileges

Perhaps most important, the training may help you and your child grow closer as you learn more about the struggles of living with ADHD.

MEDICATION

Medication for ADHD falls into two categories: stimulants and nonstimulants.

Stimulants. The U.S. Food and Drug Administration (FDA) has approved several types of stimulants for ADHD. Brand names include Adderall, Concerta, and Ritalin, and some are available in generic form.

Nonstimulants. The FDA has approved three: Strattera, Intuniv, and Kapvay. All but Strattera are available as generics.



You (and your child) may understandably hesitate to use medication. However, a number of health experts—including the American Academy of Pediatrics—say medication is an important part of treating ADHD.

Ask your doctor for a thorough review of both the benefits and side effects of each medication. It may be necessary to try several before finding out which one works best for your child.

Additional sources: Agency for Healthcare Research and Quality; National Institute of Mental Health



Listening and responding

Appeals and grievances

We're committed to providing you high-quality care and service. If you're not happy with our service, we want to know. We have set up procedures to review and resolve your concerns.

- The first thing you should do if you have a concern is to contact the Presbyterian Customer Service Center at the numbers listed on your member ID card.
- If customer service cannot resolve your situation, you can ask to speak to a

Presbyterian Grievance Coordinator. You may also write to the Grievance Coordinator:
Presbyterian Centennial Care
Grievance Coordinator
9521 San Mateo Blvd. NE
Albuquerque, NM 87113

- Some problems call for formal attention. In those cases, you have a right to file a grievance or complaint. You also may ask for written details about our grievance procedures by contacting the Presbyterian Grievance Coordinator.

Your Member Handbook also describes the process for grievances and appeals.



New PMG clinic opening in Santa Fe

Conveniently located at 454 St. Michael's Dr., a new Presbyterian Medical Group clinic will open in spring 2015. Available to all Presbyterian Health Plan members, this clinic will feature:

- An innovative patient centered medical home model that focuses on primary care
- Same day appointments
- A walk-in clinic
- Basic radiology services
- TriCore Reference Laboratories
- OB/GYN services
- Cardiology services

New specialties and providers will be added in the future to meet the needs of the Santa Fe community.

Get the most out of your food dollars

It can be hard to eat healthfully on a budget, but you can do it with some planning and creativity. Try these tips on shopping for and cooking food.



- Take time to plan healthy meals and make a list before you shop for groceries. Stick to your list while shopping.
- Plan some meals that have non-meat sources of protein. Beans, eggs, peanut butter, and tofu are good choices.
- Use fruits and vegetables that are in season. They will be fresher and will cost less than produce that is not in season.
- Dollar stores can be good places to buy canned fruit and whole-grain snack crackers. Try to avoid buying fruit canned in heavy syrup, and look for fruit canned in water instead.
- When shopping, stay on the edges of the grocery store. You'll find fresh fruits, vegetables, dairy, and meat there. These foods are healthier than the packaged foods in the center of the store, and they will go further in your kitchen.
- Buying in bulk can help you save money if you buy foods you eat regularly. Divide up large amounts of foods like meat and cheese into smaller servings. Wrap them well, and freeze them for later use.



- Make large amounts of dishes like casseroles, soups, and lasagna. Separate them into smaller portions, and freeze to eat later.
- Cook from scratch whenever you can. This is often healthier and less costly than making meals from packages and mixes.
- Instant nonfat dry milk is nutritious and doesn't cost much. It's good for both drinking and cooking. It will taste better for drinking if you chill it completely first. Store the powder in a cool, dark place.
- Check the expiration dates of your food regularly and use it before it goes bad.
- Think of creative ways to use leftovers. For example, you can roast a whole chicken and use the leftovers in casseroles, sandwiches, salads, pasta sauce, and soup.

Source: Alabama Cooperative Extension System

Your ideas count

We know that you have something to say about your experiences as a Centennial Care member. Join the Presbyterian Centennial Care Consumer Advisory Board and share your thoughts with us.

The Consumer Advisory Board meets four times a year. At these meetings, members talk about things that are going well and that could go better. They suggest ideas for improvement. Presbyterian provides lunch at our meetings, and if you need a ride to the meeting, we can help. We also pay members for their time and travel.

To join the Consumer Advisory Board, call customer service at the number on your member ID card. You may also email info@phs.org.



New primary care providers

ALBUQUERQUE

Family Medicine

- Mona L. Abousleman, MD
- Madeline Acosta, CNP
- Samantha Baca, CNP
- Jualiana D. Chavez, MD
- Jose Rolando Flores, CNP
- Theresa Lynn Gilliland, CNP
- Elizabeth A. Greig, MD
- Tamara S. Hudson, MD
- Kathy Jackson, DO
- Dawn Kerridge, CNP
- Angela L. Lovell, PAC
- Jessica M. Monthan, MD
- Naomi Moraga, CNP
- Deborah Moreau, CNP
- Vivienne S. Prinz, CNP
- Erin Rayburn, CNP
- Bethany Reed, CNP
- Kathryn Schneider, CNP
- Kenmar Smith, CNP
- Sarah Turner, MD
- Daniel P. Waldman, MD

General Practice

- Lynda Green, CNP
- Jimmy G. Padilla, CNP

Geriatric Medicine IM

- Nina Herzog, CNP

Gynecology

- Shannon L. Carr, MD

Internal Medicine

- Laura A. Allen, MD
- Ramon Duarte, MD
- Nina Herzog, CNP
- David Johnson, MD
- Staci Lee, MD
- Susan Lee Miller, MD
- Kavita Rajasekhar, MD
- Lorissa Segal, MD
- Maria C. Vazquez Gullamet, MD

OB-GYN

- Naomi Y. Swanson, MD
- Krista M. Wills, MD

Pediatrics

- Dorsey M. Beggs, MD
- Akilah S. Crawford, MD
- Rochelle E. Hedin, CNP
- Melinda Ritchie, CNP

ARTESIA

Family Medicine

- Michael P. Marquardt, CNP

AZTEC

General Practice

- Lance Hamlin, PAC

BERNALILLO

Family Medicine

- Gayle D. Chacon, MD
- Kathy Jackson, DO
- Deborah Moreau, CNP
- Rachel D. Rankin, MD
- Daniel P. Waldman, MD

BLOOMFIELD

Family Medicine

- Thomas Quattlebaum, MD

Internal Medicine

- Ira L. Salom, MD
- Than Win, MD

OB-GYN

- Sarah L. Cohen, MD
- Mary S. Schilling, MD

Pediatrics

- Alice Sato, MD

CHAPARRAL

Family Medicine

- Maria Andeline Davis, CNP

General Practice

- Alejandro Borrego, MD

CLOVIS

Family Medicine

- Elizabeth R. McMillan, MD

CROWNPOINT

Family Medicine

- Julie H. Bryson, MD
- Maribeth Conrad, CNP

CUBA

Family Medicine

- Julie H. Bryson, MD
 - Maribeth Conrad, CNP
 - Angela J. Mikyung, MD
- Geriatric Medicine**
- Maribeth Conrad, CNP

DULCE

Family Medicine

- Joanna E. Estes, MD

ESPANOLA

Family Medicine

- Todd Svitzer, PAC

ESTANCIA

Family Medicine

- Frederick H. Blodgett, CNP

FARMINGTON

Family Medicine

- Shawna Frost, CNP
- Andres Gensini, MD
- Casey F. Onik, DO

- David G. Stromberg, MD

Internal Medicine

- Michael Barry West, MD

Pediatrics

- Katherine Duncan, MD

GALLUP

Family Medicine

- Samuel Macbride, MD
- Walter D. Selvage, PAC

GRANTS

Internal Medicine

- Diego Florentin Rodriguez, MD

HOBBS

Family Medicine

- Feranie B. Conley, CNP
- Cory J. Holtwick, CNP

ISLETA

Family Medicine

- Martin Kileen, MD

LAS CRUCES

Family Medicine

- John Andazola, MD
 - Priya Bajracharya, CNP
 - Stephanie Benson, MD
 - Paul Carothers, MD
 - Luis G. Escobedo, MD
 - Danielle Fitzsimmons Pattison, MD
 - Dolores Gomez, MD
 - Kathleen Hales, MD
 - Marian G. Landau, DO
 - Mary P. Leong, CNP
 - Imelda C. Toledo-Neely, MD
 - Chibuzo O. Ukaegbu, MD
 - Stephen E. Vinge, MD
- General Practice**
- Eugene Marciniak, MD
- Geriatric Medicine**
- Mary P. Leong, CNP
- Gynecology**
- Gene P. Love, MD
- Internal Medicine**
- Steven L. Acosta, MD
 - David E. Good, MD
 - Nduka-Obi Ossai, MD
- Pediatrics**
- German A. Fierro Perez, MD
 - Jennifer M. Lichtenfels, MD
 - Ram H. Sharma, MD

LAS VEGAS

Family Medicine

- Kristen N. Colley, PAC
- Laura A. Cronin, PAC

Internal Medicine

- David B. Gammon, MD

LOS LUNAS

Family Medicine

- Ethan M. Adler, CNP
 - Lena Chavez, CNP
 - Laura Pagan, CNP
 - Cesar Salazar Soto, CNP
 - Pamela Snow, PAC
- Geriatric Medicine**

- Pamela Snow, PAC

LOVING

Family Medicine

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- General Practice**
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MORIARTY

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- Than Win, MD

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PECOS

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RIO RANCHO

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- Martin Lee Taylor, MD
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Internal Medicine

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RUIDOSO

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SAN YSIDRO

Family Medicine

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Internal Medicine

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- Than Win, MD

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- Mary S. Schilling, MD

Pediatrics

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- Mai Ting, MD
- Namgyal Tsewang, MD

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Internal Medicine

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- David J. Kersbergen, DO
- Andrew Kwon, MD
- Joseph Moza, MD
- Nariel C. Offomah, MD
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- Martha Brown, CNP

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TAOS

Family Medicine

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- ### Geriatric Medicine
- Maribeth Conrad, CNP

TRUTH OR CONSEQUENCES

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 - Haruhuan C. Spruce, MD
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Continuing our investments in New Mexico



Jim Hinton,
President
and Chief
Executive
Officer,
Presbyterian
Healthcare
Services

Presbyterian recently celebrated its 106th birthday. Today, one in three New Mexicans gets their healthcare from Presbyterian, whether in a hospital or doctor's office or through their Presbyterian insurance plan.

We've grown along with New Mexico and have committed to invest in the health of New Mexico. In recent years, some of our biggest investments have been the building of the new Presbyterian Rust Medical Center in Rio Rancho and in our statewide electronic health record system that links you and all of your Presbyterian doctors to your health information.

This spring, a new Presbyterian Medical Group clinic opens in Santa Fe at 454 St. Michael's Drive. This new clinic is focused on patient-centered primary care and also has a walk-in clinic and radiology and lab services, with room to grow in the future.

Last fall, we opened a new primary care clinic on the north end of Rio Rancho, at 3777 NM Highway 528. The clinic brought more primary care services to this fast-growing community. By the end of the year, we will open a new patient tower and cancer center at Presbyterian Rust Medical Center in Rio Rancho, supplying more services closer to home for thousands of patients.



Advances in technology also allow the doctor to come to you. We are investing in new technology so you and your doctor can talk to specialists in Albuquerque without having to travel. For non-emergency needs, many of you will have access to Presbyterian Video Visits. This will allow you to have a doctor visit using your computer or smartphone, anywhere, anytime.

We also invest in services that help you use a sometimes complicated healthcare system. If you've been hurt in an accident, need treatment for a serious condition or develop a chronic

condition such as diabetes, Presbyterian Health Plan's care coordinators can help make sure you get the care you need and help you better understand your condition and your role in getting better.

Our purpose is simple: improve the health of the patients, members and communities we serve. I am moved by the trust that generations of New Mexicans have placed in Presbyterian and in the very personal connections we've grown with those for whom we have cared. We look forward to serving you and your family in 2015 and beyond.

Your Story

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Albuquerque, NM 87125-7489
www.phs.org

Managing editor:
oahmed@phs.org

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