

Presbyterian Nurse Advice Line

Presbyterian Salud, Commercial, and Medicare Advantage members and Presbyterian employees have access to a Nurse Advice Line (NAL), available 24 hours a day, 7 days a week to answer their healthcare questions.

If the member feels his/her condition is urgent or emergent, they should seek medical care through an Urgent Care or Emergency Room facility. The nurses do not take the place of practitioners, and during the call, the member is always given the option of going to Urgent Care or the Emergency Room if he/she feels it's necessary. The NAL provides helpful hints on how to feel better and stay healthy as well as access to a telephone reference library of health topics and community services. If a member calls with a medical condition, the NAL triages the member appropriately based on the information provided.

Nurse Advice Line Product Grid

PRODUCT LINE	Nurse Advice Line Toll-Free Telephone Number or Benefit Status
SALUD and SCI	1-888-730-2300 provided by Presbyterian Health Plan through NurseAdvice New Mexico. TTY users may call 1-800-659-8331
COMMERCIAL, PIC, and most ASOs	1-866-221-9679 provided by Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) through NurseAdvice New Mexico. TTY users may call 1-800-659-8331
PRESBYTERIAN EMPLOYEES (PHS)	1-800-905-3282 provided by Presbyterian Health Plan through NurseAdvice New Mexico. TTY users may call 1-800-659-8331
PRESBYTERIAN SENIOR CARE, MEDICARE SUPPLEMENTAL, and MEDICARE PPO	1-800-887-9917 provided by Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) through NurseAdvice New Mexico. TTY users may call 1-800-659-8331
NMPSIA	1-888-233-5016 provided by Interagency Benefits Advisory Committee (IBAC) through WellCorp. TTY users may call 1-800-659-8331
NMRHCA	Does not currently offer a NAL.
NMRx - PRESCRIPTION PROGRAM (Pharmacy Only Benefit)	NAL is not a benefit