



## Two important member ID card changes coming in January 2022

December 2021

Providers and Office Staff:

We have two important changes coming to our 2022 member ID cards. Please read this information carefully and share it with anyone in your office who needs it.

1. **ALL True Health New Mexico members will receive new ID cards for 2022.** This is due to new, federally mandated information that must be printed on each card.
2. **True Health New Mexico's individual and family on-exchange members, who have a member ID prefix of 000, will have new group and subscriber ID numbers on their cards.**

Here's what you need to know:

- It is crucial for all our contracted providers to ensure they have the most current ID cards for their True Health New Mexico patients.
  - When these patients check in at your facility, please make a copy of their current ID cards and update your billing systems to avoid claim denials.
- Unless otherwise contractually allowed, you will have 90 days from the date of service to file any claims under the **2021** ID card.
- True Health New Mexico will update its *Claims and Eligibility Reference Guide* and *Provider Handbook* in January 2022 with this information. You can find both documents at <https://www.truehealthnewmexico.com/providers/>.
- True Health New Mexico has educated its on-exchange individual and family plan members about this change. We have reminded them to destroy their old cards and start using their new cards beginning January 2022.

Thank you for your attention to this matter and for helping our patients avoid having their claims denied unnecessarily.