



TRUE HEALTH NEW MEXICO PLAN DISCONTINUATION

Important Notice for True Health Employer Groups

In 2023, Bright Health is refining and optimizing its strategy to deepen its presence in markets where it can have the greatest impact, achieve long-term success, and drive differentiated value with its Fully Aligned model of care. For that reason, Bright Health has decided to exit its Individual and Family Plan (IFP) business and discontinue its Employer Group segment after 2022 in some markets, including New Mexico.

This means that, as a wholly owned subsidiary of Bright Health, True Health New Mexico will discontinue health insurance coverage in the state of New Mexico for both individual and family plans and employer group plans after 2022.

True Health New Mexico is proud to have been a part of healthcare in New Mexico since 2018, and we appreciate the partnership we have with our employer groups and the opportunity to serve our members.

Below are some important FAQs to assist you through this transition.

1. How will this impact my employer group coverage?
 - Existing coverage for employer groups that are currently active will remain active with True Health New Mexico through their contract renewal date.
 - All group members will be notified by June 1, 2022 of True Health New Mexico's intent to withdraw our plans from the market in 2023.
2. How will this impact True Health New Mexico's provider network?
 - There is no impact to True Health New Mexico's provider network. True Health New Mexico will continue normal claims payment, prior authorization, utilization management, and case management operations during the wind-down period.
3. How can we support our employees during this transition?
 - It is a priority for True Health New Mexico and Bright Health to continue to provide the best service and experience to our members, providers, and other partners in New Mexico.
 - If any of your employees have questions about claims payment, contracted providers, ID cards, etc., please direct them to call Customer Service at 1-844-508-4677 as they normally would for the most expedient resolution.
4. Whom can I speak with at True Health New Mexico if I have questions or need additional information?
 - We encourage you to contact your insurance broker. We recognize the important role that they play with your account and know that they can provide a more personalized level of service and help in finding new coverage when your group coverage period ends.
 - You may also call True Health New Mexico for more information at (505) 322-2360.