



# GUIDE FOR NEW FEDERAL EMPLOYEE MEMBERS

Read and keep this guidebook to get the most from your True Health New Mexico High-Option HMO plan benefits.

[truehealthnewmexico.com/federal-employees](https://truehealthnewmexico.com/federal-employees)

## ACCESSING MEDICAL OR BEHAVIORAL HEALTH CARE

### Find a doctor, hospital, or other healthcare provider

- Visit [truehealthnewmexico.com](https://truehealthnewmexico.com). Click on *Find a Doctor* near the top of the page.
- Click *Quick Search PDFs* to view lists of urgent care centers, vision providers, pharmacies, hospitals, labs, draw stations, and mammography providers.
- **Be sure to visit only in-network providers, labs, etc. to avoid paying extra out of pocket. Always double-check any referrals to make sure they are to in-network providers.**
- Need help finding a provider? Call Customer Service at **1-844-508-4677**.



### Call the Care Connect Nurse Advice Line 24/7 at 1-844-308-2552

- Registered nurses will provide expert guidance for your non-urgent illnesses and injuries.
- If needed, the nurse can connect you with an MDLIVE® doctor. MDLIVE doctors are board-certified in New Mexico and in-network.

## YOUR PRESCRIPTION DRUG COVERAGE

True Health New Mexico Pharmacy Services provides your pharmacy benefits and CVS Caremark™ administers them.

- Your plan offers a **\$0 copay for many generic drugs for these chronic conditions**: asthma, bipolar disorder, chronic obstructive pulmonary disorder, congestive heart failure, coronary artery disease, depression, diabetes, high cholesterol, and high blood pressure, plus oral chemotherapy medications.
- The network includes local and retail pharmacies across New Mexico and the U.S., plus CVS Specialty Pharmacy.
- View our list of covered drugs (formulary) at [truehealthnewmexico.com/member-pharmacy-formulary](https://truehealthnewmexico.com/member-pharmacy-formulary). To search the list, type Ctrl F (on a PC) or ⌘ F (on a Mac) and enter the name of your drug in the search bar.

## MENTAL HEALTH IS IMPORTANT, TOO

Your True Health New Mexico High-Option HMO Plan offers a **\$0 copay for outpatient behavioral health visits**, including substance abuse. Search for a behavioral health provider with our Online Provider Search Tool at [truehealthnewmexico.com](https://truehealthnewmexico.com).



## WELLNESS RESOURCES

### Healthy Check-Up Interview

We want to guide you to the services and providers you need. Tell us about your current state of health – take our confidential Healthy Check-Up Interview at [research.net/r/THNMhealthycheckup](https://research.net/r/THNMhealthycheckup).

**True You Wellness Programs** – visit [truehealthnewmexico.com/trueyou-program](https://truehealthnewmexico.com/trueyou-program) for details.

- **Better You:** Workout programs, healthy eating tips, financial and work habit guidance, and more so you can start working toward a better you at your own pace.
- **Informed You:** A convenient way to access great health content and medical assessments.
- **Mindful You:** Mindfulness and meditation resources designed to support and enable mental wellness.

## OUR WEBSITE: [truehealthnewmexico.com/federal-employees](https://truehealthnewmexico.com/federal-employees)

This web page provides all the information and resources you need to understand your True Health New Mexico High-Option HMO health plan benefits and manage your care.

- Find in-network providers and learn about their qualifications.
- View and download your Federal Employee Benefit Brochure and your plan's Summary of Benefits and Coverage. These documents cover:
  - *Benefits and services included and excluded from coverage.*
  - *Copayments and other charges for which you are responsible.*
  - *Restrictions on benefits that apply to services obtained outside our system or service area.*
  - *How to access healthcare services.*
  - *How to get language assistance to talk with us about how we manage care and services, or to obtain information about benefits, access to services, and other issues.*
  - *How to submit a claim for covered services, if applicable.*
  - *How we evaluate new technology for inclusion as a covered benefit.*
  - *How to appeal a decision that adversely affects coverage or benefits.*
  - You may **request a printed copy** of these documents by calling Customer Service at the number below.
- Learn about programs and services we offer to all members:
  - *Our Case Management Program.*
  - *Our Disease Management Programs.*
  - *Availability of TDD/TTY services.*
- Explore health and wellness resources.
- Learn about your member rights and responsibilities.
- Protect yourself from health care fraud, waste, and abuse.

## MEMBER PORTAL

- Register for and log in to the member portal to access your ID card, review benefits, check claims and prior authorization status, request an ID card, and more: [truehealthnewmexico.com/federal-employees](https://truehealthnewmexico.com/federal-employees)

## TRANSITION OF CARE

- Learn about eligibility for transition-of-care benefits, which allow you to continue treatment with an out-of-network provider for a defined period of time, if you meet the criteria: [truehealthnewmexico.com/care-management](https://truehealthnewmexico.com/care-management)

**Customer Service for federal employees:  
1-844-508-4677, Monday-Friday, 8:00 a.m.-5:00 p.m.**