



TRUE HEALTH NEW MEXICO PLAN DISCONTINUATION

Important Notice for True Health Members

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 opportunity you have entrusted in us to care for you and your family.

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

1. How will this impact my individual and family plan coverage?
 - True Health New Mexico insurance coverage will end on December 31, 2022 for members enrolled in our individual and family plans.
 - All individual members will receive notification by June 1, 2022 of True Health New Mexico's intent to withdraw our plans from the market in 2023.
 - 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.
2. How will this impact my employer group coverage?
 - 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.
3. 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.
4. Whom can I speak with at True Health New Mexico if I have questions or need additional information?
 - Please call Customer Service at 1-844-508-4677.