



truehealth[™]
new mexico

TRUE PERKS

True Health New Mexico is more than a health plan; it's your plan for health. Our top priority is guiding you to your best state of health and helping you stay there. These member perks are designed with your lifestyle and needs in mind.

WELLNESS

True You Wellness Programs:¹ Our new True You programs offer challenges, tips, and courses to inspire you to lead a healthier lifestyle. The best part? They're all available at no cost to you and your covered dependents who are 18 and older.

- **Better You** offers fun ways to get fit, stay fit, and improve other areas of your life, too. Earn points by completing challenges, preventive screenings, and university courses in a variety of topics from physical activity to financial wellness. Redeem your points for gift cards.
- **Informed You** is a convenient way to access credible and current health information, tools such as a symptom checker, and a pregnancy SmartSite[™].
- **Mindful You** can help you cultivate more mindfulness. It consists of live webinars, a mindfulness-based stress reduction program, and self-guided programs.

truehealthnewmexico.com/trueyou-program



Wellness Calendar: Give yourself a year of wellness. Our Wellness Calendar features a different health topic each month with links to detailed, credible, and up-to-date information.

truehealthnewmexico.com/wellness-calendar

Topic of the Month: Learn about a new health and wellness topic each month, read tips from our own medical directors, and find mobile apps. truehealthnewmexico.com/topic-of-the-month

SERVICES AND TOOLS

Member Portal, Mobile App: Our secure portal offers you a streamlined way to manage your health plan. Use it to view your benefits, eligibility, claims, and prior authorizations; view and print your ID card; search for a provider; and more. Our mobile app puts all the features of the member portal on your smartphone, making it easier for you to access your plan information wherever you go.

truehealthnewmexico.com/my-account-login

Mail-Order Pharmacy, \$0 Generics: If you take long-term medications to control a chronic condition, you can receive up to a 90-day supply by mail. In addition, your True Health New Mexico plan offers many generic drugs for several chronic conditions at a \$0 copay.¹ This makes it easier for you to continue taking medications that help you stay well. truehealthnewmexico.com/member-pharmacy-formulary

FINDING THE CARE YOU NEED

Care Connect Nurse Advice Line with Virtual Clinic: Our Care Connect Line registered nurses provide expert guidance for your minor illnesses and injuries. If needed, the nurse can arrange a consultation via telephone with an MDLIVE® doctor. **1-844-308-2552**



Robust Provider Network: Our network includes more than 10,000³ primary care providers, specialists, alternative-health practitioners, behavioral health providers, hospitals, urgent care centers, and other facilities within New Mexico and the border areas of El Paso, Lubbock, and Muleshoe, Texas. Also, outside of the Albuquerque/Rio Rancho four-county area, all Presbyterian hospitals and clinics are **in-network**.

truehealthnewmexico.com

Alternative Health Options: Your True Health New Mexico plan covers acupuncture and chiropractic care. Check your health plan's summary of benefits to learn about your cost-share and the number of visits covered per year. Find an alternative-health practitioner using our online provider directory. **truehealthnewmexico.com**

\$0 Copayments for Behavioral Health Office Visits: Behavioral health and overall physical health are closely linked. Whether you are dealing with a crisis or just need a counselor to talk to, our network offers access to many behavioral health providers. Also, your plan offers a \$0 copay for outpatient behavioral health visits, including substance-abuse visits.² **truehealthnewmexico.com/seeking-healthcare-services**

Healthy Checkup Interview: Evaluating your responses to our Healthy Checkup Interview helps us establish a plan for your care and tells us if you need guidance from our Care Management team to find doctors, receive specific healthcare services, or get caught up with preventive screenings.

research.net/r/THNMHealthyCheckUp

Smoking Cessation: Your True Health New Mexico plan covers certain prescription smoking cessation medications, plus some over-the-counter products. The QUIT NOW hotline can help you come up with a plan to quit, too.

truehealthnewmexico.com/smoking-cessation

truehealthnewmexico.com/members

Notes

1. The \$0 generic drug copay benefit does not apply to high-deductible health plans (HDHPs).
2. The \$0 behavioral health office visit copay benefit does not apply to high-deductible health plans (HDHPs).
3. Source: True Health New Mexico Provider Directory, truehealthnewmexico.com.

Be true to your health.

