



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:** Our 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 rewards by **visiting your provider for annual wellness exams**, and **completing preventive health screenings**, challenges, and university courses in a variety of topics from physical activity to financial wellness. Redeem your rewards for **up to \$125 in 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](http://truehealthnewmexico.com/trueyou-program)



## SERVICES AND TOOLS

**Member Portal:** 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. [truehealthnewmexico.com/members](http://truehealthnewmexico.com/members)

**Your pharmacy benefits:** Prescription medications are important to maintaining good health. That's why we offer an expanded \$0 generic drug list for several chronic conditions that go above and beyond what's required by the Affordable Care Act (ACA)<sup>1,2</sup>. View our complete list of covered medications, \$0 generic drug list, and ACA preventive drug list. [truehealthnewmexico.com/member-pharmacy-formulary](http://truehealthnewmexico.com/member-pharmacy-formulary)

## FINDING THE CARE YOU NEED

**Care Connect Nurse Advice Line:** Our Care Connect Line registered nurses provide expert guidance for your minor illnesses and injuries 24/7/365. **1-844-308-2552**

**Doctor On Demand®:** We have partnered with Doctor On Demand to offer virtual visits.<sup>2,3</sup> Doctor On Demand lets you see a doctor right away from your mobile device or computer. Within minutes you'll be

connected via live video with a board-certified physician. They can diagnose, treat, and even prescribe if necessary. You also can schedule a video visit at a later time that's convenient for you.

[truehealthnewmexico.com/telehealth](https://truehealthnewmexico.com/telehealth)

**Robust Provider Network:** Our network includes more than 10,000<sup>4</sup> 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](https://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](https://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.<sup>2,5</sup>

[truehealthnewmexico.com/seeking-healthcare-services](https://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](https://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](https://truehealthnewmexico.com/smoking-cessation)

[truehealthnewmexico.com/members](https://truehealthnewmexico.com/members)

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## Notes

1. The \$0 generic drug copay benefit does not apply to high-deductible health plans (HDHPs).
2. Refer to your Summary of Benefits and Coverage (SBC) to see if your plan qualifies.
3. Doctor On Demand virtual visits are available on most True Health New Mexico plans at no cost. For HDHP members, the applicable copay or coinsurance will apply until the deductible is met.
4. Source: True Health New Mexico Provider Directory, [truehealthnewmexico.com](https://truehealthnewmexico.com).
5. The \$0 behavioral health office visit copay benefit does not apply to high-deductible health plans (HDHPs).

*This summary contains plan highlights only and is subject to change. Specific terms of coverage are listed in the Evidence of Coverage (Member Handbook), including plan limitations and exclusions. For additional costs and complete details of coverage, call Customer Service at 1-844-508-4677.*

Be true to your health.

